Translation Services

Statewide Contract Webinar – July 20, 2010
Your Presenter

State Purchasing Division – Statewide Contracts

Trudie E. Carmichael
Associate Category Manager

Experience
- 19 years of public sector purchasing and contract administration

Education
- B. A., North Georgia College
- J. D., Atlanta Law School

Contract Information
TCarmich@doas.ga.gov
404-657-6879
Purpose of this Webinar
State Purchasing Division – Statewide Contracts

1. EXPLAIN the purpose
2. REVIEW the benefits
3. LIST specific details
4. LIST the benefits
5. FIND on the website
6. REVIEW FAQs
7. DESCRIBE how to get info
Purpose of this Webinar
State Purchasing Division – Statewide Contracts

Purpose:
The purpose is to.....

- Provide 24/7 translation services
  - Person-to-Person
  - Person-to-Phone
  - Written Translation
  - Voice Over Response
# Statewide Contract Details

**State Purchasing Division – Statewide Contracts**

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the Contract Number?</td>
<td>Contract #99999-SPD-S20110701-0001-0004</td>
</tr>
<tr>
<td>What type of Contract?</td>
<td>Mandatory</td>
</tr>
<tr>
<td>Does it Replace an Existing Contract?</td>
<td>No</td>
</tr>
<tr>
<td>What is the Contract Term?</td>
<td>One (1) Year, with Four (4) options to renew</td>
</tr>
<tr>
<td>What is the Expiration Date?</td>
<td>06-30-2016</td>
</tr>
<tr>
<td>Does it Allow the Use of the P-Card?</td>
<td>Yes</td>
</tr>
<tr>
<td>Who is the Person to Contact with Questions:</td>
<td>Trudie E. Carmichael\<a href="mailto:nTcarmich@doas.ga.gov">nTcarmich@doas.ga.gov</a>\n404-657-6879</td>
</tr>
</tbody>
</table>
Key Benefits

State Purchasing Division – Statewide Contracts

Key Benefits:

- Ability to conduct business in varying languages
- Lower pricing
- 24-hour statewide accessibility
- Ability to pay using Agency P-Card
Where to Find this Statewide Contract

State Purchasing Division – Statewide Contracts

1. Visit the DOAS website at www.doas.ga.gov
Where to Find this Statewide Contract

State Purchasing Division – Statewide Contracts

2. Hover over the “State and Local” section
3. Click on “State Purchasing”
Where to Find this Statewide Contract

State Purchasing Division – Statewide Contracts

4. In the “Direct Links” section, click on “Statewide Contracts”
How to use this contract

State Purchasing Division – Statewide Contracts

- Person-to-Person (2 suppliers awarded):
  - LATN, Inc. and Interpreters Unlimited

- Person-to-Phone:
  - Language Line Services

- Written: (2 suppliers awarded):
  - LATN, Inc. and Carmazzi, Inc.

- Voice Over Response: (2 suppliers awarded):
  - LATN, Inc. and Language Line Service:
# Frequently Asked Questions

**State Purchasing Division – Statewide Contracts**

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<tr>
<td>Do I have to use this contract?</td>
<td>Yes, the contract is <strong>mandatory</strong> for all State entities under the State Purchasing Act.</td>
</tr>
<tr>
<td>Which vendor do I select?</td>
<td>There are two (2) vendors in each category, with the exception of Person-to-Phone service, where there is one. The choice of vendors will be based upon your need and their availability.</td>
</tr>
<tr>
<td>How do I place an order for service?</td>
<td>Each vendor has an 800 number and/or e-mail address that you may use to place your order for service.</td>
</tr>
<tr>
<td>We have staff that provide this service. Can we continue to use them?</td>
<td>If you have staff that provides this service, you will need to request a waiver. Should you lose the staff, you will need to use the contract to provide this service.</td>
</tr>
</tbody>
</table>
Frequently Asked Questions
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<td>Does this contract include sign language services.</td>
<td>Not at this time. DOAS will either rebid for these services or piggyback on a national contract.</td>
</tr>
<tr>
<td>How do I obtain sign language services?</td>
<td>You will need to contract with a former supplier or bid for the services by State entity.</td>
</tr>
</tbody>
</table>
For more information
State Purchasing Division – Statewide Contracts

Submit Questions To:

Trudie E. Carmichael,
Associate Category Manager
Email Address:
TCarmich@doas.ga.gov
Person to Contact:
Trudie E. Carmichael
Phone Number:
404-657-6879

Vendor Contact Information
Person-to-Person Translation:

LATN, Inc.
amitchell@latn.com
Person to Contact:
Alicia V. Mitchell
Phone Number:
1-800-943-5286 toll free
1-888-511-6233 toll free fax

This Webinar

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Phone Number:
404-657-6879

Vendor Contact Information
Person-to-Person Translation:

INTERPRETERS UNLIMITED, INC.
Email Address:
anita.tallman@iugroup.com

Person to Contact:
Anita Tallman

Phone Number:
1-800-726-9891, ext. 111 toll free
1-800-726-9822 toll free fax
800-943-5286 toll free

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Email Address: TCarmich@doas.ga.gov

Person to Contact: Trudie E. Carmichael
Phone Number: 404-657-6879

Vendor Contact Information
Person-to-Phone Translation:

LANGUAGE LINE SERVICES
Email Address: jmatthews@languageline.com

Person to Contact: Joe Matthews
Phone Number:
1-800-316-5493 toll free
1-800-821-9040 toll free fax

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LATN, Inc.
amitchell@latn.com

Person to Contact:
Alicia V. Mitchell

Phone Number:
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Trudie E. Carmichael

Phone Number:
404-657-6879

Vendor Contact Information
Written Translation Service:

CARMAZZI, INC.

sales@carmazzi.com

Person to Contact:
Jen Weaver

Phone Number:
1-888-452-6543 toll free
1-888-648-3431 toll free fax

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Voice Over Response:

LATN, Inc.
amitchell@latn.com

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Voice Over Response:

LANGUAGE LINE SERVICES
Email Address:
jmatthews@languageline.com

Person to Contact:
Joe Matthews

Phone Number:
1-800-316-5493 toll free
1-800-821-9040 toll free fax
800-943-5286 toll free

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Supplier’s Introduction…

Each Supplier will have five (5) minutes to introduce themselves.

• Carmazzi, Inc.

• Interpreters Unlimited, Inc.

• Language Line Services, Inc.

• LATN, Inc.
Company Profile

Interpreters Unlimited is an all inclusive Language Service Provider
- In Person/Telephone Interpretation
- Document Translation
- Spanish Interpretation/Translation
- ASL Interpretation
- Language School/Certification

- Established in 1970 – 40 years of Experience with 600 Active Clients
- Over 7000 Qualified Interpreters/Translators Available
- Experienced in over 100 languages
- Headquarters are based in San Diego, CA in a 7,000 Sq Ft Facility
- Certified Small Business and Minority Owned
- Insured for Errors/Omissions – No Claims in 40 Years
- Proven Track Record with Nationwide Availability
- Proprietary Management Information
Company Experience

Interpretation & Translation Experience Includes:

- 5 of the top 10 counties in California
- State of Arkansas
- State of Missouri
- State of Illinois
- State of North Carolina
- State of Michigan

Departments serviced:

- Human Services
- Community Health
- Behavioral Health and Development Disabilities
- Labor
- Corrections
- Transportation

interpreters unlimited • life takes communications
What is important to the State of Georgia?

- Convenience
- Contact Ease
- Pricing
- Training and Qualifications of Interpreters
- Interpreter/Client Consistency

By partnering locally with Translation Station, Interpreters Unlimited brings to the State of Georgia:

- Over 12 years of experience with the State
- Contact via fax, email and phone with quick response.
- Confirmation of services with interpreter’s name, as well as other pertinent information.
- Excellent monthly reporting to all respective departments, discussing language, fees, hours, assignment summary, etc.
- All interpreters go through 2 hour orientation, including role play, professional responsibility, and ethics. State Court certified and have been through medical training interpreters are first preference.
- Keep consistent record of all client comments, complements or criticism for constructive purposes.

interpreters unlimited • life takes communications
IUX – Interpreters Unlimited Proprietary Management System

- Customized for Interpreters Unlimited Exclusively
- Excellent Management Tool – Heart of our Management
- Advanced Technology Automation for All Facets of Client Services
- Multilevel Interpreter Tracking & Scheduling
- Account Management/Billing
- Quality Assurance Monitoring, Tracking and Reporting
- Personalized Confidential Client Records/History
- Interpreter Certification and Evaluation Monitoring
- Ability to schedule appointments online, through secure access.
Pre-Assignment
• Obtain list of all GA interpretation sites and input in IUX, proprietary software program.
• Confirm interpreter on-call availability within 50 miles of sites (applies to all key languages).

Client Request
• Input client language and time request.
• Proprietary software determines best ranked closest available interpreter.
• Appointment confirmed with interpreter and client.

Interpreter Dispatch
• Appointment details sent electronically to interpreter, including location, directions, and pertinent details.
• Interpreter to arrive on-time. Punctuality strictly enforced.

Assignment Closure
• Interpreter reports ending time.
• Invoice generated and sent to client based on contracted rates.
• Client history maintained.
• Interpreter evaluation sent to ensure satisfactory assignment.

Project Control
INTERPRETERS UNLIMITED’S team ensures YOUR PROJECT is ACCURATE, ON-TIME & WITHIN BUDGET

interpreters unlimited • life takes communications
Telephone Interpretation for
The State of Georgia

from Language Line Services
## Telephone Interpretation to Meet the Challenge

| Proven Reliability                      | - Established the industry 28 years ago  
|                                         | - Over 20,000 loyal customers           
|                                         | - Unparalleled industry awards          
|                                         | - Complete business continuity in place  
|                                         | - Industry leading                      |
| Interpreter Quality                    | - Dedicated Quality Control Department  
|                                         | - 1 in 12 applicants are hired           
|                                         | - On-going training, testing and monitoring  
|                                         | - Over 40 hours of annual training per interpreter  |
| Operational Efficiency                 | - Proven industry leading connect times  
|                                         | - 24 hour operations across the globe    |
Our Statewide Contract Supports Georgia DHR With

- **Availability:** 24x7x365
- **Connect Time:** Within seconds
- **Reliability:** Zero “downtime”
- **Available Languages:** >170
- **Quality:** Trained, Professional and Confidential
- **Support:** In call centers, offices or in the field, Language Line Services has customer training and support tools to help break through language barriers— at no cost!
Customer Support and Training Available

Whether you operate a call center, an office or support personnel in the field, Language Line Services offers the support to bridge language barriers on the spot.

**STAFF SUPPORT TOOLS**
- Quick Reference Guides
- Language ID Card
- Dual Handset Phone

**CUSTOMER SUPPORT TOOLS**
- “Interpretation Services Available” Posters and Desktop Displays

© 2010 Language Line Services • www.languageline.com
To learn more, contact:

Joe Matthews  
State of Georgia Account Executive  
Email: jmatthews@languageline.com  
Phone: 1-800-316-5493  
www.LanguageLine.com

We help the world communicate, one person at a time.
Presentation to DOAS

LATN

1720 Peachtree Street, Suite 433 – Atlanta GA 30309
LATN provides high-quality language services since 1995.

- **Georgia based company**
  - 15 years providing Language Services
  - Strongest coverage in the entire State of Georgia
  - More than 100 languages

- **Customer Service Oriented**

- **Awarded by DOAS:**
  - Interpreting Services (person to person)
  - Translation Services (written)
  - Voice Over Services (voice talent)

LATN is the ONE STOP SERVICE CALL for All Language Needs
LATN offers reliable Translation and Interpreting Services.

**Interpreting Services:**
- 24 Hour
- Prompt attention

**Translation Services:**
- Turnaround times
- Rush/ Emergency requests
- Flexible format

**Voice Over Talent Services:**
- By age group
- Gender
- Accent

*The Voice Talent needed to achieve the Desired Impact.*
LATN – Requesting Services

- **Phone:**
  - 1-800-943-5286 (LATN) 24 Hours Service

- **Fax:**
  - 1-888-511-6233

- **E-mail:**
  - latn@latn.com

- **On-line Request**
  - [www.latn.com](http://www.latn.com)
    click “On-line Request”
LATN Account Administration will provide with a detailed report at the end of every month.

- **Invoicing:**
  - LATN can invoice interpretations individually or per predetermined periods of time
  - LATN can issue a simplified invoices accompanied with a detailed report of assignments
  - Billing report can also include a copy of the interpreter time sheets.

- **Customized reporting:**
  - LATN can also prepare customized reports based on the information needs of the requesting entity.
Questions…