



Allegheny County Department of Human Services

RFP Response Form

Language Assistance Services 2022

PROPOSER INFORMATION

Proposer Name: Global Wordsmiths

Authorized Representative Name & Title: Meredith Getachew, Vice President of Strategic Growth

Address: 6587 Hamilton Avenue #1W Pittsburgh, PA 15206

Telephone: [REDACTED]

Email: meredith@globalwordsmiths.com

Website: www.globalwordsmiths.com

Legal Status: ☒ For-Profit Corp. ☐ Nonprofit Corp. ☐ Sole Proprietor ☐ Partnership

Date Incorporated: February 3, 2017

Partners and/or Subcontractors included in this Proposal: N/A

How did you hear about this RFP? *Please be specific.* DHS Email Solicitations; Ken Regal, Executive Director of Just Harvest; Monica Ruiz, Executive Director of Casa San José; Kenya Dworkin, Co-President of the Latin American Cultural Union and Associate Professor of Hispanic Studies at Carnegie Mellon University; Azadeh Block, Associate Professor and Department Chair of the Department of Health and Human Service Professions at California University of Pennsylvania and Co-Founder of Cultural Humility and Equity Collaborative; Janice Bahary, Director of Grant Writing at Humane Action Pittsburgh; Maria Cecilia Dancisin, Manager of International Services at UPMC Children's Hospital of Pittsburgh

Does your organization have a telecommunications device to accommodate individuals who are deaf or hard of hearing? ☐ Yes ☒ No

REQUIRED CONTACTS

	Name	Phone	Email
Chief Executive Officer	Mary Jayne McCullough	[REDACTED]	mjm@globalwordsmiths.com
Contract Processing Contact	Mary Jayne McCullough	[REDACTED]	mjm@globalwordsmiths.com
Chief Information Officer	N/A	N/A	N/A

RFP for Language Assistance Services

Chief Financial Officer	Linda Ebel	F	finance@globalwordsmiths.com
MPER Contact*	Meredith Getachew	F	meredith@globalwordsmiths.com

* [MPER](#) is DHS's provider and contract management system. Please list an administrative contact to update and manage this system for your agency.

BOARD INFORMATION

Provide a list of your board members as an attachment or in the space below.

Not applicable

Board Chairperson Name & Title: Not applicable

Board Chairperson Address: Not applicable

Board Chairperson Telephone: Not applicable

Board Chairperson Email: Not applicable

REFERENCES

Provide the name, affiliation and contact information [include email address and telephone number] for three references who are able to address relevant experience with your organization. *Please do not use employees of the Allegheny County Department of Human Services as references.*

Jonathan Covell
ESL Director, Pittsburgh Public Schools

[Redacted]

Gwen Steiner
Service Coordination Supervisor, The Alliance for Infants and Toddlers, Inc.

[Redacted]

Marie Teslovich
Manager, UPMC International Patient Relations Center
teslovichm@upmc.edu

[Redacted]

PROPOSAL INFORMATION

Date Submitted [Click here to enter a date.](#)

RFP for Language Assistance Services

Amount Requested: See budget

CERTIFICATION

Please check the following before submitting your Proposal, as applicable:

☒ I have read the standard County terms and conditions for County contracts and the requirements for DHS Cyber Security, EEOC/Non-Discrimination, HIPAA and Pennsylvania's Right-to-Know Law.

☒ By submitting this Proposal, I certify and represent to the County that all submitted materials are true and accurate, and that I have not offered, conferred or agreed to confer any pecuniary benefit or other thing of value for the receipt of special treatment, advantaged information, recipient's decision, opinion, recommendation, vote or any other exercise of discretion concerning this RFP.

Choose one:

☐ My Proposal contains information that is either a trade secret or confidential proprietary information and I have included a written statement signed by an authorized representative identifying those portions or parts of my Proposal and providing contact information.

OR

☒ My Proposal does not contain information that is either a trade secret or confidential proprietary information.

ATTACHMENTS

Please submit the following attachments with your Response Form. These can be found at <http://www.alleghenycounty.us/dhs/solicitations>.

- Partner commitment letters, if applicable
- MWDBE and VOSB documents
- Allegheny County Vendor Creation Form
- Audited financial reports or other financial documentation for the last three years
- W-9
- Completed pricing template

REQUIREMENTS

All Proposers must complete the Organizational Experience and Budget Sections. Please complete these sections only once, regardless of the number of Language Assistance Services proposed.

RFP for Language Assistance Services

Complete only the sections for the Language Assistance Services you wish to propose. Services not included in your proposal may be left blank. Please stay within the page limit listed at the top of each section.

The scores from the Organizational Experience and Capacity and Budget sections will be added to the score for each Language Assistance Service proposed. The maximum score a Proposal can receive in each service is:

- Spoken Language Interpretation = 105 points possible
- Sign Language Interpretation = 95 points possible
- Written Translation = 105 points possible

RFP for Language Assistance Services

Organizational Experience and Capacity (25 points possible)

All Proposers must complete this section. Your response to this section must not exceed 5 pages.

1. Describe your organization's experience delivering Language Assistance Services in the field of human Services and/or local government. Please include the duration of experience and provide evidence of high-quality service delivery.

Global Wordsmiths is a certified WOSB/WBE language Services provider headquartered in Pittsburgh, PA, that has been delivering Language Assistance Services in the field of human Services and/or local government since 2017. Global Wordsmiths is a Social Enterprise and specializes in language Interpretation (Onsite, Virtual, and Telephone), Written Translation, and Language Accessibility Consulting and Training. Global Wordsmiths employs nine full-time, in-house administrative employees and more than 150 linguists in the field to ensure that client needs are met. 99.37% of Global Wordsmiths' administrative personnel are bilingual and 94.96% self-identify as immigrants or refugees, lending invaluable cultural and linguistic experience and expertise to enhance the firm's delivery of service.

The demand for Language Assistance Services in Allegheny County is rapidly increasing as immigrant, refugee, and international populations residing, visiting, and seeking Services in the county grow. More than 60% of Global Wordsmiths' linguists reside within Allegheny County. Therefore, they are familiar with local dynamics and able to leverage their intimate understanding of the sociolinguistic landscape to provide a higher-quality level of service than out-of-state competitors.

Global Wordsmiths' mission and Services were conceptualized in response to the Founder's assessments of the specific Language Assistance needs of service providers in Allegheny County. Since 2017, Global Wordsmiths has grown its team of linguists and increased its service offerings responsively, to include (on-demand and pre-scheduled) Onsite, Video Remote, and Telephone Interpretation, as well as specialized Remote Simultaneous Interpretation (RSI), Written Translation and Localization, and Language Accessibility Consulting and Training Services. Global Wordsmiths has successfully delivered Language Assistance Services to the following human Services and government service providers, among others:

Achieva [2017 – present]	Allegheny County Health Department [2018 – present]	Allegheny Health Network (systemwide vendor) [2018 – present]
Alliance for Refugee Youth Support and Education [2018 – present]	Alliance for Infants and Toddlers, Inc. [2017 – present]	American Federation of Teachers [2019 – present]
ARC of Westmoreland [2017 – present]	Asian Pacific America Labor Alliance [2019 – present]	Beaver County Behavioral Health [2018 – present]
Beaver County Children and Youth Services [2017 – present]	Casa San José [2018 – present]	Carnegie Library of Pittsburgh [2018 – present]
COTRAIC Pittsburgh [2020 – present]	Early Intervention Specialists [2017 – present]	Family Foundations Early Head Start [2018 – present]
Healthy Start [2020 – present]	Hello Neighbor [2018-present]	Integrated Care Corporation [2017 – present]
ISAC – Immigrant Services and Connectives [2018 – present]	Jewish Family and Community Services [2017 – present]	Just Harvest [2018 – present]
Mars Area School District [2019 – present]	Moon Area School District [2018 – present]	Pediatric Therapy Professionals, Inc. [2017 – present]
Pittsburgh Commission on Human Relations [2020 – present]	The Center for Community Resources [2017 – present]	The Early Learning Institute [2017 – present]
Therapeutic Early Intervention Specialists [2017 – present]	Trying Together [2019 – present]	University of Pittsburgh Medical Center (systemwide vendor) [2018 – present]

RFP for Language Assistance Services

Urban Redevelopment Authority of Pittsburgh [2018 – present]	Washington County BHDS [2017 – present]	Washington County Children and Youth Services [2018 – present]
Welcoming America [2018 – present]	Welcoming Pittsburgh [2017 – present]	Westmoreland Case Management and Supports [2017 – present]

In addition to the successful delivery of Language Assistance Services to these and many other clients, Global Wordsmiths has received accolades for its work sharing the firm's renowned expertise in the emergent field of language accessibility with governments and human services nonprofits across the country.

Global Wordsmiths is a well-known and respected organization with a demonstrable track record of excellence in the domains of Interpretation (Onsite, Virtual, and Telephone), Written Translation, and Language Accessibility Consulting and Training. Global Wordsmiths has harnessed the expertise of its executive staff and linguists, the firm's broad experience in the field, the most up-to-date technology, and an intimate knowledge of the language access needs of local government and human Services providers in Allegheny County to successfully deliver meaningful language access and assistance to thousands of clients and consumers.

2. Describe the organization's resources and capacity that will enable you to effectively meet the standards outlined in the RFP.

Global Wordsmiths employs nine full-time administrative employees and more than 150 linguists to meet clients' needs. Global Wordsmiths' Onsite and Virtual Interpreters have an average of 6 years of experience of interpreting in the field of Human Services. The firm's Written Translators have an average of 10 years of experience in their respective domains.

In 2021, 87% of all language interpretation requests and 92% of all written translation requests fulfilled by Global Wordsmiths were languages identified as Tier 1, Tier 2, and Tier 3 Languages in the DHS Language Assistance Services RFP. At the time of this proposal, 82% of all contracted Onsite and Virtual Interpreters and 84% of Written Translators contracted by Global Wordsmiths are native speakers of Tier 1, Tier 2, and Tier 3 Languages.

In addition to the extensive experience, credentials, and training of the firm's language interpreters, each of Global Wordsmiths' administrative and executive staff members has previous and ongoing experience in the Language Services Industry; this experience includes service delivery, lived experience, terminal academic credentials, consumer advocacy, and past professional performance. The roles and qualifications of the key administrative personnel with whom DHS would directly interact in the delivery of Language Assistance Services are as follows:

Mary Jayne McCullough, Founder and Chief Executive Officer - Mary Jayne is the Founder and CEO of Global Wordsmiths, Adjunct Faculty Lecturer of Translation Technologies and Applied Translation at Carnegie Mellon University, Co-Chair of the Pittsburgh-based All for All Coalition Executive Committee, and member of the Assemble Board of Directors. She also sits on advisory boards and committees for several organizations including the Department of Modern Languages at Carnegie Mellon University, The Allegheny County Department of Human Services Immigrant and Internationals Advisory Council, and Welcoming America. Mary Jayne studied public service at the University of Pittsburgh and Language Translation & Interpretation at the Universidad Autónoma Nacional de México in Mexico City, and brings fifteen years of field experience as a Spanish Language Translator/Interpreter and a Language Service Industry executive. Mary Jayne is fluent in Spanish. Mary Jayne's role in the delivery of Services includes:

RFP for Language Assistance Services

- ensuring that expectations are met, Service quality remains excellent, and operations run smoothly;
- continuous innovation and improvement of processes, workflows, and solutions; and
- general oversight and support of all executive functions, including contracts, finance, and relationships.

Meredith Getachew, Vice President of Strategic Growth - Meredith Getachew is the Vice President of Strategic Growth at Global Wordsmiths. Meredith is an international systems developer with a passion for making connections, helping organizations reach their potential, and creating effective program design. She's a strong business executive who specializes in program evaluation, process development, and strategic growth. Her career foundation was built by hands-on exposure and service projects in multiple cities around the world. Meredith holds a Master in International Affairs from The New School and a Bachelor's Degree in Global Studies from Carnegie Mellon University. Meredith is literate in Arabic and conversational in Amharic. Meredith's role in the delivery of Services includes:

- supporting the CEO in general oversight and executive functions;
- addressing general issues or concerns that may arise;
- teaching DHS Staff and contracted Service Providers how to utilize Global Wordsmiths' services;
- ensuring that expectations are met, Service quality remains excellent, and operations run smoothly;
- synthesizing client request and usage data and reports; and
- continuous innovation and improvement of processes, workflows, and solutions.

María Balbin, Customer Success Director - María is a versatile Business Administrator with more than 15 years of combined experience in the Banking, Insurance and Language Service industries. She is results-driven, responsive, extremely detail-oriented and well-organized. Maria has managed a variety of projects and linguists from different cultures and backgrounds over the years, giving her the ability to serve a variety of clients and their needs with natural ease. María earned her Bachelor of Business Administration at Pontificia Universidad Católica de Peru. María is fluent in Spanish. María's role in the delivery of Services includes:

- management of requests for Interpretation Services with prompt responsiveness and attention to detail;
- dedicated customer support for DHS and contracted Service Providers;
- Interpreter personnel management and supervision;
- Interpretation request tracking, and data collection/reporting; and
- monitoring of Interpretation Service quality, and tracking Interpreter clearances and credentials.

Laura Coyt Zavala, Senior Translation Project Manager - Laura is an immigrant from Mexico who has overcome international, linguistic, cultural, and social barriers thanks to determination, positivity, and focus. Laura is committed to improving language accessibility through her work and in the community. Laura earned her B.A. in English Language and Literature from University of the Pacific in 2012 and her Post-Baccalaureate in Cultural Studies/ Critical Theory and Analysis from the University in Pittsburgh in 2014. Laura is fluent in Spanish. Laura's role in the delivery of Services includes:

- managing requests for Written Translation Services with prompt responsiveness and attention to detail;
- dedicated customer support for DHS and contracted Service Providers;
- Translator personnel management and supervision;
- Translation request tracking, and data collection/reporting; and
- monitoring of Translation Service quality, and tracking Interpreter personnel clearances and credentials.

Each of these core administrative staff members will provide support to DHS and contracted Service Providers, as well as support to one another in the execution of the Services sought by DHS in the Language Assistance Services RFP, issued on March 22, 2022.

RFP for Language Assistance Services

In addition to talented and qualified personnel, Global Wordsmiths integrates innovative technologies into the delivery of Services, including quality assurance safeguards, translation management tools, a state-of-the-art Telephone Interpretation platform, a powerful scheduling system, data collection and analysis tools, and desktop publishing tools.

The assets described in this section are the primary resources and capacity that will enable Global Wordsmiths to effectively meet the standards outlined in the RFP for Language Assistance Services.

3. Describe your organization's standard data collection and reporting processes and mechanisms and how you would apply them to DHS's key performance data collection and reporting requirements.

Global Wordsmiths utilizes two data management software platforms to streamline the data collection and reporting processes, and *Google Data Studio* to synthesize the information.

The *Interpret Manager* application is integrated into Global Wordsmiths' Interpreter Scheduling and on-demand Telephone Interpretation Platform. Interpret Manager tracks the total number of interpretation requests from clients during a given time period, as well as: the service(s) being requested (i.e. Video, Telephone, or Onsite Interpretation); the source language(s) requested; the anticipated and actual duration for pre-scheduled Video, Telephone, and Onsite Interpretation sessions; purchase order/program/office code information provided by the client; the name of the Interpreter providing the Services; the Service location, HIPAA-compliant consumer information (including MCI numbers and other identifying information provided by the client) when applicable, and the client/requestor name.

This information is automatically collected at the time of requests through Global Wordsmiths' scheduling and on-demand Telephone Interpretation system via a specially coded PIN number that would be assigned to DHS and/ or each contracted Service Provider. The information would then be synthesized using Google Data Studio and reported to DHS upon request and according to the specifications applicable to DHS's key performance data collection and reporting requirements.

For Written Translation Services, Global Wordsmiths' uses the *Memsources* Translation Management System (TMS). Memsources records a multitude of information for all client translation requests, including: the service(s) being requested (i.e. Written Translation, Subtitling, Copyediting, etc.); the source and target language(s); the requested deadline; purchase order/program/office code information provided by the client; billable wordcounts and translation memory repetitions; HIPAA-compliant consumer information (including MCI numbers and other identifying information provided by the client) when applicable, and the client/requestor name.

Memsources also automatically collects this information at the time of requests, and no action needs to be taken by DHS and/or contracted Service Providers. Global Wordsmiths' two dedicated Translation Project Managers, Laura Coyt Zavala and Adam Hrycko can run data reports directly from Memsources at any time. The information is then synthesized using Google Data Studio and can be reported to DHS upon request and according to the specifications applicable to DHS's key performance data collection and reporting requirements.

Global Wordsmiths is able to collect and send this data to DHS on a monthly, quarterly, semiannual, or annual basis by request, according to the preferences of DHS and each contracted Service Provider, or depending upon any applicable DHS specifications. Data collection, analytics, and reporting is one of Global Wordsmiths' particular strengths and something with which we have extensive experience. The data collected for any given client is highly customizable and Global Wordsmiths will be pleased to

RFP for Language Assistance Services

establish best practices for data collection and reporting together with DHS and contracted Service Providers.

4. Describe your organization's internal processes and mechanisms for evaluating the quality and effectiveness of your Services and how you would apply them to the Language Assistance Services you would provide to DHS.

Global Wordsmiths is committed to Quality Assurance (QA) and constantly seeks new ways to evaluate, and improve workflows, customer service, translation output, and Interpreter performance in order to ensure a high and consistent level of quality is sustained. One way in which Global Wordsmiths evaluates the quality and effectiveness of its services and programming is to employ the use of Outcome-Sequence Charts (Logic Models) to identify the outcomes and indicators of its hiring/ onboarding, training, Written Translation, and Interpretation programs. Using this tool, Global Wordsmiths maps initial, interim, and end outcomes for these programs on a quarterly basis. With these outcomes, Global Wordsmiths is able to set performance indicators and track the quality of its programming systematically.

Global Wordsmiths also employs the following mechanisms for evaluating the quality and effectiveness of Services:

- For on-demand Telephone Interpretation Services, Global Wordsmiths offers each client access to cloud-based, secure, and HIPAA-compliant cloud recording access with up to 3-weeks of storage for monitoring and evaluation purposes. Using this technology, Global Wordsmiths is able to monitor the quality and accuracy of the Interpreter's work and professionalism. Global Wordsmiths also frequently monitors its Telephone Interpretation and VRI systems for any technological or server-related issues (i.e. dropped calls, abandoned calls, etc.), and responds within a 24-hour period.
- Global Wordsmiths checks references, verifies credentials and clearances, and performs verbal language fluency exams for all Interpreters during the hiring and onboarding processes. Global Wordsmiths also checks references and verifies the credentials of Written Translators. Additionally, Written Translations are required to pass a translation assessment administered through ALTA Language Services. Finally, a professional Translator performs a hard copyedit of the candidate's work. Spot-checks are also regularly performed on each Translator's work. This process ensures that Global Wordsmiths' Written Translators adhere to quality standards, receive feedback on their work, and constantly improve.
- The Memsources TMS will not allow Translators to complete a project until a full QA check is performed to correct grammar, spelling, and formatting errors. Additionally, Global Wordsmiths' Translation Project Managers visually inspect each project to ensure formatting precision. QA and visual inspection checks are performed on each and every document before the final product is submitted to clients.

Global Wordsmiths also values the opinions of its clients, and will provide DHS and contracted Service Providers with periodic quality assessment surveys in order to collect feedback. This feedback will provide Global Wordsmiths with valuable information that will be implemented to effectively meet quality standards. The Global Wordsmiths team works quickly and efficiently to correct any deficiencies, and will apply each of these solutions to the delivery of Language Assistance Services to DHS and contracted Service Providers.

RFP for Language Assistance Services

Spoken Language Interpretation (45 points possible)

Complete this section only if you are proposing this Language Assistance Service. If you are not proposing this service, please leave this section blank. Your response to this section must not exceed 6 pages.

1. Describe the Spoken Language Interpretation Services to be provided and how they will fulfill the standards outlined in the RFP.

Global Wordsmiths has a skilled fleet of Interpreters who are qualified to Interpret Onsite, via Telephone, and via Video. Their experience ranges from work with human services providers, nonprofits, law firms, and government agencies, as well as in consumer households, healthcare facilities, and schools, among others. Global Wordsmiths requires that all Interpreters possess total fluency in both English and the respective non-English target language requested. Global Wordsmiths' Interpreters are also able to provide Sight Translation Services when requested, though this practice is generally discouraged. Global Wordsmiths is proud to deliver Spoken Language Interpretation that fulfills the standards outlined in the Language Assistance RFP as follows:

Onsite Interpretation - Global Wordsmiths offers Onsite Interpretation for clients in Allegheny, Beaver, Butler, Erie, Fayette, Green, Indiana, Lancaster, Lawrence, Washington, and Westmoreland Counties within 48 hours (or more) of receiving requests for such services. Global Wordsmiths is also able to provide Expedited Onsite Interpretation Services within 24 hours of receiving requests for such services. All Onsite Interpreters are required to possess current Act 34, Act 151, and Act 114 clearances, and to complete Mandated Reporter Training, since they may interact with families and children in the delivery of Services. Each of Global Wordsmiths' Interpreters is also required to attend Interpreter Best Practices training regardless of their pre-existing credentials and experience, to fulfill the standards outlined in this RFP and to meet Global Wordsmiths' requirements.

Global Wordsmiths ensures that our Onsite Interpreters will be physically present at the time and location specified by DHS and contracted Service Providers. Global Wordsmiths also ensures that all Onsite Interpreters will abide by site-specific policies and procedures required by DHS and contracted Service Providers, including, but not limited to COVID-19 protocols, increased security measures, etc.

DHS and contracted Service Providers are welcome to request specific Interpreters by name if they believe it will benefit a case or consumer. Global Wordsmiths is pleased to offer this option to all clients that work directly with families, perform case management, or provide ongoing therapy services in order to improve consumer experiences with the human Services system. This will create a human-centered approach and support DHS' commitment to safeguarding access to culturally and linguistically appropriate care for all County residents.

On-Demand Telephone Interpretation - For situations in which the physical presence of an interpreter is not necessary or feasible, Global Wordsmiths offers On-Demand Telephone Interpretation Services 24 hours per day, 7 days per week, 365 days per year, and in more than 100 languages using a third-party platform called Boostlingo. Global Wordsmiths adopted the Boostlingo platform in 2018 and has thoroughly integrated the system into practice at-scale, with clients successfully consuming thousands of Telephone Interpretation minutes each month. The Boostlingo platform is regularly tested for technical concerns. The system itself is very reliable, and can be accessed through a single telephone number. Connection and wait times are consistently less than 30 seconds for all Tier 1, Tier 2, and Tier 3 languages specified in DHS' Language Assistance Services Request for Proposals.

One exciting feature of the Boostlingo system is that Boostlingo utilizes Global Wordsmiths' own contracted Interpreters, so that Global Wordsmiths can ensure the quality of service. When no Global

RFP for Language Assistance Services

Wordsmiths Interpreter is available for a given call, the call will be routed to partners across the country that specialize in providing Telephone Interpretation. In particular, these partners can offer rare languages and languages that are not common in Allegheny County. Given Global Wordsmiths' ability to monitor the quality of Telephone Interpretation, our collaboration with national partners, and the ongoing training opportunities we offer all of our Interpreters, the accuracy, quality, and reliability of our Telephone Interpretation is high.

Video Remote Interpretation - Global Wordsmiths presents two Video Remote Interpretation (VRI) options to DHS and contracted Service Providers: ***On-Demand VRI*** through Global Wordsmiths' VRI platform, and ***Pre-Scheduled VRI*** through third-party videoconferencing platforms such as Microsoft Teams, Zoom, Google Hangouts, Doxy, Vidyo, etc. Both On-Demand and Pre-Scheduled VRI Services are available 24 hours per day, 7 days per week, 365 days per year.

Global Wordsmiths' Pre-Scheduled VRI system allows DHS and contracted Service Providers to request remote Video Interpretation in advance, using their preferred videoconferencing platform. This option also gives DHS and contracted Service Providers the ability to request specific interpreters (most of whom also work with Global Wordsmiths as Onsite Interpreters), the ability to expedite requests, and the ability to schedule appointments on a recurring basis.

Global Wordsmiths' On-Demand VRI service will allow DHS and contracted Service Providers to access remote Video Interpretation without the need to schedule in advance. To access this Service, DHS and contracted Service Providers must first create an account through the platform (this process is described in more detail in Item 2 of this section, below). An added benefit to Global Wordsmiths' On-Demand VRI System is that two additional users may be added to any session via email or secure link. *Please note that outside of Global Wordsmiths' normal business hours, On-Demand VRI calls will be routed to an On-Demand Telephone Interpreter if no On-Demand VRI Interpreter is unavailable after 30 seconds of attempted connection time.*

For all Interpretation Services, Global Wordsmiths is pleased to offer ongoing assistance via email and fast, dedicated customer support throughout the duration of the contract term. We hope that this enhanced level of service will help DHS' and contracted Service Providers' staff to feel comfortable and confident when working with Global Wordsmiths' Interpreters, thus contributing to DHS' goal of providing tailored, seamless, and holistic Services to Allegheny County residents.

2. Describe the key aspects of the delivery model you would use to provide Spoken Language Interpretation, including but not limited to, the business processes used for service requests and the mechanisms for account management and customer service.

Onsite Interpretation Requests - DHS and contracted Service Providers may submit their request for Onsite Interpretation via Global Wordsmiths' main telephone line at (412) 228-0240 x2, via email to our scheduling team at scheduling@globalwordsmiths.com, or (for frequent requestors) directly through our scheduling portal. In all cases, the Requestor will need to provide our Interpretation Scheduling Team with the information detailed in APPENDIX II to ensure smooth operations, accurate billing, and continuity of service. During normal business hours, Monday-Friday 8:00 a.m. - 5:00 p.m., a member of Global Wordsmiths' Interpretation Scheduling Team will respond within 30 minutes to acknowledge receipt of the request and ask any necessary clarifying questions. Once a qualified Onsite Interpreter has been assigned, our team will contact the requestor to confirm the assignment, typically within a few hours of receipt of the original request. Requests received after normal business hours will be processed the following morning.

RFP for Language Assistance Services

Expedited Onsite Interpretation Requests - Global Wordsmiths is also able to provide Expedited Onsite Interpretation Services within 24 hours of receiving requests for such services. In these cases, Global Wordsmiths encourages DHS and contracted Service Providers to call our main telephone line at (412) 228-0240 x2 to book Onsite Interpretation. During normal business hours, an Interpretation Scheduling Team member will answer the telephone and prioritize booking the Interpreter following the same process as normal requests. Between the hours of 5:00 p.m. and 8:00 a.m., Global Wordsmiths' after-hours answering service will take a message and contact the Global Wordsmiths' team member on-call to expedite the request. In all cases, the Requestor will need to provide our Interpretation Scheduling Team with the information detailed in APPENDIX II to ensure smooth operations, accurate billing, and continuity of service. Global Wordsmiths has many contracts with healthcare facilities for emergency situations requiring expedited Onsite Interpretation. Our Onsite Interpreters are very aware that expedited, emergency, and after-hours needs may arise, and they are both able and happy to assist.

On-Demand Telephone Interpretation – For On-Demand Telephone Interpretation, Global Wordsmiths will provide unique PIN Numbers to DHS and contracted Service Providers. To place a call using our OPI system, the caller will simply dial 1+ (718) 838-9317 and enter the unique PIN Number assigned by Global Wordsmiths. From there, the caller will dial (*), speak the name of the language they wish to use when prompted, press (#) to enter, and then press (1) to verify (if correct). Additional PIN Numbers are available at any time. A simple, one-page instructional document will be distributed as part of the initial contract setup process (and at any other time, upon request).

If further clarification is needed, Global Wordsmiths is happy to work with clients to troubleshoot, review, answer questions and address concerns. Global Wordsmiths employs certified and well-trained Interpreters with whom we want DHS and contracted Service Providers to feel comfortable working. Therefore, we encourage DHS and contracted Service Providers to reach out any time for technical assistance.

Usage data for Telephone Interpretation is tracked and analyzed for billing purposes and reported on a monthly basis by Global Wordsmiths. Copies of usage reports and data collection are available to DHS at any time upon request. More information about data collection is available in Appendix II.

Pre-Scheduled VRI - DHS and contracted Service Providers may submit their request for Pre-Scheduled VRI Services via Global Wordsmiths' main telephone line at (412) 228-0240 x2, via email to our scheduling team at scheduling@globalwordsmiths.com, or (for frequent requestors) directly through our scheduling portal. In all cases, the Requestor will need to provide our Interpretation Scheduling Team with the information detailed in APPENDIX II to ensure smooth operations, accurate billing, and continuity of service. During normal business hours, Monday-Friday 8:00 a.m. - 5:00 p.m., a member of Global Wordsmiths' Interpretation Scheduling Team will respond within 30 minutes to acknowledge receipt of the request and ask any necessary clarifying questions. Once a qualified Onsite Interpreter has been assigned, our team will contact the requestor to confirm the assignment, typically within a few hours of receipt of the original request. Requests received after normal business hours will be processed the following morning.

On-Demand VRI - To access On-Demand Video Remote Interpretation at any time, DHS and contracted Service Provider Administrators will need to identify "Users" who will have the ability to create an account with Global Wordsmiths' VRI System. Once Users have been designated, they will be able to log into the VRI System and follow simple prompts to place an on-demand video call at any time. After selecting the language, the User will be connected to a Video Interpreter in less than 30 seconds. If a Video Interpreter does not connect within 30 seconds between the hours of 8:00 p.m. and 8:00 a.m., the system will seamlessly switch to an On-Demand Telephone call. Up to two additional participants can be added to On-Demand VRI sessions. A simple, one-page instructional document will be distributed as part

RFP for Language Assistance Services

of the initial contract setup process (and at any other time, upon request). If further clarification is needed, Global Wordsmiths is happy to work with clients to troubleshoot, review, answer questions and address concerns.

Global Wordsmiths will host a complimentary virtual training on Telephone, Video, and Onsite Interpretation best practices to DHS and contracted Service Providers as part of this contract. Global Wordsmiths understands that in addition to having certified, well-trained Interpreters, it is also imperative that personnel utilizing Interpretation Services feel comfortable working with Interpreters. We hope that this virtual training, as well as ongoing technical assistance and dedicated customer support throughout the duration of the contract term will help DHS and contracted service Providers feel comfortable and confident when working with Language Assistance Resources.

If further clarification, additional technical assistance, or customer support is ever needed, Global Wordsmiths is happy to work with clients to troubleshoot, review, answer questions and address concerns.

3. Please provide a list of all foreign languages in which your organization will provide Spoken Language Interpretation and describe your organization's experience and proficiency for each language listed.

Please see Appendix I.

1. Describe the qualifications and standards required of interpreters to be utilized for Spoken Language Interpretation, including required knowledge, skills, experience, credentials and other professional standards.

Global Wordsmiths language Interpreters have an average of 6 years of experience providing Interpretation for consumers and clients in the field of Human Services. Additionally, More than 60% of Global Wordsmiths' linguists reside within Allegheny County. Therefore, they are familiar with local dynamics and able to leverage their intimate understanding of the sociolinguistic landscape to provide a higher-quality level of service than out-of-state competitors.

Global Wordsmiths acknowledges the challenges inherent in recruiting language Interpreters who possess equivalent levels of knowledge, skills, experience, and credentials for all languages. Therefore, Global Wordsmiths requires that all Interpreters complete 30 hours of proprietary Interpreter Best Practices training, regardless of their previous experience. The only exceptions to this are those Interpreters who can successfully demonstrate certification by an acceptable certifying body (such as NAJIT, the Joint Commission, etc.), or who can demonstrate a terminal academic degree in the field of Interpretation.

For those Interpreters not possessing these two exceptionalities, successful completion of our proprietary training must be achieved before any assignments will be awarded. Global Wordsmiths' proprietary training was created by a Ph.D. in Education whose dissertation was largely focused on course design, two professional Interpreters, a professional Recruiter, and a Professor of Applied Translation and Global Communication who is also a trained Interpreter. It is a robust, excellent, and comprehensive training in which Global Wordsmiths takes great pride. It includes subject matter such as ethical behavior, technical skills, best practices, HIPAA compliance and confidentiality concerns, trauma-informed Interpretation, session management, and boundaries, including modules in specific domains (i.e. education, healthcare, etc.).

RFP for Language Assistance Services

All Global Wordsmiths Interpreters who provide Onsite Interpretation and ongoing pre-scheduled Telephone and Video Interpretation are required to have current and valid Act 34, Act 151, and Act 114 clearances, which are verified and stored by Global Wordsmiths. All Interpreters who work with children and families via any modality are required to complete Mandated Reporter training.

In addition to the Confidentiality Clause in the standard contract signed by each Interpreter, all of Global Wordsmiths' linguists (Interpreters and Translators) are required to sign a Confidentiality Addendum, regardless of the Services they provide. This addendum further clarifies that each linguist shall keep all consumer information strictly confidential by adhering to Global Wordsmiths' policies for the proper handling, storage, and management of Protected Health Information (PHI).

2. Describe your organizations strategies for recruiting, retaining, and evaluating performance of interpreters to be utilized for the Spoken Language Interpretation.

All Spoken Language Interpreters are hired based on their interpretation capabilities as well as their ability to maintain the confidentiality of clients and consumers, maintain role boundaries, demonstrate professionalism, obtain the required clearances, and participate in mandatory trainings. Global Wordsmiths' in-depth applicant screening sets expectations, tests linguistic fluency, and verifies applicant references.

Global Wordsmiths employs a full-time Talent Acquisition Manager to execute recruitment activities and develop recruitment strategies, manage the screening, hiring and onboarding processes, verify references, legal work authorization, and paperwork (including clearances and contracts), facilitate our Interpreter Best Practices Training, and engage Interpreters in ongoing relationship-building and professional development activities.

As part of the screening and verification processes, Interpreter candidates must pass a 20-minute oral language fluency exam. This oral fluency exam follows the ALTA Language Services Interpretation Test format, in which different types of speech and a variety of vocabulary are assessed. All applicants must be able to pass this exam to be considered as candidates. Global Wordsmiths also tests Spoken Language Interpreters for their ability to perform Sight Translation from English into their respective target languages.

Global Wordsmiths' Spoken Language Interpreters are subject to a semi-annual performance review in which their technical skills, professionalism, and rapport with clients are evaluated. Interpreters are incentivized to perform well, since growth opportunities and pay increases, are typically granted when performance reviews are positive.

To that effect, a core tenet of Global Wordsmiths' Social Enterprise model is to provide quality jobs and growth opportunities to our Translators, Interpreters, and personnel. We believe that this is a value proposition that sets us apart from the industry norm. Global Wordsmiths' commitment to fair pay, professional development, and a supportive culture for all Translators, Interpreters, and personnel has helped us achieve higher-than-average retention rates, and as a result, a higher-than-average level of Service quality.

RFP for Language Assistance Services

Sign Language Interpretation (45 points possible)

Complete this section only if you are proposing this Language Assistance Service. If you are not proposing this service, please leave this section blank. Your response to this section must not exceed 5 pages.

1. Describe the Sign Language Interpretation Services to be provided and how they will fulfill the standards outlined in the RFP.
2. Describe the key aspects of the delivery model you would use to provide Sign Language Interpretation, including but not limited to, the business processes for Services requests and the mechanisms for account management and customer service.
3. Describe the qualifications and standards required of interpreters to be utilized for Sign Language Interpretation, including required knowledge, skills, experience, credentials and other professional standards.
4. Describe your organizations strategies for recruiting, retaining and evaluating performance of interpreters to be utilized for the Sign Language Interpretation Services.

RFP for Language Assistance Services

Written Translation (45 points possible)

Complete this section only if you are proposing this Language Assistance Service. If you are not proposing this service, please leave this section blank. Your response to this section must not exceed 5 pages.

1. Describe the Written Translation Services to be provided and how they will fulfill the standards outlined in the RFP.

Global Wordsmiths provides Written Translation Services, including Proofreading, Localization and Desktop Publishing (formatting). We employ two full-time Translation Project Managers whose expertise and experience allow them to ensure the accurate and on-time delivery of Written Translation Services that will fulfill the standards outlined in the Language Assistance Services RFP. Part of their training and expertise involves working with a variety of texts (including those specified in this RFP), media forms, and file types. Common media formats with which Global Wordsmiths can work include websites, social media, audio recording, subtitling, and dubbing. Some examples of file types with which Global Wordsmiths can work include Word, Excel, PDF, JSON, HTML, XML, YAML, and many others.

Global Wordsmiths uses the *Memsorce* Translation Management System (TMS) to streamline the Project Management process, ensuring accurate and consistent translations in each of the aforementioned media formats and filetypes, as well as many more. The Memsorce platform uses built-in human quality assurance checks to help our Project Managers ensure consistent terminology, data security, and error-free translation including correct spelling, grammar, and syntax. This translation tool is especially helpful in promptly fulfilling expedited requests, as it can leverage translation memory (note that translation memory is different from machine translation) and terminology banks to populate previously translated content, saving the Translator time and improving the quality and consistency of translated output.

Memsorce also provides Global Wordsmiths' Translation Project Managers with the ability to monitor, access, and proofread client's translated work at any given time during a project. With this oversight ability, Global Wordsmiths can and has easily fulfilled both routine and expedited requests for client-related forms, court orders, letters, program brochures, informational guides, vital documents, as well as creatively and technically challenging documents such as webpages, social media, graphic design, and audio recordings.

2. Describe the key aspects of the delivery model used to provide Written Translation, including but not limited to, the business processes used for service requests and the mechanisms for account management and customer service.

Translations are processed by Global Wordsmiths' Translation Team, including Account Managers, Project Managers, and Translators (or a Team of Translators for large or complex projects). When necessary, a design Team or Specialist may also be assigned to ensure identical formatting and design elements. Global Wordsmiths uses Memsorce Translation Management System, for the project management workflow to ensure efficiency and high quality for each requested Written Translation project.

Global Wordsmiths' workflow for Written Translations is as follows:

1. DHS and contracted Service Providers will send source file(s) to the designated Account Manager via email, other electronic means, postal service, or courier.

RFP for Language Assistance Services

2. The project is next assigned to a Global Wordsmiths Project Manager who confirms receipt, reviews the file(s) and determines scope of the project, including: the source and target languages; the desired completion date, taking expedited requests into account (2 business days) versus routine delivery of 5 business days or less; the word count for billing purposes; any stylistic, linguistic, or special information that the Requestor identifies as relevant to the project; the desired target file format (PDF, Word, PPTX, etc.); and design considerations.
3. The Project Management Team will then produce a financial quote for the Requestor, if applicable, and wait for the Requestor to approve the quote before proceeding with the project.
4. The Project Manager then prepares the material for Translation, assigns the project to suitable Translators, and if applicable, contacts the design team if any complex design elements or formatting.
5. The assigned Translator is asked to evaluate the document, confirm receipt, and begin the translation. The Translator will complete the task assigned to them to the best of their professional knowledge and abilities. All Translators are expected to comply with the best practices of the profession and /or any preferred terms established by the Requestor. Translators are encouraged to ask the Project Manager clarifying questions about terminology, acronyms, deadlines, the spelling of names, etc. The Project Manager will communicate with the Requestor to clarify such queries, if applicable.
6. The Memsources Editor will not allow a Translator to complete the project until a manual Quality Assurance (QA) check is completed. This step of the process cannot be skipped. The QA check examines the documents' overall coherence, and scans the text for typos, spelling, grammar, punctuation, and formatting errors. When the Quality Assurance check is complete, the Project Manager will visually inspect the target file, and submit the completed translation to the Requestor via the preferred method (i.e., postal service, courier, email, or other electronic means).
 - Note that a second Translator can provide third-party Proofreading / Copyediting Services for target files upon request at an additional charge (please see the Pricing Template submitted as part of this RFP Response for more information).
7. When the project has been completed, the Account Manager will forward the relevant information to Global Wordsmiths' Finance Team for invoice preparation. The Finance team will create an invoice and submit it to the appropriate Requestor billing contact via email within 30 days of project completion.

The Memsources TMS platform automatically records Written Translation project data including Requestor name(s), source and target languages, the number of words translated, file names, the Translator(s) assigned to each project, due dates and actual delivery times. This information is safely stored on Global Wordsmiths' server and can be shared with DHS and contracted Service Providers upon request.

3. Please provide a list of all foreign languages in which your organization will provide Written Translation and describe your organization's experience and proficiency for each language listed.

Please see Appendix III for a complete list of the languages in which Global Wordsmiths has the capacity to provide Written Translation Services.

RFP for Language Assistance Services

In 2021, Global Wordsmiths was able to fulfill all requests for Translation Services for clients with a success rate of 99.99%. Of the Translation Services completed in that time, 92% were completed in target languages that fall under Tier 1, Tier 2, and Tier 3 as specified in the Language Assistance Services RFP.

Global Wordsmiths works with 38 active Written Translators of Tier 1 languages. For Tier 2, we work with 20 active Written Translators, and for Tier 3, global Wordsmiths works with 29 active Written Translators. It is an essential requirement of Global Wordsmiths that all Written Translators be native speakers of the Target language into which they translate, and Global Wordsmiths' proficiency for each language is showcased in the section below, Written Translation, Question 4, "Describe the qualifications and standards required of translators to be utilized for Written Translation, including required knowledge, skills, experience, credentials and other professional standards."

4. Describe the qualifications and standards required of translators to be utilized for Written Translation, including required knowledge, skills, experience, credentials and other professional standards

On average, Global Wordsmiths Written Translators have 10 years of experience in human service domains such as education, social work, medicine, and legal.

Global Wordsmiths only recruits qualified and/ or professionally accredited Written Translators. Written Translators must present formal evidence that they possess the following qualifications:

- native speaker with formal education in the target language, and an advanced professional fluency in English
- higher education certificate in translation studies (MA preferred) or an ATA certification/international equivalent
- 5+ years of documented experience working with a language service provider
- positive references from reputable language service providers
- experience using translation technologies
- extensive experience in multiple translation technologies
- experience working with and formatting different file formats
- experience with copyediting/proofreading
- knowledge and understanding of confidentiality best practices, HIPAA compliance, and the ethical best practices of the translation profession
- an understanding of industry expectations and conventional translation best practices

Global Wordsmiths strictly reinforces these qualifications and can proudly say that 100% of our Written Translators are native speakers with formal education in their target languages, and advanced professional fluency in English. 95% of Global Wordsmiths' Written Translators also possess higher education in translation studies or an equivalent certification/international equivalent in translation studies. 100% of Global Wordsmiths' Written Translators are experienced professionals who possess advanced competency using translation technologies, including the Memsource Editor and QA check features. Finally, Global Wordsmiths' Written Translators are talented professionals who have the instinct for translation as a creative process as well as the technical and theoretical skills needed to create a high-quality product.

5. Describe your organizations strategies for recruiting, retaining and evaluating performance of translators to be utilized for the Written Translation Services.

RFP for Language Assistance Services

Global Wordsmiths employs a full-time Talent Acquisition Manager to execute recruitment activities and develop recruitment strategies, manage the screening, hiring and onboarding processes, verify references, legal work authorization, and paperwork (including contracts), facilitate trainings, and engage Translators in ongoing relationship-building and professional development activities. Global Wordsmiths hires Written Translators based on their technical skills as well as their ability to maintain the confidentiality of clients and consumers, demonstrate professionalism, complete projects on-time, and participate in mandatory trainings. Global Wordsmiths' candidate screenings set expectations, test language fluency, and verify applicant references.

Global Wordsmiths recruits Translators locally and in internationally populated online forums, such as www.proz.com, LinkedIn, and the Slator "Locjobs" engine. We only search for professionally accredited and/ or certified Written Translators that have experience in the domains requested by the clients we serve. Written Translators candidates must be native speakers of their target language(s), advanced speakers of English, experienced in the content domain/field, passionate about quality, and skilled users of the translation technologies employed at global Wordsmiths. Written Translators must possess an academic degree or equivalent documented experience in translation (at least 5 years).

As part of the screening and verification processes, Translator candidates must complete a sample translation that will be tested by third-party verifiers to confirm the candidate's abilities. Using the same ALTA assessment guidelines as the guidelines applied to our Spoken Interpretation segment, Global Wordsmiths regularly evaluates its Written Translators and their work with hard-copy edits and arbitrations, a formal review system based on translated work with the assistance of Lead Written Translators. These hard copy edits and arbitrations ensure that Written Translators continue to meet quality expectations using the feedback provided, thus constantly improving the quality for our client's content.

Global Wordsmiths works hard to retain Written Translators by establishing a mutual respect and working rapport that emphasizes constant, transparent communication, and almost instantaneous access to our Project Managers. Global Wordsmiths' Project Managers and executive Staff closely follow Language Services Industry trends and publications, and resources and information are constantly shared with Written Translators. Global Wordsmiths also provides Written Translators with opportunities for professional development, peer-to-peer support, and hands-on support. In deliberately cultivating this positive work environment, Global Wordsmiths has seen a high Translator retention rate, and developed strong, reliable professional relationships with its Translators.

RFP for Language Assistance Services

Budget (35 points possible)

All Proposers must complete this section. Your response to this section must not exceed 3 pages (budget template not included in the page count).

- Using the pricing template available on our website, provide pricing for each Language Assistance Service being proposed, identifying rates across the service delivery modalities (e.g., onsite, telephonically, VRI) and supported languages.

SPOKEN LANGUAGE INTERPRETATION			
Onsite Interpretation (2 hour minimum)		Rate	Unit
Arabic		\$60.00	Hour
Burmese		\$70.00	Hour
French		\$60.00	Hour
Karen		N/A	N/A
Mandarin, Chinese		\$60.00	Hour
Nepali		\$60.00	Hour
Russian		\$60.00	Hour
Spanish		\$60.00	Hour
List other languages below, individually or in groups		Rate	Unit
Portuguese		\$60.00	Hour
Swahili		\$60.00	Hour
Uzbek		\$60.00	Hour
Bengali		\$60.00	Hour
Kirundi		\$70.00	Hour
Farsi		\$70.00	Hour
Dari		\$70.00	Hour
Hindi		\$60.00	Hour
Haitian Creole		\$60.00	Hour
Hebrew		\$60.00	Hour
German		\$60.00	Hour
Italian		\$60.00	Hour
Japanese		\$60.00	Hour
Korean		\$60.00	Hour
Kinyarwanda		\$70.00	Hour
Kurdish		\$60.00	Hour
Lithuanian		\$60.00	Hour
Pashto		\$70.00	Hour
Romanian		\$60.00	Hour
Polish		\$60.00	Hour
Turkish		\$60.00	Hour
Ukrainian		\$60.00	Hour
Urdu		\$60.00	Hour

RFP for Language Assistance Services

Vietnamese		\$60.00	Hour
Telephone Interpretation (2 minute minimum)			
		Rate	Unit
Arabic		\$0.95	Minute
Burmese		\$0.95	Minute
French		\$0.95	Minute
Karen		\$0.95	Minute
Mandarin, Chinese		\$0.95	Minute
Nepali		\$0.95	Minute
Russian		\$0.95	Minute
Spanish		\$0.85	Minute
<i>List other languages below, individually or in groups</i>			
		Rate	Unit
All other languages identified in Tier 2 and Tier 3		\$0.95	Minute
All languages listed in Appendix A		\$0.95	Minute
Video Remote Interpretation (Pre-Scheduled) (1 hour minimum)			
		Rate	Unit
Arabic		\$60.00	Hour
Burmese		\$60.00	Hour
French		\$60.00	Hour
Karen		N/A	N/A
Mandarin, Chinese		\$60.00	Hour
Nepali		\$60.00	Hour
Russian		\$60.00	Hour
Spanish		\$60.00	Hour
<i>List other languages below, individually or in groups</i>			
		Rate	Unit
Portuguese		\$60.00	Hour
Swahili		\$60.00	Hour
Uzbek		\$60.00	Hour
Bengali		\$60.00	Hour
Kirundi		\$60.00	Hour
Farsi		\$60.00	Hour
Dari		\$60.00	Hour
Hindi		\$60.00	Hour
Haitian Creole		\$60.00	Hour
Hebrew		\$60.00	Hour
German		\$60.00	Hour
Italian		\$60.00	Hour
Japanese		\$60.00	Hour
Korean		\$60.00	Hour

RFP for Language Assistance Services

Kinyarwanda		\$60.00	Hour
Kurdish		\$60.00	Hour
Lithuanian		\$60.00	Hour
Pashto		\$60.00	Hour
Romanian		\$60.00	Hour
Polish		\$60.00	Hour
Turkish		\$60.00	Hour
Ukrainian		\$60.00	Hour
Urdu		\$60.00	Hour
Vietnamese		\$60.00	Hour
Video Remote Interpretation (On-Demand) (10 minute minimum)			
		Rate	Unit
Arabic		\$1.15	Minute
Burmese		\$1.15	Minute
French		\$1.15	Minute
Karen		N/A	N/A
Mandarin, Chinese		\$1.15	Minute
Nepali		\$1.15	Minute
Russian		\$1.15	Minute
Spanish		\$1.15	Minute
List other languages below, individually or in groups			
		Rate	Unit
Portuguese		\$1.15	Minute
Swahili		\$1.15	Minute
Somali		\$1.15	Minute
WRITTEN TRANSLATION (\$30.00 Minimum)			
		Rate	Unit
Arabic		\$0.20	Word
Burmese		\$0.23	Word
French		\$0.20	Word
Karen		\$0.23	Word
Mandarin, Chinese		\$0.19	Word
Nepali		\$0.23	Word
Russian		\$0.20	Word
Spanish		\$0.19	Word
List other languages below, individually or in groups			
		Rate	Unit
Bosnian, Armenian, Croatian, Czech, German, Hebrew, Italian, Polish, Portuguese, Romanian, Bengali, Gujarati, Hindi, Indonesian, Kurdish, Punjabi, Tamil, Telugu, Urdu, Dari, Farsi, Pashto, Somali, Vietnamese, Ukrainian, Uzbek, Khmer, Filipino, Haitian Creole, Japanese, Mandinka, Malay, Tagalog,		\$0.20	Word
		\$0.21	Word

RFP for Language Assistance Services

Kinyarwanda, Kirundi, Kizigua, Amharic, Maay Maay, Igbo, Somali, Tigrinya, Yoruba		\$0.23	Word
Any other language not formally listed here		\$0.25	Word

2. Provide a pricing narrative that describes and supports all costs and cost-related factors that impact the proposed pricing. Examples include but are not limited to shift differentials, minimum order values, cancellation policies, reimbursable costs, and certified or specialized language Services.

Global Wordsmiths' rates do not change based on the time of day, day of the week, or holidays.

Onsite Interpretation - In addition to our hourly rate, Global Wordsmiths bills a two-hour minimum for all Onsite Interpretation sessions. Global Wordsmiths charges this minimum fee so that we can fairly compensate our Onsite Interpreters for their time in the event of consumer no-shows, shorter-than-anticipated meetings, etc. This reduces Interpreter turnover and increases the quality and continuity of Services. Parking for Onsite Interpretation Services is billed at the rate of \$15 per visit for all visits to locations within downtown Pittsburgh. Mileage will be billed at the federal per diem rate per mile, calculated from Global Wordsmiths' headquarters at 6587 Hamilton Avenue, Pittsburgh, PA 15206 for Onsite Interpretation locations outside the boundaries of the City of Pittsburgh.

Previously scheduled sessions that are cancelled with less than 24 hours' notice will be billed the full requested time or the two-hour minimum, whichever is greater.

Pre-Scheduled Video Interpretation - In addition to our hourly rate, Global Wordsmiths bills a one-hour minimum for all Pre-Scheduled Video Interpretation requests. Global Wordsmiths charges this minimum fee so that we can fairly compensate our Onsite Interpreters for their time in the event of consumer no-shows, shorter-than-anticipated meetings, etc. This reduces Interpreter turnover and increases the quality and continuity of Services. Previously scheduled sessions that are cancelled with less than 24 hours' notice will be billed the full requested time or the one-hour minimum, whichever is greater.

On-Demand Telephone Interpretation – In addition to the regular per-minute rate, Global Wordsmiths bills a three-minute minimum for all Telephone Interpretation calls. Additionally, Global Wordsmiths rounds up telephonic interpretation pricing to the nearest whole minute utilized. That is to say, if the call lasts 3:05 minutes, DHS and contracted Service Providers will be invoiced for 4 minutes. There are no additional costs, hidden fees, or monthly maintenance charges. Global Wordsmiths does not charge for dial-outs, invoice requests, or account management.

On-Demand Video Interpretation - In addition to the regular per-minute rate, Global Wordsmiths bills a ten-minute minimum for all On-Demand Video Interpretation requests. Additionally, Global Wordsmiths rounds up on-demand Video Interpretation pricing to the nearest whole minute. That is to say, if the On-Demand Video Interpretation session lasts 9:05 minutes, DHS and contracted Service Providers will be invoiced for 10 minutes. There are no additional costs, hidden fees, or monthly maintenance charges. Global Wordsmiths do not charge for technical assistance or account management.

Written Translation - All Written Translation projects are quoted per-word, based on the source text. Translation projects are subject to a minimum fee of \$30.00. Projects that require in-depth desktop publishing or design work will incur an additional charge of \$20 per page. For expedited Translation requests needed within 2 business days that are 10 pages or less and less than 2,000 words, an additional fee of \$0.02 per word will apply. For expedited Translation projects that contain ten pages or more and are between 2,000 and 4,000 words, Global Wordsmiths will apply an additional 50% rush fee based on

RFP for Language Assistance Services

the source text wordcount. Documents that require courier drop-off, will be billed an additional fee of \$30.00. In addition, there is a \$25.00 fee for notarized certification of translated documents that includes postage, if needed.

RFP for Language Assistance Services

APPENDIX I: SPOKEN INTERPRETATION LANGUAGES OFFERED

Note: Asterisk (*) next to On-Demand VRI is only available M-F 8am-8pm E.S.T.

Tier One

LANGUAGE	ONSITE:	PRE-SCHEDULED VRI:	ON-DEMAND VRI:	ON-DEMAND TELEPHONE:
Spanish	✓	✓	✓	✓
Nepali	✓	✓	✓*	✓
Portuguese	✓	✓	✓*	✓
Burmese	✓	✓	✓*	✓
Swahili	✓	✓	✓*	✓

Tier Two

LANGUAGE	ONSITE:	PRE-SCHEDULED VRI:	ON-DEMAND VRI:	ON-DEMAND TELEPHONE:
Somali		✓	✓*	✓
Arabic	✓	✓	✓*	✓
Uzbek	✓	✓		
Croatian				✓
Bengali	✓	✓		✓

Tier Three

LANGUAGE	ONSITE:	PRE-SCHEDULED VRI:	ON-DEMAND VRI:	ON-DEMAND TELEPHONE:
Russian	✓	✓	✓*	✓
Karen				✓
Kirundi	✓	✓		✓
Dari/Farsi	✓	✓		✓
Chinese	✓	✓	✓*	✓
Hindi	✓	✓		✓
French	✓	✓	✓*	✓

Continued...

RFP for Language Assistance Services

Additional Languages:

LANGUAGE	ONSITE:	PRE- SCHEDULED VRI:	ON-DEMAND TELEPHONE:
Acehnese			✓
Acoli			✓
Akan			✓
Albanian			✓
Amharic			✓
Azerbaijani			✓
Badini			✓
Basa Sunda			✓
Bosnian			✓
Bulgarian			✓
Cambodian			✓
Cape Verdean Creole			✓
Cebuano			✓
Chaldean			✓
Chiu-Chow			✓
Czech			✓
Falam (Chinn)			✓
Filipino (Tagalog)			✓
Ga			✓
German	✓	✓	✓
Greek			✓
Haitian Creole	✓	✓	✓
Hebrew	✓	✓	
Hmong			✓
Hunan			✓
Hungarian			✓
Indonesian			✓
Italian	✓	✓	✓
Japanese	✓	✓	✓
Jola-Fonyi			✓
Kabiye			✓
Karenni (Kayah)			✓
Khmer			✓

RFP for Language Assistance Services

Kibajuni (Bajuni)			✓
Kinyamulenge			✓
Kinyarwanda	✓	✓	✓
Korean	✓	✓	✓
Kurdish	✓	✓	✓
Laotian			✓
Lingala			✓
Lithuanian	✓	✓	✓
Luganda			✓
Luo			✓
Maay Maay (Mai Mai)			✓
Macedonian			✓
Malaysian			✓
Mien			✓
Moldovian			✓
Mongolian			✓
Neapolitan			✓
Nigerian			✓
Oromo			✓
Pahari			✓
Pashto	✓	✓	✓
Polish	✓	✓	✓
Punjabi			✓
Rohingya			✓
Romanian	✓	✓	✓
Samoan			✓
Serbian			✓
Slovak			✓
Sri Lankan			✓
Sudanese			✓
Sylheti			✓
Tajik			✓
Tamil			✓
Telugu			✓
Teochew			✓
Thai			✓
Tibetan			✓
Tigrinya			✓
Tongan			✓
Trique			✓
Turkish	✓	✓	✓

RFP for Language Assistance Services

Turkman			✓
Ukrainian	✓	✓	✓
Urdu	✓	✓	✓
Vietnamese	✓	✓	✓
Welsh			✓
Wolof			✓
Yoruba			✓

APPENDIX II: FORM FOR REQUESTING SERVICES

PRE-SCHEDULED VIDEO INTERPRETATION INFORMATION REQUIRED:

- Requested language
- Date and time of request
- Approximate duration
- Preferred videoconference platform, if applicable (Note: Global Wordsmiths is happy to use its proprietary technology, MS Teams, Google Hangouts, Doxy, Zoom, Vidy, or a number of other platforms to accommodate VRI requests.)
- Name, email, and direct Telephone line of the Allegheny County Department of Human Services' staff requestor
- Name of the consumer, if requested for data collection purposes (Global Wordsmiths does not permanently store or share personal information. First name and last initial with no additional personally identifying information is shared with the interpreter and used for billing purposes)
- Basic information about the encounter and/ or special considerations for the Interpreter(s) to consider, including but not limited to log-in information, etc.

PRE-SCHEDULED ONSITE INTERPRETATION INFORMATION REQUIRED:

- Requested language
- Date and time of request
- Approximate duration of the encounter
- Location of the encounter (full address with zip code, including any floor/unit/room number)
- Name, email, and direct Telephone line of the Allegheny County Department of Human Services' staff requestor
- Name of the consumer, if requested for data collection purposes (Global Wordsmiths does not permanently store or share personal information. First name and last initial with no additional personally identifying information is shared with the interpreter and used for billing purposes)
- Basic information about the encounter and/ or special considerations for the Interpreter(s) to consider, including but not limited to parking details, COVID-19 building policy guidelines, etc.

RFP for Language Assistance Services

APPENDIX III: WRITTEN TRANSLATION LANGUAGES OFFERED

Tier One

LANGUAGE	WRITTEN TRANSLATION OFFERED?
Spanish	✓
Nepali	✓
Portuguese	✓
Burmese	✓
Swahili	✓

Tier Two

LANGUAGE	WRITTEN TRANSLATION OFFERED?
Somali	✓
Arabic	✓
Uzbek	✓
Croatian	✓
Bengali	✓

Tier Three

LANGUAGE	WRITTEN TRANSLATION OFFERED?
Russian	✓
Karen	✓
Kirundi	✓
Dari/Farsi	✓
Chinese	✓
Hindi	✓
French	✓

Additional Languages:

LANGUAGE	WRITTEN TRANSLATION	LANGUAGE	WRITTEN TRANSLATION	LANGUAGE	WRITTEN TRANSLATION
Acehnese		Hmong	✓	Pahari	
Acoli		Hunan		Pashto	✓
Afar	✓	Hungarian	✓	Polish	✓
Afrikaans	✓	Igbo	✓	Punjabi	✓
Akan		Indonesian	✓	Rohingya	
Albanian	✓	Italian	✓	Romanian	✓
Amharic	✓	Japanese	✓	Samoan	

RFP for Language Assistance Services

Armenian	✓	Jola-Fonyi		Serbian	✓
Azerbaijani	✓	Kabiye		Slovak	✓
Badini		Karen	✓	Slovenian	✓
Basa Sunda		Karenni (Kayah)		Somali	✓
Bosnian	✓	Khmer	✓	Sri Lankan	
Bulgarian		Kibajuni (Bajuni)		Sudanese	
Cambodian	✓	Kinyamulenge		Sylheti	
Cape Verdean Creole		Kinyarwanda	✓	Tajik	✓
Cebuano		Kizigua	✓	Tamil	✓
Chaldean		Korean	✓	Telugu	✓
Chiu-Chow		Kurdish	✓	Teochew	
Czech	✓	Laotian		Thai	✓
Danish	✓	Latvian	✓	Tibetan	✓
Dutch	✓	Lingala	✓	Tigrinya	✓
Dzonkha	✓	Lithuanian	✓	Tongan	
Estonian	✓	Luganda	✓	Trique	
Ewe	✓	Luo		Turkish	✓
Falam (Chinn)		Maay Maay (Mai Mai)	✓	Turkmen	✓
Filipino (Tagalog)	✓	Macedonian		Ukrainian	✓
Ga		Malaysian	✓	Urdu	✓
Georgian	✓	Mandika	✓	Vietnamese	✓
German	✓	Mien		Welsh	