Maricopa County Community College District

RFP #2933-10
SIGN LANGUAGE INTERPRETER SERVICES

Submitted by
Interpreters Unlimited

11199 Sorrento Valley Rd. Ste 203
San Diego, CA 92121
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www.InterpretersUnlimited.com
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MCCCD – RPF 2933-10

Pursuant to Arizona Revised Statutes 35-391.06 & 35.393.06, proposer certifies that it does not have a scrutinized business operation in either Sudan or Iran.

SIGNATURE: ____________________________________________________

(PRINTED NAME) Sayed Ali

TITLE President

COMPANY Interpreters Unlimited, Inc.

ADDRESS 11199 Sorrento Valley Road, Suite 203

CITY, STATE, ZIP San Diego, CA 92121

TELEPHONE 800.726.9891

FAX NUMBER 800.726.9822

E-MAIL info@iugroup.com

Is your firm a: (X) Corporation* ( ) Partnership ( ) Individual ( ) Joint Venture

(a) Where incorporated: California

(b) Date incorporated 11/8/2006

(c) Have your Articles ever been suspended or revoked? [ ] Yes (X) No If yes,

Has your firm or its parent or subsidiaries ever been debarred or suspended from providing any goods or services to the Federal Government or other public entities? No

If yes, when, for what reason, and when were they reinstated. N/A
September 11, 2009

Mr. Killourie:

We want to thank you for the opportunity to respond to your RFP for sign language interpreter services. Interpreters Unlimited, Inc. (IU) understands you require a professional and reliable interpretation agency and after review of our proposal, we hope you will determine that: **Interpreters Unlimited, Inc. is your best solution.**

IU has been providing document translation, in-person & telephone interpretation nationwide for nearly 40 years. We reside in 7,000 square feet of office space in multiple locations, that is, San Diego, California where we are based, and Little Rock, Arkansas.

We currently provide interpretation and translation services to a wide range of industries from corporate to health & human facilities. We believe that our clients have chosen to work with Interpreters Unlimited because we offer:

- Contract interpreters who abide by both the Code of Professional Conduct as dictated by the National Association of the Deaf & the Registry of Interpreters for the Deaf and are certified by RID
- Bilingual staff – on spot phone interpretation
- Our vast experience in working with school districts, hospitals, large corporations, medical facilities, health and human services agency, and certified court interpretation
- Translation and interpretation in over 130 languages including American Sign Language, Tactile Sign Language and Spanish Sign Language
- Proven success in providing exceptional customer service and conforming to contract specifications
- A live person to speak with when calling our offices, along with a dedicated management staff accessible 24 hours a day, seven days a week
- A reliable proprietary software system that ensures accurate billing, scheduling, and overall quality assurance of our interpreters
- Access to over 7,000 interpreters and translators

In our experience with working in sign language interpretation, we understand your requirements and how they apply to the services we offer. We have satisfied the ongoing needs of contracts similar to MCCCD and look forward to the opportunity to do the same for you.

Please do not hesitate to contact me if you have any questions or concerns. I look forward to speaking with you.

Respectfully,

Sayed Ali
President, Interpreters Unlimited
To best service a client is to have a complete understanding of what is important and what is required by the client. As one of the largest higher education systems in the world and being responsible for over 250,000 students each year, MCCCD must excel in the quality of services they offer to their academic community. This includes but is not limited to interpretation services. This can only result if MCCCD uses vendors that will meet or exceed the following standards…Interpreters Unlimited will do both.

- Provide sign language interpreters with a high school diploma or GED as well as at least one of the following certifications (where applicable):
  - RID (Registry of Interpreters for the Deaf) Certification
  - NIC (National Interpreter Certification)
  - NIC (Certified), NIC Advanced and NIC Master
  - TECUNIT™ (Testing, Evaluation, & Certification Unit, Inc.) Cued Language
  - Transliterator National Certification Examination (CLTNCE) Certification
  - NCRA (National Court Reporters Association) Registered Professional Reporter
  - (RPR) Certification for CART providers
  - NVRA (National Verbatim Reporters Association) Certified Verbatim
  - Reporter (CVR)
  - EIPA (Educational Interpreter Performance Assessment)
  - Rating 3.5 or Higher for Educational Interpreting for K-12 only
  - Certificate of Competency issued by the Arizona Commission for the Deaf and the Hard of Hearing

- Provide a Certified Deaf Interpreter if the individual(s):
  - Use idiosyncratic non-standard signs or gesture such as those commonly referred to as "home signs" which are unique to a family
  - Use a foreign sign language
  - Have minimal or limited communication skills
  - Are deaf-blind or deaf with limited vision
  - Use signs particular to a given region, ethnic or age group
  - Have characteristics reflective of Deaf Culture not familiar to hearing interpreters

- Provide an “educational interpreter” for deaf students, teachers, service providers and other individuals within an academic/educational environment when needed

- Work with MCCCD to determine the best strategy for a given request of services based on length of assignment, number of consumers, and subject matter

- Schedule an interpreter after given less than 24 hours to four days notice

- Provide excellent customer care
  - All calls received within regular business hours (8:00 am – 5:00 pm PST) will be returned within 30 minutes
  - Calls received after hours (5:00 pm – 8:00 am PST of the following business day) will be returned the next business day
o IU is available 24 hours a day, with a phone messaging service operational after hours

- Provide interpreters that understand and abide by the code of ethics set by the National Association of the Deaf and the RID

- Require a minimum unit for service of two hour and a quarter hour increments billing rate for all subsequent billing time

- Provide accurate service summary & billing reports including but not limited to:
  o Date, time, duration, and location
  o Language or dialect requested

- Assurance to handle sensitive & confidential information, i.e. student education records as set forth by the Family Education Rights and Privacy Act of 1974
3. Executive Summary

IU has been providing multilingual solutions to business and government agencies nationwide for nearly 40 years. We work with over 130 languages, including American Sign Language, Tactile Sign Language and Spanish Sign Language, utilizing more than 7,000 language experts nationwide. We have a proven track record with various state agencies and continually pass state annual audits.

Our Philosophy
IU focuses on putting the unique needs of clients first by providing:

- Flexible solutions that are time sensitive - no hassle, no complications
- Corporate strength to adapt and withstand any challenges encountered during a contract
- Distinguished customer service
- Accessible management

Corporate Infrastructure
We are a certified small business and minority owned that is available 24 hours a day, 7 days a week. As a multimillion-dollar company, IU is financially strong and well equipped to carry sizable accounts receivable. We are insured for Errors & Omissions and Professional Liability, with no claims in 40 years of service.

Proprietary Management Information System:
This is the heart of our management. All facets of one-client services are fully automated and computerized. Every part of the process of administrating the company is done by our proprietary software such as quality assurance tasking, multilevel interpreter tracking, scheduling, billing, personalized client records/history, interpreter certification/evaluation monitoring just to name a few.

Scope of Services
We are a full service language company providing solutions whenever language creates a barrier to effective communication. We have more than 600 active customers representing a wide array of industries.

- In-person interpretation
- Translation/Transcription
- Telephone Interpretation
- ASL Interpretation
- Language Certification

Specific Areas and Expertise
Our professional network and interpreters provide proficiency in most language disciplines with industry association credentials. Below is a list of expertise that IU offers:

- Legal Court Hearing
- Deposition
- Recorded Statements
- Administrative Hearings
- Arbitrations
- Legal Firms
- Conferences
- Medical/Healthcare sessions
- School/Labor Hearings
- Mental Health sessions

Quality Assurance/Compliance
It’s imperative for the success of our business to provide exceptional customer service and conform to contract specifications. We have a quality assurance personnel plan in place that ensures the compliance to our quality standards and contract specifications. Our proprietary software is a key to monitoring, reporting and tracking our compliance such as: master file on each interpreter, interpreter testing/evaluation, and interpreter proficiency/client feedback rating. We perform quality audits on a quarterly basis ensuring that the contracts meet and exceed the specifications.

Language Certification/School
IU operates a non-profit language school providing a community service and helping immigrants learn English and other languages. As part of this school we provide language proficiency testing and performance evaluation. The school has a full certification program.
4. Respondent Questionnaire

The following are responses to Section 7. Respondent Questionnaire of the RFP:

7.1 Describe your company and its history in successfully providing the services requested (in this document) to previous community college clients.

IU has successful track record of providing interpreters certified by the Registry of Interpreters for the Deaf, Inc. (RID) ever since RID developed the certification and testing for sign language interpreters. IU has experienced this success with providing sign language interpretation services for the Los Angeles Unified School District, University of California San Diego, San Diego Unified School District, University of Arkansas, and Palomar Community College. In addition, IU has provided similar services with both Health and Human Services Agencies and the Department of Corrections.

7.2 State the number of years of service and experience of your company.

IU has been providing interpretation and translation services for nearly 40 years. We have worked with a wide range of clientele from the legal, academic, medical, corporate industries, and government agencies.

7.3 Explain how your company tests and hires qualified interpreters.

As you will see detailed in Section 7.2 of this proposal, IU has a three step process for qualifying interpreters. We first require all potential interpreters to complete a Technical Qualification Survey. The result of this survey is reviewed by our management team including senior interpreters before the candidate is asked to complete the next step.

The second step includes a complete a verbal exam as well as multiple interviews to verify proficiency and competency.

After verifying the candidate would be a good fit for our company based on their technical knowledge, proficiency, experience, certifications, and professionalism, s/he will complete step three, which is being trained on our processes, standards, and expectations.

S/he is then added to our interpreter proprietary repository. Our robust database management system includes details of each interpreter and translator i.e. skill set, certifications, experience, etc. which ensures our schedulers are able to assign them to the most appropriate assignment. We have also customized our repository to produce detailed summary reports of each assignment from start to finish.

7.4 Do you perform a skills assessment in addition to national or state certification?

Yes. IU conducts a skills assessment of each sign language interpreter which entails a
written exam, an interview, and a performance skill evaluation. This allows IU to place the interpreter in one of three tiers:

**Tier 1** is an interpreter that scored a 60+% on the written exam and is considered to be entry level. This interpreter can handle interpretation where there is opportunity to stop for clarification.

**Tier 2** is an interpreter that scored 75+% on the written exam and is considered to be intermediate level. This interpreter can handle difficult, faster-paced communication where there may or may not be an opportunity to stop for clarification or repetition.

**Tier 3** is an interpreter that scored 90+% on the written exam and is considered to be advanced level. This interpreter is proficiently and can handle a complex communication situations occurring in the educational environment.

IU requires interpreters to be assessed every four years regardless of their current Tier placement.

7.5. How do you qualify deaf individuals who perform interpreting services?

Most of our sign language interpreters are not deaf. However, in a case where the interpreter is deaf, IU utilizes a third party company with expertise in this area to complete an assessment of the deaf interpreter.

7.6. Describe your company’s training/continuing education program for your employees and subcontractors.

IU employees and subcontractors undergo an orientation and training program. The training period varies from 3-5 days depending upon the experience and years in the business. Each candidate is given a test at the completion of the training program.

- Overview
- Standards of Practice for Professional Interpreters
- Ethical Principles for Interpreters
- Interpreting Protocols
- Interpreters Roles and Interventions
- Improving Your Consecutive Interpreting Skills
- Implementing Interpreter Assessment Tools
- Technology and Language
- Do-It-Yourself Training: Resources to Improve the Quality
- Of Interpreting
- Promoting Interpreter Health and Well-Being
- Assessing Language Proficiency in Bilingual Employees
- Cross Cultural Communication & Cultural Awareness
- Overview on Language Barriers
- Interpreter Glossary

IU requires periodic performance reviews for all staff. We also encourage our staff to gain certifications, and attend seminars & workshops for translators and interpreters. IU reimburses all expenses incurred for continuing education.
7.7. Describe how your company ensures cultural sensitivity when making assignments.

Since IU has access to over 7,000 language experts, there has not been a specific need IU has not been able to fill specifically in the arena of cultural diversity. First, our schedulers have an important role to attain a clear understanding of the needs of a particular request before they can fulfill the assignment accordingly. Once that is known, our schedulers have access to the profiles of each language expert through our proprietary database and can therefore determine which contractor has the cultural knowledge and/or background and language skill set needed for the assignment.

7.8. Describe your ability to successfully provide and/or comply with all of the items listed in Section 5, Scope of Work.

With almost 40 years of experience in the interpretation industry, IU has worked with a diverse set of clientele in both the private and public sector. IU has successfully completed several ASL contracts with similar requirements as outlined in Section 5 of the MCCCD RFP.

IU understands MCCCD and its need to:

- work with only certified sign language interpreters
- rely on an agency like IU that has a very responsive staff and management team
- associate with an agency that values having a code of ethics and above average customer care which are basic operating principles for IU
- utilize an interpretation agency that has experience in working with sign language interpreters as IU does
- receive accurate monthly and yearly billing statements which is a standard for IU

7.9. Describe any other qualities, qualifications, and/or examples that further demonstrate your abilities to provide the services requested in the RFP.

IU takes pride in being an active agency in the interpretation and translation industry nationwide. We enjoy being part of an industry whose primary goal is to provide a solution when language creates a barrier for effective communication.

In business for nearly 40 years, IU has outperformed its competitors and continues to maintain as well as acquire new contracts with a wide range of clientele requiring language expert services. With the customer care, the expertise, the track record, and the dedication & passion for this industry, IU will meet, if not exceed, the expectation of MCCCD.
### 5. Qualifications and Experience

<table>
<thead>
<tr>
<th>CLIENT</th>
<th>SERVICES PROVIDED</th>
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| **State of Arkansas**  
*Incumbent vendor for over 5 years.* | Primary provider for ASL  
In-person interpretation  
Telephone interpretation  
Document translation  
Language proficiency Testing |
| **County of San Diego, Health & Human Services**  
*3rd highest populated county in California* | Primary provider for ASL  
In-person interpretation  
Telephone interpretation  
Document translation  
Language proficiency Testing |
| **State of Missouri** | Primary provider for ASL  
Statewide provider |
| **California Department of Corrections & Rehabilitation** | Primary provider for ASL  
In-person interpretation  
Telephone interpretation  
Document translation |
| **Illinois Department of Corrections** | Primary provider for ASL  
In-person interpretation |
6. References

- U.S. Health and Human Services Agency, County of San Diego
  3255 Camino del Rio South, San Diego, CA 92108
  
  **Point of contact:** Jennifer Wheeler, Program Manager  
  (619) 563-2743  
  Jennifer.Wheeler@sdcounty.ca.gov
  
  **Contract Value:** $3.5M  
  **Description of Work:** On-site and Telephone Interpretation

- California Department of Corrections and Rehabilitation  
  1515 S Street, Mail Room 127N, Sacramento, CA 95811
  
  **Point of contact:** Denise Pulido, Contracts, Language Services  
  (916) 229-5065  
  Denise.pulido@cdcr.ca.gov
  
  **Contract Value:** $1M/annum  
  **Description of Work:** On-site, telephonic and Sign Language Interpretation

- Department of Human Services – Division of County Operations, State of Arkansas  
  700 South Main Street, Little Rock, AR 72201 (Main Office)
  
  **Point of contact:** William Young, Sebastian County, (479) 782-4555 Ext. 3375  
  Andrew Dodd, Washington County, (479) 521-1270 Ext. 143
  
  **Contract Value:** $300K  
  **Description of Work:** On-site and Telephone Interpretation

- Conway School District, Conway, AR  
  2220 Prince Street, Conway, AR 72034
  
  **Point of contact:** Sharon Nichols, ESL Coordinator  
  (501) 4056-4870  
  nicholss@conwayschools.net
  
  **Contract Value:** $25K  
  **Description of Work:** Document Translation, On-site and Telephone Interpretation
7. Qualifications of Personnel

7.1 Organizational Chart
7.2 Interpreter Testing and Qualification

Statement of Testing

3 step process:

1. Technical Qualification Survey
2. Verbal Exam and Interview
3. Interpreter/Translator Agreement

Step 1: Technical Qualification Survey
Interpreters Unlimited requires that as a first step, all new interpreters and translators complete a Technical Qualification Survey that helps to evaluate compliance with our standards and technical skill set.

Step 2: Verbal Exam and Interview
The second step is for a senior member of our staff or interpreter to conduct a verbal exam and interview to verify proficiency and competency.

Step 3: Interpreter/Translator Agreement
The final stage is for an agreement to be made whereby the interpreter/translator agrees to uphold the standards set forth by Interpreters Unlimited as well as comply with Interpreters Unlimited policies and ethics such as adhering to HIPAA standards.

The following is a sample set of questions included on IU’s Technical Qualification Survey:

- Language and the degree of fluency (1 – 10; 10 = fluent)
- How you learned this language
- Is this a native language for you?
- Last time in country of language, if applicable
- Number of visits to that country in last five years
- Interpret simultaneously in this language
- Certified/registered interpreter in this language
- Certified by whom?
- Certification level (Fed, Admin, Medical, Registered)
- Country of secondary education (high school)
- Years of secondary education
- Years of college/university
- First degree attained
- First degree subjects
- First degree college attended and country
- Year you began interpreting professionally
- Other agencies/organizations for whom you interpret professionally
- Kind of interpreting you do
- Have you ever worked with headsets?
- Have you ever interpreted in front of a large group (more than 50 people)?
- Ever done med-legal appointments, e.g. QME/AME/IME etc. Date of last.
- Approximate number of depositions in last 12 months and date of last deposition
- Are you provisionally certified in any of those courts – if so, which and date of expiration.
- Ever done administrative hearings: e.g. WCAB, DMV, Labor board etc?
Have you ever been tape recorded as an interpreter?
Have you ever worked as a telephone interpreter?

Interpreters Unlimited Guidelines

Outline below are the guidelines all IU interpreters and translators are given to follow for all assignments. These guidelines outline our expectations as well as our philosophy on working with our clients. IU values expertise & experience in the field, professionalism, and accountably. All IU contractors and employees understand this and gladly embrace these values as well.

Technical Expectations
- Understand your role is to facilitate understanding in communication between people who are speaking different languages
- Be accurate at interpreting
- Know your vocabulary terms
- Strictly follow interpreter protocol
- Be impartial, objective, impartial, and unbiased
- Do not leave anything out or add anything
- Do not use facial expressions that could reveal your personal feeling and/or could be misunderstood
- Interpret everything that is said, even if it does not related to the main topic
- Do not give your opinion, even when directly asked, just interpret

Professional Excellence
- Arrive early to assignments
- Act and dress professionally
- Do not give out cell phone or personal phone numbers
- Keep any information you become privy to absolutely confidential
- Remember interpreters are linguists, not counselors, nurses, drivers, sales persons, etc.

Customer Care Excellence
- Always smile
- Be courteous and polite
- Remember, customer is always RIGHT!
8. Interpretation and Translation Procedures

Our approach is simple, yet thorough. It ensures overall excellent interpretation and translation quality, accuracy and on-time delivery.

8.1 Interpretation Process and Flowchart

Pre-Assignment
- Input preliminary information regarding MCCCD into IU proprietary software
- Confirm qualified sign language interpreter availability within 50 miles of interpretation site

Process of Client Requests
- Input individual assignment details- Assignment requests received via phone, email, or fax
- Proprietary software will determine most qualified interpreter based on language, location and other client details
- Provide confirmation to client
- Provide confirmation to interpreter

Interpreter Dispatch
- Send assignment details to interpreter
- Require interpreter to arrive on-time, as scheduled

Assignment Closure
- Interpreter reports ending time
- Invoice generated based on contracted rates
- Client history maintained.
- Invoice sent to client

Quality Control Plan
- All information stored on secure electronic storage, protected by VPN and redundant firewalls
INTERPRETATION PROCESS

Pre-Assignment
- Obtain list of interpretation sites.
- 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 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
IU’s team ensures YOUR PROJECT is ACCURATE, ON-TIME & WITHIN BUDGET
8.2 Translation Process and Flowchart

Project Planning
- Source material is sent to Project Manager - confirmation of receipt sent on same business day
- Finalize project requirements
- Assign translation team
- Collect and verify source material, reference material, existing glossaries
- Cost (based on proposed rate) and delivery estimate for the specific assignment will be provided within 24 hours - Email or fax acceptance is requested

Translation
- Upon acceptance, translation begins
- Create/update glossaries and translation memories
- Translate into target language(s)
- Client feedback
- Typesetting and formatting is a part of this process
- Communication of status will be provided throughout assignment by Project Manager

Proofreading and Editing
- Translation is completed by translator and sent to secondary, equally qualified proofreader/editor
- Proofread by subject matter expert
- Quality control, accuracy, format checks are all performed by proofreader

Project Delivery & Completion
- Assignment is now completed and sent via email or preferred delivery method by Project Manager
- Client feedback
- Invoice sent to client

Quality Control Plan
- All information stored on secure electronic storage, protected by VPN and redundant firewalls
**TRANSLATION PROCESS**

**Project Planning**
- Finalize project requirements
- Assign Project Manager
- Assign translation teams
- Collect and verify source files, reference materials, existing glossaries, etc.

**Translation/Editing**
- Create/update glossaries and translation memories
- Translation into target language(s)
- Edit by second equally qualified translator(s)
- Proofread by subject matter expert
- Client feedback (optional)

**Additional Services**
- Create desktop publishing layout
- Create localized websites
- Record voice-over
- Perform quality control (engineering and linguistics)
- Client feedback (optional)
- Review by subject matter expert
- Review by Project Manager

**Project Delivery and Closure**
- Deliver translated files
- Deliver Translation
- Memories (if required)
- Deliver updated glossaries
- Client feedback
- Invoice sent to client
9. Why Interpreters Unlimited

It must be clear by now that Interpreters Unlimited is your best solutions, but in case it is not, here are some other qualifications that sets us apart from other interpretation agencies:

9.1 Customer Care

In order to ensure a higher standard of quality service than other language service agencies, Interpreters Unlimited adheres to the following operational principles:

- Recruitment & evaluation of potential interpreters with a minimum of 5 years experience
- Extensive testing and references are required of all recruited interpreters
- On-going orientation & training for all team members
- Above average employee benefit package – health/401k/profit sharing
- Dedicated staff evaluator for accurate testing procedures and to determine interpreter capabilities
- Maintain interpreter certification & evaluation files
- Proficient employee & interpreter retention plan
- Turnover rate average 5 years
- Above average interpreter retention rate
- Bilingual staff
- Live person answering phones after initial automated prompt

In addition, IU’s has demonstrated commitment to distinguished customer service by aligning with Customer Service Experts, Inc. for professional key services.

These professional services include:

- A full training and monitoring program
- Service Evaluations
- Full Staff Training
- On-Going Consulting
- Employee Performance coaching
- Employee Reward Programs
- Toll Free 800 Customer Service Hot Line
9.2 Excellent Track Record

- Proven Ability to Provide Language Services
- Experienced Program Manager
- Ability to Manage the Project Effectively/Efficiently
- World Class Customer Service – Training
- Compliance with Contractual Requirements – Meeting Deadlines
- Recruiting Experienced/Qualified Interpreters & Translators
- Assurance to Handle Sensitive & Confidential Information
- Interpreters/Translator Evaluations
- Quality Control - Assurance Measures, Reporting, Monitoring
- Code of Ethics – Dress Policy

9.3 Financial Strength

By maintaining a reasonable pricing structure and providing excellent customer service, Interpreters Unlimited has continued to grow and expand its services and staff.

Commitment to our clients has allowed us to secure our future financial success.

- Financially secure with increasing growth potential
- Multiple years of profitability / year after year growth
- One of the largest grossing interpretation companies in California
- Current annual revenue in excess of $5m
- Liquid assets to manage growth
- Excellent current ratio

9.4 Industry Affiliations

California Court Interpreters Association (CCIA)

American Translators Association (ATA)

California Health Care Interpreting Association (CHIA)

Northern California Translators Association (NCTA)
### 10. Pricing

<table>
<thead>
<tr>
<th>Requested More Than</th>
<th>Requested 4 Days to</th>
<th>Requested Less Than</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Days in advanced</td>
<td>+24 Hrs in advanced</td>
<td>24 Hrs in advanced</td>
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</tbody>
</table>

#### 8.1. Sign Language Interpreter Hourly Rate (per assigned interpreter)
- Monday through Friday, 7:00 AM to 5:00 PM
- Certification (Includes RID, NAD III, IV, V, NIC, CDI)
  - $85.00 /Hr

#### 8.2. Sign Language Interpreter Hourly Rate (per assigned interpreter)
- Monday through Friday, 5:00 PM to 7:00 AM, weekends and holidays
- Certification (Includes RID, NAD III, IV, V, NIC, CDI)
  - $85.00 /Hr

#### 8.3. Sign Language Interpreter Daily Rate (per assigned interpreter)
- For assignment exceeding 5 hours in one day
- Monday through Friday, 7:00 AM to 5:00 PM
- Certification (Includes RID, NAD III, IV, V, NIC, CDI)
  - $85.00 /Hr

#### 8.4. Rates for the provision of oral interpreting services (per assigned interpreter)
- Monday through Friday, 7:00 AM to 5:00 PM
- Monday through Friday, 5:00 PM to 7:00 AM -weekends and holidays
  - $85.00 /Hr

#### 8.5. Educational Interpreters Rate (per assigned interpreter)
- Monday through Friday, 7:00 AM to 5:00 PM
- Monday through Friday, 5:00 PM to 10:00 PM -weekends and holidays
- Monday through Friday, 10:00 PM to 7:00 AM -weekends and holidays
  - $85.00 /Hr

#### 8.9. Deaf/Blind Interpreter Hourly Rate (per assigned interpreter)
- *Non-Certified*
- Monday through Friday, 7:00 AM to 5:00 PM
- Monday through Friday, 5:00 PM to 7:00 AM -weekends and holidays
  - $85.00 /Hr

#### 8.10. Sign Language Interpreter Hourly Rate for Artistic Setting (per assigned interpreter)
- Certification (Includes RID, NAD III, IV, V, NIC, CDI)
- Monday through Friday, 7:00 AM to 5:00 PM
- Monday through Friday, 5:00 PM to 7:00 AM -weekends and holidays
  - $85.00 /Hr

#### 8.11 Sign Language Interpreter Hourly Rate for Legal Interpreter (per assigned interpreter)
- Certification (Includes RID, NAD III, IV, V, NIC, CDI)
- Monday through Friday, 7:00 AM to 5:00 PM
- Monday through Friday, 5:00 PM to 7:00 AM -weekends and holidays
  - $85.00 /Hr

**Hourly Rate Applicable to Travel Time**
- $85.00 /Hr

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*“Non Certified”-Deaf/Blind, "Non-Certified" may include Deaf individuals, or hearing individuals who can provide this service.*
## 11. Insurance

**ACORD. CERTIFICATE OF LIABILITY INSURANCE**

**PRODUCER**
(619) 683-9990 FAX: (619) 683-9999
Michael Ehrenfeld Company
2655 Camino Del Rio North
#200
San Diego, CA 92108

**INSURED**
4S INTERPRETERS, INC.
P.O. BOX 27660
SAN DIEGO, CA 92198-1660

**INSURERS AFFORDING COVERAGE**

<table>
<thead>
<tr>
<th>INSURER</th>
<th>NAIC #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travelers Property</td>
<td>25674</td>
</tr>
<tr>
<td>Travelers Indemnity</td>
<td>25692</td>
</tr>
</tbody>
</table>

**POLICYHOLDER**

<table>
<thead>
<tr>
<th>TYPE OF LIABILITY</th>
<th>POLICY NUMBER</th>
<th>POLICY EFFECTIVE DATE</th>
<th>POLICY EXPIRATION DATE</th>
<th>LIMITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A GENERAL LIABILITY</td>
<td>X-680-9188C241-TIL-09</td>
<td>1/1/2009</td>
<td>1/1/2010</td>
<td>EACH OCCURRENCE 2,000,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>PERSONAL &amp; ADD'L 300,000</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>PROPERTY 5,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>GENERAL 2,000,000</td>
</tr>
<tr>
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<td></td>
<td></td>
<td></td>
<td>PRODUCTS 4,000,000</td>
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<tr>
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<td></td>
<td></td>
<td></td>
<td>ACCIDENT 4,000,000</td>
</tr>
<tr>
<td>A AUTOMOBILE LIABILITY</td>
<td>1-680-9198C241-TIL-09</td>
<td>1/1/2009</td>
<td>1/1/2010</td>
<td>COMBINED SINGLE LIMIT 1,000,000</td>
</tr>
<tr>
<td></td>
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<td></td>
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<td>BODILY INJURY (Per person)</td>
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<td></td>
<td></td>
<td>BODILY INJURY (Per accident)</td>
</tr>
<tr>
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<td></td>
<td></td>
<td></td>
<td>PROPERY DAMAGE (Per accident)</td>
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<tr>
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<td></td>
<td>AUTOMOBILE LIABILITY 1,000,000</td>
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<tr>
<td>A EXCESS ADL LIABILITY</td>
<td>166-CUP-5672X992-TIL-09</td>
<td>1/1/2009</td>
<td>1/1/2010</td>
<td>EACH OCCURRENCE 1,000,000</td>
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<td></td>
<td></td>
<td>ACCIDENT 1,000,000</td>
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<tr>
<td>B WORKERS COMPENSATION AND EMPLOYER'S LIABILITY</td>
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<td>W.C. STATE LAW LIMITS</td>
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<tr>
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<td></td>
<td>E.L. EACH ACCOUNT 1,000,000</td>
</tr>
<tr>
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<td></td>
<td></td>
<td></td>
<td>E.L. EACH EMPLOYEE 1,000,000</td>
</tr>
<tr>
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<td></td>
<td></td>
<td></td>
<td>E.L. EACH disease - 1,000,000</td>
</tr>
</tbody>
</table>

**DESCRIPTION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS**

Property Address: 11305 Rancho Bernardo Rd., Ste 101, San Diego, CA 92127

*10 day notice of cancellation for non-payment of premium.*

**CERTIFICATE HOLDER**
Evidence of Insurance

**CANCELLATION**

**AUTHORIZED REPRESENTATIVE**
Steve Jacobson/CHRYR

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Interpreters Unlimited Inc. • 11199 Sorrento Valley Rd. Ste 203 • San Diego, CA 92121
Tel: 800.726.9891 • Fax: 800.726.9822 • www.InterpretersUnlimited.com
Interpretation and Translation Management Software

IUX, ASIT’s proprietary software system includes modules to manage every aspect of our business.

Using IUX, we can manage:

- All aspects of interpreters and translators, from scheduling and payment to annual 1099 tax form generation
- Multiple assignments throughout the country
- Customer Relations Management
- Quality Assurance
- Accounting
- Client Reports
- Human Resources

Following, are a few screen views of our system introducing its capabilities.

*Please note that all material to follow must be kept confidential and strictly for your evaluation.*
12.1 IU Proprietary Management Information System

INTERPRETER CALL FORM

This screen, also known as the Interpreter Dashboard, shows all the activities associated with this interpreter. The space at the bottom allows for notes specific to this interpreter.

This screen can link you to the following pages related to this specific interpreter:

- Today's schedule.
- Confirmation for tomorrow's appointments.
- Future appointments.
- Past appointments.
- Past appointment requiring ending times.
- Appointments needing to be billed so interpreter can be paid.
- Any tasks associated to this interpreter, i.e., get new phone number, verify appointment details, etc.

Here, you can also link to interpreter's certification and qualification status. Is this interpreter cleared to go an EOIR assignment? This screen will link you to this information, on-demand.
**FUTURE APPOINTMENTS**

This screen shows a list of future appointments for a specific interpreter. Not only does it show today’s appointments, it also shows all the future appointments that this interpreter is committed to.

From this screen, you can:

- View each individual appointment (known as “event”).
- See any specific notes associated to each appointment.
- View feedback from previous appointments.
EVENT SCREEN

This screen is where new appointments (Events) are entered. The left side of the screen is specific to each patient/claimant/student/non-English speaker. The right side is specific to this appointment, i.e., location, interpreter, etc. Also here are any notes specific to this appointment.

From this screen, you can jump to:

- Interpreter Scheduling Screen.
- Any documents, filed electronically, associated to this appointment.
- Invoice details.
- Special instructions pertaining the non-English speaker, billing party, or requesting party.
This screen will allow us to search for an interpreter by various criteria from our 6,000+ nationwide interpreter database.

For example, we can look for the following:
- Korean interpreter in the 305 area code.
- Certified Vietnamese in Pueblo, Colorado.
- All German interpreters that are no longer used in the 20530 zip code.
SCHEDULING SCREEN

This screen allows us to locate an interpreter for a specific appointment. We can also make a note of each interpreter offered the assignment and action taken. Highest rated, closest interpreters are listed first.
CONTACT CALL SCREEN

This screen shows all students/patients/claimants/non-English speaker associated to a specific site.

In the example above, Ms. Claudia Hernandez from CalOptima has the following patients associated to her. We can double-click on any one of these patients and see all appointments, past and future, associated with this patient.
AUTHORIZATION SCREEN

This screen shows those appointments that are NOT authorized by the requesting party. These are authorized by telephone, fax and/or email. This is client specific.
AUTHORIZATION SCREEN

This screen allows us to document who authorizes each appointment.
EVENTS BY LOCATION

This screen shows all appointments, past and future, at a specific location. This screen is an extremely helpful tool to determine appropriate staffing for language around a specific location.

For example, if a court representative calls into the office asking if a Mandarin interpreter is in the facility, this screen would provide this visibility.