

EC-21-425




Mayor Timothy M. Keller

CITY OF ALBUQUERQUE
Albuquerque, New Mexico
Office of the Mayor

INTER-OFFICE MEMORANDUM

August 4, 2021

TO: Cynthia D. Borrego, President, City Council

FROM: Timothy M. Keller 

SUBJECT: Mayor's Recommendation of Award (ROA) for RFP No. RFP-2021-129-LGL-ED
"Language Interpretation and Translation Services"

The City of Albuquerque's Legal Department, Equity and Inclusion Division in conjunction with the Department of Finance and Administrative Services, Purchasing Division, issued the RFP for language interpretation and translation services.

The RFP was posted on the Purchasing E-Procurement, Bonfire website on March 15, 2021 and advertised in the Albuquerque Journal on March 17, 2021.


The City received fourteen (14) responses to this solicitation. The ad hoc evaluation committee evaluated and scored the proposals received in accordance with the evaluation criteria published in the RFP. After thoroughly reviewing and scoring the proposals, Valley Community Interpreters earned 949 points, Naomi Todd-Reyes earned 934 points, GLOBO Language Solutions, LLC earned 834 points and Worldwide Languages & Communication, LLC earned 791 points. The committee found these top four Offerors to be both responsive and qualified and recommends an award to Valley Community Interpreters, Naomi Todd-Reyes, GLOBO Language Solutions, LLC and Worldwide Languages & Communication, LLC.

I concur with this recommendation.

The City of Albuquerque's Department of Finance and Administrative Services, Purchasing Division will manage this contract.

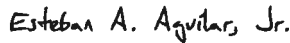
Mayor's Recommendation of Award (ROA) for RFP No. RFP-2021-129-LGL-ED "Language Interpretation and Translation Services"

Approved:




Sarita Nair Date 8/23/21
Chief Administrative Officer

Approved as to Legal Form:


DocuSigned by:


Esteban A. Aguilar, Jr. 8/19/2021 | 2:29 PM MDT
DocuSigned by:
Esteban A. Aguilar, Jr. Date
City Attorney

Recommended:

DocuSigned by:


Renee Martinez 8/18/2021 | 4:40 PM PDT
DocuSigned by:
Renee Martinez Date
Director of Finance and Administrative Services

DocuSigned by:


Michelle Melendez 8/18/2021 | 4:36 PM MDT
DocuSigned by:
Michelle Melendez Date
Director of Office of Equity & Inclusion

Cover Analysis

1. What is it?

Request for proposals award for language interpretation and translation services to establish contracts to be used by all City departments.

2. What will this piece of legislation do?

These awards will help the City provide information and services to a wide range of people, including those who speak, read, understand, and/or write limited or no English, those who are deaf or hard-of-hearing or live with other disabilities.

3. Why is this project needed?

These awards will provide the City necessary resources in order to communicate with a wide range of people to help achieve racial, gender, health and socio-economic equality, as well as to ensure that services are delivered in an equitable and inclusive manner to the public.

4. How much will it cost and what is the funding source?

The Purchasing Division is establishing contracts for language interpretation and translation services to be used by all City departments. Each department will use the current allocated budget to pay for these services. No additional funding will be allocated.

5. Is there a revenue source associated with this Plan? If so, what level of income is projected?

There is not a revenue source associated with this award.

FISCAL IMPACT ANALYSIS

TITLE: RFP-2021-129-LGL-ED "Language Interpretation and Translation Services"

R: EC

O:

FUND: Various

DEPT: Various

- ☒ No measurable fiscal impact is anticipated, i.e., no impact on fund balance over and above existing appropriations.
- ☐ (If Applicable) The estimated fiscal impact (defined as impact over and above existing appropriations) of this legislation is as follows:

	2021	Fiscal Years 2022	2023	Total
Base Salary/Wages				-
Fringe Benefits at	-	-	-	-
Subtotal Personnel	-	-	-	-
Operating Expenses		-		-
Property		-	-	-
Indirect Costs	-	-	-	-
Total Expenses	\$ -	\$ -	\$ -	\$ -
<hr/>				
<input type="checkbox"/> Estimated revenues not affected				
<input type="checkbox"/> Estimated revenue impact				
Revenue from program				0
Amount of Grant		-	-	
City Cash Match				
City Inkind Match				
City IDOH				
Total Revenue	\$ -	\$ -	\$ -	\$ -

These estimates do not include any adjustment for inflation.

* Range if not easily quantifiable.

Number of Positions created

COMMENTS: The Purchasing Division is establishing contracts for language interpretation and translation services to be used by all City departments. Each department will use the current allocated budget to pay for these services. No additional funding will be allocated.

COMMENTS ON NON-MONETARY IMPACTS TO COMMUNITY/CITY GOVERNMENT:

PREPARED BY:

APPROVED:

DocuSigned by:

Jayne Aranda

FISCAL ANALYST

DocuSigned by:

Michelle Melendez

DIRECTOR

8/18/2021 | 4:36 PM MDT

(date)

REVIEWED BY:

DocuSigned by:

Jayne Aranda

EXECUTIVE BUDGET ANALYST

DocuSigned by:

Renee Martinez

BUDGET OFFICER (date)

8/18/2021 | 4:40 PM

DocuSigned by:

Christine Barner

CHIEF ECONOMIST



City of Albuquerque

Department of Finance and Administrative Services

Timothy M. Keller, Mayor

Interoffice Memorandum

Date 7/15/2021

TO: Sarita Nair, Chief Administrative Officer

FROM: Michelle Melendez, Director, Office of Equity & Inclusion

SUBJECT: **Recommendation of Award**
RFP Number: RFP-2021-129-LGL-ED
RFP Name: Language Interpretation and Translation Services

DS
MM

DS
JB

The Department of Finance and Administrative Services, Purchasing Division, issued the subject solicitation in conjunction with the Office of Equity & Inclusion for Language Interpretation and Translation Services.

The solicitation was posted on the Purchasing website and advertised in the Albuquerque Journal. The number of responses received for evaluation were fourteen (14).

The Ad Hoc Evaluation Committee evaluated and scored the responses in accordance with the evaluation criteria published in the RFP and recommends award of contracts to Valley Community Interpreters, Naomi Todd-Reyes, GLOBO Language Solutions, LLC and Worldwide Languages & Communication, LLC.

I concur with this recommendation. Listed below are the composite scores for the top four responses received:

COMPANY NAME	SCORE
Valley Community Interpreters	949
Naomi Todd-Reyes	934
GLOBO Language Solutions, LLC	834
Worldwide Languages & Communication, LLC	791

Approved:

DocuSigned by:

27FC78F4A4E944D...

Sarita Nair (Date)
Chief Administrative Officer

Attachment: Scoring Summary



RFP-2021-129-LGL-ED - Language Interpretation and Translation Services Scoring Summary

	Total	Qualifications	Past Contracts	Overall Ability	Cost	Local Business	Small Business	Pay Equity Preference	NM State Resident Business	NM State Veteran's
Supplier	/ 1,350.00 pts	/ 300 pts	/ 300 pts	/ 300 pts	/ 100 pts	/ 50 pts	/ 50 pts	/ 100 pts	/ 50 pts	/ 100 pts
Valley Community Interpreters	949	257	259	247	100	43	0	0	43	0
Naomi Todd-Reyes	934	279	277	278	100	0	0	0	0	0
GLOBO Language Solutions, LLC	834	269	202	263	100	0	0	0	0	0
Worldwide Languages & Communication, LLC	791	229	237	225	100	0	0	0	0	0
WorldWide Interpreters Inc	669	169	200	200	100	0	0	0	0	0
911 Interpreters Inc	631	193	203	135	100	0	0	0	0	0
Idea Language Services, LLC	629	184	176	169	100	0	0	0	0	0
Daniel Shamebo Sabore.	626	156	190	180	100	0	0	0	0	0
FourCorners Translation LLC	592	192	130	170	100	0	0	0	0	0
INGCO International	553	161	132	160	100	0	0	0	0	0
Propio LS, LLC	497	125	138	134	100	0	0	0	0	0
American International Translators	374	86	95	93	100	0	0	0	0	0
Privilege AHRC	226	47	20	59	100	0	0	0	0	0

Eliminated Submissions

Final Graphic	Reason for Elimination: <i>Vendor included pricing with the technical proposal therefore they are non-responsive.</i>
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An aerial photograph of Albuquerque, New Mexico, featuring a winding river, dense greenery, and several hot air balloons floating in the sky. The balloons have various patterns, including checkered and solid colors.

TECHNICAL PROPOSAL

SECTION ONE

VALLEY COMMUNITY INTERPRETERS

CITY OF ALBUQUERQUE

Language Interpretation and Translation Services

Valley Community Interpreters

P.O. Box 12572

Albuquerque, NM 87195

Cecilia Portal, Founder/Director

(e) director@vcinm.org

(p) 505-596-0592

www.vcinm.org

RFP-2021-129-LGL-ED
Due by 4:00 PM Mountain Time
Monday, April 12, 2021

TRANSMITTAL LETTER

City of Albuquerque
Department of Finance and Administrative Services
Purchasing Division
Attn: Eddie DeHerrera, Senior Buyer
1 Civic Plaza, Room 7012
Albuquerque NM 87102

4/2/21

RE: RFP-2021-129-LGL-ED - Language Interpretation and Translation Services

Dear Mr. DeHerrera,

As a leading language service provider in the Southwest, we are excited to provide a response to RFP-2021-129-LGL-ED for Language Interpretation and Translation Services for the City of Albuquerque. We have been providing language services for over five years, and are able to provide **interpretation support for all of your government, customer service, legal, administrative and support facilities**, in addition to any future expansions, for both standard and urgent requests. Being located in Albuquerque, and with the backing of a 6,000+ interpreter network, we are sure that our diverse Interpretation Services portfolio enables us to provide a **best value solution**.

Valley Community Interpreters (VCI) was founded five years ago with a commitment to improve and increase language services at all levels of New Mexican society. VCI provides two areas of services: The VCI Academy training New Mexico's interpreter workforce and the VCI Language Service Agency (VCI Agency), a full language service agency providing interpretation, translation and language testing. VCI has been supporting, and advocating for, language services in Albuquerque for all of our five years. For the past 18 months we've supported the City of Albuquerque Office of Equity & Inclusion, and Environmental Health - offering interpretation and translation services, as well as training departments directors on how to effectively use language services. Since the COVID-10 pandemic, VCI has been interpreting for Mayor Keller public Town Hall meetings.

We will be partnering with Telelanguage, who will support the remote interpretation efforts of this contract. Their comparable city accounts include Jacksonville, Denver, Fargo, Fort Collins, Miami, Trenton, Wichita, Salem, Grand Rapids (MI), Detroit, and Portland to name a few. They hold large, statewide contracts with California, Alaska, Vermont, Massachusetts, Washington, New York, New Hampshire, Maine, Oregon, South Carolina, Oklahoma, Texas, and New Mexico, and are confident in our ability to support the City contract.

Through our partnership with Telelanguage - who has nearly 30 years of experience in language services - we are able to grow our own local, Albuquerque business. Not only is their support crucial to providing quality telephonic interpretation and translation services, but it is also invaluable to our own business development. We appreciate the opportunity to continue to do business with City. For any questions or comments about our response, please feel free to contact me.

Respectfully,

Cecilia Portal



Cecilia Portal, Founder/Director
P.O. Box 12572, Albuquerque, NM 87195
(e) director@vcinm.org
(p) 505-596-0592

We are submitting for all service categories. Our experience in the City of Albuquerque is unmatched. We take no exceptions to any terms or conditions.

TABLE OF CONTENTS

Offeror Identification	We comply with all terms and conditions, and take no exceptions to the provided draft contract. Our bid is valid until the City deems it most convenient.	4-7
Experience	Our combined team brings over 35 years of combined interpretation and translation experience - focused in the City of Albuquerque.	8-36
Certifications	Our team holds a number of certifications and memberships with professional interpretation and translation associations - many of which we sponsor at tradeshow and industry events.	37-43
Qualifications & Resources	Connect times, number of rare languages, our reputation as a backbone for other language service providers, and our customizable platform and reference collateral set us apart.	44-57
Attachments	59. Code of Conduct	58-59



OFFEROR IDENTIFICATION

Prime Contractor:

Valley Community Interpreters (501c3 Non-profit Corporation, private)
P.O. Box 12572
Albuquerque, NM 87195

Authorized to execute the draft agreement:

Cecilia Portal, Founder/Director
(e) director@vcinm.org
(p) 505-596-0592

Subcontractor:

Telanguage, Inc. (For-profit Corporation, private)
610 SW Broadway Ave., Suite 200
Portland, OR 97205

We comply with all laws stated herein. We agree to all of the terms and conditions of the Draft Agreement; without exceptions. Acknowledgement of receipt of Addenda 1 can be found on the following page. We agree to carry the insurance specified (sample certificates can be found on the following pages).

Addendum #1

Issued April 2, 2021

74. Question: Appendix A includes a column for "Consecutive" and a per-hour rate. What service does this column reference?

ANSWER: Consecutive interpretation occurs when an interpreter is speaking at the same time as the primary presenter and attendees are only listening to the interpreter in the language being interpreted. Per hour rate refers to the rate charged per hour for providing consecutive interpretation services.

75. Question: In the cost sheet (Appendix A), virtual interpreting is charged at a per-hour rate. Would you accept a per-minute rate for this service?

ANSWER: Yes.

Please incorporate the change in this Addendum into the original Proposal document. Sign and return this Addendum with your Proposal response. Failure to acknowledge an Addendum may result in your response being deemed non-responsive.

Acknowledged & Returned:

Cecilia Portal
Signature

Cecilia Portal, CHI, Founder & Director - VCI
Printed Name Title Company



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

09/06/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER NUTMEG INS AGENCY INC/50 PLUS/PHS 76250866 The Hartford Business Service Center 3600 Wiseman Blvd San Antonio, TX 78265	CONTACT NAME: PHONE (888) 925-3137 FAX (888) 443-6112 (A/C, No, Ext): E-MAIL ADDRESS:
INSURED VALLEY COMMUNITIY INTERPRETERS PO BOX 12572 ALBUQUERQUE NM 87195-0572	INSURER(S) AFFORDING COVERAGE INSURER A : Twin City Fire Insurance Company INSURER B : INSURER C : INSURER D : INSURER E : INSURER F :

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/Y YYY)	LIMITS
A	COMMERCIAL GENERAL LIABILITY	X		76 SBU BD0558	10/07/2018	10/07/2019	EACH OCCURRENCE \$1,000,000
	CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000
	<input checked="" type="checkbox"/> General Liability						MED EXP (Any one person) \$10,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						PERSONAL & ADV INJURY \$1,000,000
	POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC						GENERAL AGGREGATE \$2,000,000
	OTHER:						PRODUCTS - COMP/OP AGG \$2,000,000
	AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)
	ANY AUTO						BODILY INJURY (Per person)
	ALL OWNED AUTOS						BODILY INJURY (Per accident)
	HIRED AUTOS						PROPERTY DAMAGE (Per accident)
	SCHEDULED AUTOS NON-OWNED AUTOS						
	UMBRELLA LIAB EXCESS LIAB						EACH OCCURRENCE
	OCCUR CLAIMS-MADE						AGGREGATE
	DED RETENTION \$						
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY						PER STATUTE OTH-ER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				E.L. EACH ACCIDENT
							E.L. DISEASE -EA EMPLOYEE
							E.L. DISEASE - POLICY LIMIT
A	DATA BREACH - DEFENSE & LIAB COVG			76 SBU BD0558	10/07/2018	10/07/2019	Limit \$50,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Those usual to the Insured's Operations. City of Albuquerque is an Additional Insured per the Business Liability Coverage Form SS0008 attached to the policy.

CERTIFICATE HOLDER

City of Albuquerque
1 CIVIC PLZ NW
ALBUQUERQUE NM 87102-2109

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Susan L. Castaneda

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ACORD 25 (2016/03)

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TELEL-1

OP ID: JS

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

03/08/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an **ADDITIONAL INSURED**, the policy(ies) must have **ADDITIONAL INSURED** provisions or be endorsed. If **SUBROGATION** IS **WAIVED**, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Leonard Adams Insurance, Inc. 5201 SW Westgate Dr #300 Portland, OR 97221 J. Darrin Gross	CONTACT NAME: J. Darrin Gross PHONE (A/C, No, Ext): 503-296-0077 FAX (A/C, No): 503-296-0044 E-MAIL ADDRESS: darring@lacoinsurance.com
INSURER(S) AFFORDING COVERAGE	
INSURER A: Sentinel Insurance Company NAIC # 11000	
INSURER B: Hiscox 10200	
INSURER C:	
INSURER D:	
INSURER E:	
INSURER F:	

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR	TYPE OF INSURANCE	ADDL	SUBR	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> General Liability GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			52SBAPW5861	03/17/2021	03/17/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			52SBAPW5861	03/17/2021	03/17/2022	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			52SBAPW5861	03/17/2021	03/17/2022	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ 2,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y / N If yes, describe under DESCRIPTION OF OPERATIONS below		N / A				PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
B	Prof Liability Full Prior Acts			MPL119547419	03/17/2021	03/17/2022	Aggregate \$ 3,000,000 Ea Claim \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

All operations of the Named Insured

CERTIFICATE HOLDER

CANCELLATION

	<p>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</p>
<p>AUTHORIZED REPRESENTATIVE</p> <p style="text-align: center;">J. Darrin Gross </p>	

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Valley Community Interpreters

CURRENT EXPERIENCE

For the past 18 months we've supported the City of Albuquerque Office of Equity & Inclusion, and Environmental Health - offering interpretation and translation services, as well as training departments directors on how to effectively use language services. During this support, we have worked closely with the OEI's Director, Michelle Melendes. Under the contract with the Department of OEI, we are also providing language service support for the Mayor's Office, Office of Civil Rights, Economic Development, Senior Affairs and the 3-1-1 Information Line. In addition, we have offered training to the Police Department, Police Cadets. Other training has been provided to City Directors and staff. Since the COVID-19 pandemic, VCI has been interpreting for Mayor Keller public Town Hall meetings.

VCI has also been providing language services to the Environmental Health Department, including Air Quality and Consumer Health. Within the Environmental Health Department, we're working closely with Manager Isreal Tovarez to support the department's language needs.

In support of our current language service efforts, we have partnered with Telanguage for the past 18 months to provide telephonic interpretation and document translations - through a network of 6,000+ interpreters, in 350+ languages, 24x7x365. Some Telanguage interpreters are VCI graduates living and working in New Mexico.

In 2019 and early 2020, VCI completed a series of three trainings for the Albuquerque Police Department cadets to learn how to better interact and communicate with LEP individuals, while using OPI services and methods to work with interpreters to achieve better results while performing their duties. The one-hour trainings integrated PowerPoint presentations followed by a role play demonstrating how working with an interpreter can be a more efficient way of communicating.

VCI has also secured a contract with New Mexico First, a New Mexico based nonprofit organization dedicated to addressing critical issues in our state. VCI has interpreted for participants at their town halls using Zoom. VCI has assisted NM First in developing handouts and orientations for their community participants to learn how to use Zoom, helping their abilities to contribute to the community dialogue.

VCI has offered interpretation services to other local organizations to include Meals on Wheels Albuquerque, North Valley Academy, March for Science gathering, WESST Money Learning Lab, and South Valley Academy.

PAST EXPERIENCE

The VCI Agency was established in 2018 to address the language service needs of the LEP communities in New Mexico and to facilitate cross-cultural communication with their service providers. VCI's goal is to offer the highest professional quality language access by designing services that meets individual clients' needs while maintaining national standards. We work closely with our clients to help design the services that ensure they can improve their communication in multiple languages.

The VCI Agency obtained the first contract in 2018 with the City of Albuquerque Environmental Health Department (EHD) for interpretation and translation services. Under the terms of this contract, VCI provided EHD staff trainings to increase the awareness of the importance of improving communications with LEP communities and to learn how to work with interpreters. VCI also provides conference simultaneous interpretation for public hearings, over the phone interpretation (OPI) services and translations of complex technical documents. VCI also assisted in training restaurant workers for EHD Consumer Health Division to meet regulation standards in Chinese, Vietnamese and Spanish. To support the work of the Air Quality Enforcement Division, VCI assisted in producing phone messages in Vietnamese and Chinese that allowed community member to report by phone air quality problems in their

neighborhoods. The phone message system would then be used by EHD staff by calling the VCI OPI service to have the phone message interpreted into English and be able to call the community members using the support of an OPI interpreter. During the COVID 19 initial crisis in February and May, 2020 VCI translated a total of 19,187 words in Arabic, Chinese, Vietnamese, Dari, Navajo, Dine, Kinyarwanda, Pashtu and Spanish.

In 2019, VCI secured a second contract with the City of Albuquerque Office of Equity and Inclusion (OEI) to provide staff training, interpretation, including OPI, and translations services. Under this contract VCI provided training to city government staff including department directors on the importance of language access in building relationships and improving service delivery to LEP communities. OEI extended VCI language services to other departments now using OPI services to include: The Mayor's Office, 311 Call Center, Office of Civil Rights, Economic Development Department and Senior Services. VCI developed handouts and instructional materials to assist staff when working with these communities and with interpreters. During the COVID-19 initial crisis in February through May 2020 VCI translated a total of 47,104 words in Arabic, Chinese, Vietnamese, Navajo Dine, Swahili, Dari, Kinyarwanda and Spanish.

REFERENCES - Please see following pages for letters of reference

New Mexico First

Lilly Irvin-Vitela, MCRP - President and Executive Director, New Mexico First

(E) lilly@nmfirst.org

(P) 505-225-2140 #6

Work on this account is ongoing

WESST

Agnes Noonan - President

(E) wesst@swcp.com

(P) 505-246-6944

Work with the WESST Enterprise Center concluded in 2020

University of New Mexico Hospitals

Fabian Juan Armijo - Director, Diversity, Equity & Inclusion | Interpreter Language Services

(E) fjarmijo@salud.unm.edu

(P) 505-272-4802

Support has been ongoing for the last two years

RESUMES

CECILIA PORTAL

PO Box 12572 Albuquerque, NM 87195 - (505) 270-0990 – cp@ceciliaportal.com

Objective: To increase and improve language access to the LEP communities by providing professional interpreter training and language services.

Summary: Professional career has reflected three major interests:

- I. Community and Medical interpreter career focused on providing professional OPI and in person interpreting while building the interpreter profession in New Mexico through professional training and education.
- II. Management of community-based, service organizations working with children, families, seniors, as well as arts and education.
- III. Abstract expression in fine art and documentary photography as well as collecting oral histories reflecting women's cultural practices and values in New Mexico.

I. INTERPRETER

Language Skills - Bicultural / Bilingual: Fluent in Spanish and English.

Interpreter Training - Bridging The Gap in Healthcare Interpreter Training, successfully completed the training and passed the exam with 97% accuracy

Certification – Certified Healthcare Interpreter from the Certification Commission for Healthcare Interpreters (CCHI),

Director and Founder Valley Community Interpreter - 2015 - Present (VCI) is a community-based community and medical interpreter and cultural competency training program, addressing the growing need for qualified interpreters in health care to improve language access. Currently licensed trainer for the Cross-Cultural Communications courses in medical, social services and education interpreting.

Freelance Interpreter - 2014 to Present - Phone interpretation for medical, social services and customer services with Language Service Associates and Telanguage

II. MANAGEMENT OF COMMUNITY-BASED, SERVICE ORGANIZATIONS

Executive Director, The Albuquerque Chapter of the American Institute of Architects (AIA), Albuquerque, NM - 2001 – 2015 (A professional membership non-profit organization for architects.)

- Managed the Board of Directors, Committees of the Board as well as all organizational operations including office staff, volunteers, finances and annual budget.
- Developed, planned and implemented professional education programs for architects and community outreach programs to inform and educate the Albuquerque community on the role architecture plays in society.
- Planned, developed and managed six state regional and statewide conferences as well as annual architectural tours, lecture series "A Life in Architecture" at the KiMo Theater and the "Architects in Film" bi-annual movie series at the Guild Cinema.
- Designed and developed promotional and information materials to include a unique poster collection depicting the work of state and regional architects, a special edition collection of fine art prints by Bart Prince, architecture tour programs, member directories, as well as conference programs and brochures.
- Directed and managed the AIA Art Gallery.

Director of Children's Programs, Safer New Mexico Now (SNMN), Santa Fe, NM

1998 to 2001- (A non-profit traffic safety and childhood injury prevention coalition)

- Managed a \$550k budget that funded three education program areas: the New Mexico Child Occupant Protection program, the Injury Prevention Clearinghouse and the New Mexico SAFE KIDS Coalition, including budget planning and financial management as well as prepared official expense reimbursement reports and negotiated funding contracts with various state agencies.
- Participated in the organization's lobbying efforts to amend the state child car seat restraint laws.
- Coordinated program planning, development and implementation including statewide child passenger safety training programs for injury prevention professionals and law enforcement.
- Designed, planned and implemented statewide marketing, media and public education campaigns.

III. FINE ART AND DOCUMENTARY PHOTOGRAPHY

Guggenheim Fellowship, the John Simon Guggenheim Memorial Foundation, New York. - 1991/1992.

My photographs have been displayed in museums and galleries in Mexico, the U.S., Cuba, Russia and Germany. Other photographic assignments included dental, medical and scientific photographs for educational purposes.

Director, Oral History and Photography Projects, Recursos de Santa Fe

"Mujeres del Río y el Viento / Women from the River and the Wind" Project, 1986-Present , N M

"Mujeres del Río y el Viento" – "Women from the River and the Wind" combines two separate oral history and photographic portraiture projects telling the life stories of women from both sides of the US / Mexico border: *"Las Mujeres de la Tierra del Sol – Women from the Land of the Sun"* records the life experiences of New Mexican Hispanic women; and *"Con el Corazón Partido – With Split Heart"*, tells the stories of Mexican immigrant women living in New Mexico.

- Conceptualized, developed, planned and implemented the project as well as secured all funding.
- Conducted all participants' oral history interviews and created the accompanying photographic portraits.
- Produced a traveling exhibitions, radio programs using the oral history recordings and educational programs teaching middle school, high school and community members oral histories collection and recording techniques. Developed the project's web site www.mujeeresnm.com

IV. EDUCATION

.Education

- BA Nursing, Universidad Nacional Autónoma de México, Mexico City, Mexico - 1970
- Basic Management Certification Program, Anderson Business School,
- University of New Mexico – Albuquerque -1986-87
- Fine Art Photography, New England School of Photography, Boston – 1981

Computer Skills

- Computer knowledge and skills in Windows 7, Microsoft Office Professional Suite, Adobe Photo Shop, InDesign and Dreamweaver CS6.
- Experienced in Quicken and QuickBooks to do general bookkeeping.
- Internet and World Wide Web research capabilities

JESSICA MEINELT

1112 Casa Roja Pl. NW, Albuquerque, NM 87120. (505) 967-2254 jessica@meinelt.com

SKILLS PROFILE

- Bilingual Certification (Spanish and English)
- Computer proficient in Excel and Microsoft Word.
- Reliable and self-driven.
- Quick books proficiency.
- Profit and Non-profit Accounting.
- Fast learner.

EDUCATION

The University of New Mexico Anderson School of Management, 2015

- Bachelor's in business administration with an Accounting concentration GPA 3.72

Currently taking Certified Public Accountant Examinations.

EMPLOYMENT HISTORY

Agency Manager and Accountant **Valley Community Interpreters**

- Manage daily translations and interpretation services request.
- Coordinate deliverables of translated documents.
- Schedule interpreters for work requested.
- Update webpage for any organization changes.
- Organize course registrations and registration process for VCI Academy courses.

March 2020- current
Albuquerque, NM

- Prepare and process biweekly payroll.
- Prepare bank reconciliations.
- Prepare billing and service records associated.
- Manage contracts and grants fund spending.
- Prepare W-2s, 1099s, quarterly reports.
- Prepare financial statements for Board of Directors.

Accounting Contractor **Partnership for Community Action**

- Manage accounts payable and accounts receivable.
- Creating organizational budget and tracking.
- Manage Human Resources department.
- Track up to 40 organizational grants and contracts.
- Organize and maintain all files up to date.
- Manage bank deposits.
- Conduct monthly meetings with Executive Director about financial status of org.
- Correspond with CPA firm for outsourcing procedures.

March 1, 2015- March 11, 2020
Albuquerque, NM

- Create financial report documentation for grants, loans and contracts.
- Fiscal agent(subsidiary) funds tracking and paperwork. Routine meetings with their Executive Directors.
- Prepare for and coordinate Organizational Annual Financial Audit. Correspond with Independent Auditors.
- Office administration of daily needs.
- Annual reporting to NM state.
- Financial statement preparation and presentation to Board of Directors.

Bookkeeper, Contractor **Valerie J. Borrego CPA, PC.**

- Processing payroll and payroll taxes.
- Monthly bookkeeper for unions, non-profits, and for-profit small businesses like Dental Practices, Engineering firms, Counselors offices and other local businesses.

February 2016-September 2017
Albuquerque, NM

- Tax preparation for non-profits and for-profit business (s-corp, c-corp, LLCs and Partnerships)
- Quarterly reports for state and federal.
- Processing W-2 and 1099 forms.
- Financial statement preparation and presentation.

Claudia Chavez

Qualified Interpreter

3901 Montgomery Blvd.
Albuquerque, NM, 87109
Phone: 708-517-5711
claudiavigil52@gmail.com

Job objective

Professional Spanish Bilingual Interpreter with exceptional knowledge and skills looking to work with your company.

Highlights of Qualifications;

- Born into a Hispanic family had experience as an informal interpreter throughout her whole life
- Piloted, created and taught a Spanish bilingual language program for pre-school and kindergarten children
- Provided verbal and written communication for parents and students of an exchange program from Spain and United States
- Volunteered as a Spanish Bilingual Liaison between parents and assisting agencies for approval of governmental grants for non-English-speaking population

Qualified Medical Interpreter

Valley Community Interpreters, NM
From 2019-10 to 2021-01

- Over the phone interpreter
- VCI licensed interpreter trainer
- Hands-on experience in interpretation, translation and communication of medical and community information in clinical settings, school settings and professional development
- Completed 80 hours of Interpreter Training and Skill Building Practicums
- Immerse knowledge of medical terminology in a healthcare system
- Ability to comply to interpreter ethical standards and maintain confidentiality
- Ability to deal with clinical staff, patients and workplace conflicts, efficiently

Auricular Detoxification Specialist

NM Board of Acupuncture & Oriental Medicine, NM
From 2019-08 to 2020-03

- Provides clinics of acudetox services for bilingual clients, families and friends
- Translated and reviewed written information and forms for clients and their families
- Knowledgeable in common terms for the body parts, body systems and diseases

- Completed and provided consent forms and pictures for 30 clients to the Board in a timely manner to complete certification and licensure
- Assisted and provided Bilingual services for the survivors of the El Paso fatal shootings Project with SWOP

Behavior Technician

Autistic Learning Partners, NM

From 2019-04 to 2019-08

- Provided interpretation services and coordinated communication between behavioral staff and parents
- Reviewed and translated written information for parents and their families
- Information to patients
- Accompanied parents to appointments and assisted them in communication between provider and parents
- Maintained confidentiality of patient related information and adhered to interpreter work ethics

Home Health Caretaker

Right at Home, NM

From 2019-03 to 2020-03

- Provided daily communication for elderly clients with bilingual interpreting written and verbal for client's needs
- Provided companionship, personal care, transportation to medical appointments and errands
- Maintained a daily log of client's day and care for health supervisors

CEO

Vidsol LLC, Palos Hills, IL

From April 2010 to June 2018

- Accountable in building and maintaining client relationships to expand and foresee the changing needs of the company
- Accountable for the business finances
- Ambassador for marketing projects with effective time management
- Skilled in customer service and networking
- Volunteered as a Bilingual Liaison for parents and community agencies
- Presented bilingual women's empowerment programs
- Familiar with video chat services, internet services and email programs
- Reviewed and translated written information for parents and their families
- Taught a conversational Spanish class to homeschoolers online

Education

Bachelor's Degree in Early Childhood, Human Development

National Louis University

From 1991-01 to 1994-06

English

Spanish

Being born in Mexico, Spanish is my first language. I spoke it daily and English is my second language. I am fluent in both Spanish and English and speak it on daily bases with my clients, family and friends.

LETTERS OF REFERENCE



April 7, 2021

Re: Valley Community Interpreters

To whom it may concern,

As the President and Executive Director of New Mexico First, NMF, I'm pleased to write this letter of support based on our work with Valley Community Interpreters, VCI. New Mexico First has over 30 years of commitment to engaging communities in public policy to help shape and guide the decisions and systems that impact our lives as New Mexicans. Valley Community Interpreters is a trusted partner in creating meaningful pathways for engagement with stakeholders with diverse home languages.

From submitting requests and planning initiatives to implementation and debriefing, the opportunity to learn together to strengthen community voice is powerfully good. VCI not only bring linguistically and culturally responsive services to community-centered efforts, they bring technical know-how about working in a virtual space. They also have capacity to be responsive to long-planned efforts as well as tighter timelines. From Cecilia Portal, the Founder and Director of VCI, to her whole team, VCI brings a highly competent and ethical approach to shared efforts. We have appreciated how they have supported our journey to operationalize our values and practices related to equity and justice.

VCI came to us with a strong recommendation from other community partners across New Mexico and we are pleased to recommend them highly to others who care deeply about engaging our diverse New Mexico communities

Please don't hesitate to contact me if you would like to hear more about specific projects we worked on together and the tremendous value they brought to our processes and outcomes.

With respect,

Lilly

Lilly Irvin-Vitela, MCRP
President and Executive Director, New Mexico First
lilly@nmfirst.org
(505) 225-2140



WESST

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87102

tel: 505-246-6900
fax: 505-243-3035
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www.wesst.org

Regional Offices:
Farmington
Las Cruces
Rio Rancho
Roswell
Santa Fe

April 10, 2021

City of Albuquerque
One Civic Plaza
Albuquerque, NM

To Whom It May Concern:

It is my great honor and pleasure to submit this reference letter on behalf of Valley Community Interpreters (VCI) and its incredible founder Cecilia Portal. I first met Cecilia about 6 years ago when she was the featured speaker at a Tazas event at the South Valley Economic Development Center. As I sat and listened to her talk about the critical and ethical need to provide language services for non-English speaking persons experiencing a health issue, I was struck by her passion and commitment to making these services widely available in New Mexico.

The following year, I was delighted to learn that VCI had applied for admission to our incubation program at the WESST Enterprise Center. During the two years VCI was an incubator tenant, the company thrived and improved its marketing and outreach to companies and agencies in the greater Albuquerque area. I was so committed to VCI's mission that I accompanied Cecilia on a few visits to some potential clients in the private sector. WESST has also utilized VCI services, including a meeting we hosted with the Mayor of Chihuahua in 2018. During VCI's time at WESST we supported their efforts to start the VCI Language Service Agency (VCI Agency) created to meet the pressing demands for professional language services in New Mexico.

VCI has been the driving force behind the creation of this new industry in New Mexico training a new generation of New Mexicans as language professionals and providing oral interpretation and written translations in multiple languages. The fact that VCI is a local company led by a woman of color underscores the company's commitment not only to Albuquerque but to the entire State of New Mexico.

While VCI exited the WEC in 2020 due to the pandemic and the need to work virtually, VCI and Cecilia Portal will always be a part of the WESST family. We will continue to serve the company's business needs as they arise, and we will remain a huge advocate for making language services widely available in New Mexico.

It has been my pleasure to get to know Ms. Portal over these last several years. She is a person of high intelligence, incredible vision and unwavering ethics. VCI is a model example of the kind of local company we need more of in Albuquerque. Without reservation, I fully endorse the company and its much-needed services.

If I can be of further assistance, please don't hesitate to contact me at 505-246-6944.

Sincerely,

Agnes Noonan
President



April 9, 2021
City of Albuquerque
One Civic Plaza
Albuquerque, NM

To whom it may concern:

It is my privilege to write this letter of recommendation for Valley Community Interpreters (VCI) an Albuquerque based organization committed to providing critical language services to the Limited English Proficient (LEP) communities of color. VCI is the only organization in the state providing professional oral interpretation and written translations while maintaining high standards and accuracy. VCI accomplishes this through two program areas: The VCI Academy training and building a professional interpreter workforce and the VCI Agency offering interpretation and translation services that supports the work of services providers to better communicate with the clients and constituents.

As the head of Diversity, Equity, & Inclusion and Interpreter Languages Services for University of New Mexico Hospitals (UNMH), I have had the opportunity to work closely with VCI over the past two years in providing interpreter trainings for my staff. VCI has also assisted my department in serving as a pipeline program for bilingual people of color to obtain a career in healthcare.

Through my professional interactions with VCI I am consistently impressed with their adherence to high standards in the language service industry and their profound dedication to delivering quality language services to ensure the wellbeing of individuals who don't speak the language of the services they need. VCI is building a model using local talent and resources to address the pressing need for LEP communities of color to better communicate with those who provide services critical they need.

Without reservations, I recommend the VCI Agency to provide language services to the City of Albuquerque as they have been doing for the past two years. Please feel free to contact me if I can be of any further assistance 505.272.4802 or fjarmijo@salud.unm.edu. Thank you for your consideration.

Sincerely,

A handwritten signature in black ink, appearing to read 'Fabián'.

Fabián Juan Armijo, Director
Diversity, Equity & Inclusion (DE&I) | Interpreter Language Services (ILS)

505.272.4802 | Diversity, Equity & Inclusion (DE&I) | 933 Bradbury Blvd NE, Suite 3002 | Albuquerque, NM 87106
fjarmijo@salud.unm.edu

Telelanguage, Inc.

CURRENT EXPERIENCE

Telelanguage has been one of the largest networks in the US for interpretation and translation for **over 29 years**. We provide on-site interpretation, telephonic interpretation, document translation, video remote interpretation, and other ancillary language services such as language skill assessments. We will provide a turn-key solution with the perfect mix of technology, interpreters, project managers and customer service provided 24/7. We were incorporated in Portland, Oregon - and have over 6,000 agents and interpreters located across the country. All of our interpreters are U.S.-based. We have over 8,000 active accounts.

Our founder and Co-President, Andre Mon Belle, actually founded Telelanguage as an interpreter himself seeing the need for more professional and consistent services. We believe that nothing demonstrates our qualifications and experience more than a sampling of current accounts - many that are comparable in size to the City of Albuquerque. We understand that many municipalities are comprised of a variety of departments - from finance to police to human services and more.

On average, we interpret around 75,000 minutes per day - with some days exceeding 90,000. This equals about 2.25 million minutes a month, or over 27.3 million minutes per year. Telelanguage has telephone terminal equipment with expansion capabilities to accommodate an increase in call volume, as needed. We consistently operate at 60% capacity to allow for volume surges. **We are the backbone for a number of other language service providers due to our ability to route around outages, and our rare language offerings. We're frequently used in the background without their clients realizing the transition.**

We know New Mexico, and we know government! We currently have 13 accounts in New Mexico - to include Bernalillo Public Schools, Comfort Dental Coronado, Epoch Integrated Health Care, Kindred Hospital Albuquerque, Rio Rancho Public Schools, State of New Mexico Corrections Department - and more. Comparable city accounts include Jacksonville, Denver, Fargo, Fort Collins, Miami, Trenton, Wichita, Salem, Grand Rapids (MI), Detroit, and Portland to name a few. We hold large, statewide contracts with California, Alaska, Vermont, Massachusetts, Washington, New York, New Hampshire, Maine, Oregon, South Carolina, Oklahoma, Texas, and New Mexico, and are confident in our ability to support the City contract.

We are fully ADA compliant, and HIPAA and HITECH certified. Telelanguage offers the flexibility of a small business, while providing the reach of a global company. We maintain a 6-8 second average connect time, for over 350+ languages, 24x7x365.

Our proprietary interpreter management and client portal platform is the best in the industry - providing our clients 24x7 transparent access to reports, invoices, interpreter availability and much more. On average, we provide 1.5 million minutes of interpretation per month. This number continues to grow. On Monday, 1/6/20, we had our busiest day to date with 92,819 minutes interpreted in one day (to put this in perspective, there are only 1,440 minutes in 24 hours). We average about 200 consecutive calls at any given time (which is a 30-35% increase over this time last year). Customer Service is available 24 hours per day and we operate at 60% capacity - with the ability to ramp up within minutes.

We maintain a 99.999% uptime. You can visit our site: <https://telelanguageinc.statuspage.io/> for real time and historical data on system performance.

Our memberships/professional affiliations include:

NCIHC - National Council on Interpreting in Health Care

NBCHI - National Board of Certification for Healthcare Interpreters

IMIA - International Medical Interpreters Association

CCHI - Certification Commission for Healthcare Interpreters

RID/NAD - Registry of Interpreters for the Deaf/National Association of the Deaf

CHCP - Cross Cultural Health Care Program
ACTFL - American Council on the Teaching of Foreign Languages
ATA - American Translation Association

Please see the following pages for the resumes of those individuals that will be performing supporting services for the City.

PAST EXPERIENCE

As stated previously, Telanguage has been one of the largest networks in the US for interpretation and translation for **over 29 years**. We currently support over 8,000 accounts - many of which have been with us for decades. The majority of clients that we no longer serve is due to contract term limits.

Telanguage is an independently owned corporation that has continued to grow in business for the past 29 years. Having been in business since 1991, Telanguage is financially stable. We currently hold over 8,000 active accounts. Our annual sales over the last five years have been:

2013 – \$10,350,000
2014 - \$11,700,000
2015 - \$13,000,000
2016 - \$15,000,000
2017 - \$16,500,000
2018 - \$17,100,000
2019 - \$18,500,000
2020 - \$20,300,000

REFERENCES - Please see following pages for letters of reference

University of Colorado Health

Aurora, Colorado

2008 - 2020

Raquel Rapier, Supervisor of Interpreter Service, Surgery Check In and Financial Counseling

p: (720) 848-0952

e: Raquel.Rapier@uchealth.org

Gresham-Barlow School District

Gresham, Oregon

2003 - Present

Karina Bruzzese, ELL Program Director

p: (503) 261-4582

e: bruzzese@gresham.k12.or.us

University of Washington Medicine

Seattle, Washington

2008-Present

Pamela Clark, Admitting Access Supervisor

p: (503) 491-2706

e: Pamela_Clark@valleymed.org

RESUMES



Andre Mon Belle
14125 NW Germantown Rd.
Portland, OR 97231
(503) 888-1829
andre@telelanguage.com

OBJECTIVE

To constantly challenge myself to provide bold and competent leadership, while providing years of professional experience to facilitate operations, maximize revenue and productivity, and ensure strong future growth.

SUMMARY OF QUALIFICATIONS

- Began working in the Language Industry in 1985 as a Russian and Ukrainian medical interpreter
- Incorporated Telelanguage, Inc. in 1991
- Excellent communication and leadership skills
- Proficient with current web browsing technologies on desktops, mobile and tablet devices

EXPERIENCE

Telelanguage, Inc. - Portland, OR

1991 - present, Co-President and Founder

- Responsible for establishing and executing the company's operating plan that is necessary to achieve the company's objectives
- Directing the operational activities of the company by scheduling the utilization of the company's resources, including people and capital equipment
- Researching and understanding trends in the language industry to steer the company in a progressive and proactive direction
- Reviews all performance data to measure goal achievement, and to determine areas needing service improvement, and rate adjustments to give clients the lowest rates with the highest service level guarantees
- Makes sure that the right people are placed in the right job assignments, and that people get further training to do their jobs
- Establishes priorities for projects and tasks and makes decisions required when they have to change
- Gets the company organized to implement processes, and guides all the project activities using the process. All the schedules are established, laying out the tasks that must be performed to deliver the company's services and assigning the necessary resources to the people on the team
- Uphold the core values and mission of Telelanguage



Hayley Emmons

1322 Orlando Drive
Haslett, MI 48840
517.743.1189
hayley.emmons@yahoo.com

EDUCATION

- Graduate, University of Texas at El Paso, El Paso, TX. 3.72 GPA. Master of Leadership Studies with an emphasis on Health Administration.
- Graduate, Grand Valley State University, Allendale, MI. 3.82 GPA (Cum Laud). Bachelor of Science in Advertising/Public Relations.
- Graduate, St. Patrick's School, Portland, MI. 3.92 GPA. College Prep Courses.

EXPERIENCE

March 2016 – Present: Director of Contracting, Telanguage, Portland, OR. Responsible for supporting the proposal functions of the company in accordance with the policies and practices of Telanguage, Inc. Responsible for strategic content creation of business development deliverables, including requests for proposals (RFP), requests for information (RFI), requests for quotes/re-price (RFQs) and proposal presentations while maintaining the exceptional level of professionalism and customer service standards that Telanguage has attained within the language industry.

June 2011 – March 2016: Government Business Development/Marketing Coordinator, Facilities Connection, El Paso, TX. Sales support as needed (developing quotes, proposals, marketing literature, etc.). Operational support in services department. Responsible for updating social networks and web site maintenance. Coordinate all tradeshow appearances, communications and trade-related networking events. Expanded visibility in healthcare, Federal, and higher education markets in regards to contract furniture. Able to review AutoCAD drawings for accurate furniture installation services. Corporate reputation management. Developed corporate brand standard guidelines. Responsible for federal contract management (including CPRS and PPRS).

September 2010 – April 2011: Store Manager, Below the Knee, Columbus, GA. Handled accounting functions. Responsible for inventory, stocking, communication with parent company. Developed marketing and advertising strategy. Coordinated community service involvement.

June 2007 – August 2010: Senior Project Coordinator, Reagan Marketing + Design, Grand Rapids, MI. Maintained 80% billable rate for FY09, bringing in \$65,000 worth of business. Brainstorm creative concepts and strategy, project management, media planning, event coordination, trade show coordination, graphic design, project organization and web content management.

June 2008 – July 2008: Intern, Pinpoint Entertainment Group, Sydney, Australia. Search engine optimization, web updates, copywriting web newsletters, edited annual report.

SKILLS, COMMUNITY ACTIVITIES AND OTHER INTERESTS

- Former member of the Association of the United States Army Board Member
- Former member of the Greater Chamber of El Paso: Armed Forces Committee, Marketing Committee, Business Development Committee
- Advanced in CS4 design programs (Adobe Creative Suite)



Kazuki Yamazaki

3365 SE Tibbetts St.
Portland OR 97202
(971)998-5296
kyamazaki@telelanguage.com

OBJECTIVE

To adapt and excel in any work environment through understanding, due diligence and efficiency.

EDUCATION

- Cleveland High School, 2001-2005
- IB (International Bachelorette) Program Completion
- Portland State University - MBA in Business: Management and Leadership 2009
- Portland State University -Associates in Applied Linguistics

EXPERIENCE

Telelanguage Language Service 2007-present

Position: Interpreter Manager

Duties: Oversee all operations of the Virtual Interpretation Division.

Quality Control, Recruitment, Staffing and Success Rates. Manage +6000 Contractors

Telelanguage Language Service 2008-present

Position: Japanese Medical Interpreter

Duties: Provided medical interpretation service in-person and over the phone.

ChixStix 2011-2013

Position: Owner/Operation Manager

Duties: Operated a pop-up Japanese restaurant.

Ahorica 2015-present

Position: Photographer/Owner

Expertise: Portrait, Abstract, Landscape, Marketing

SKILLS, COMMUNITY ACTIVITIES AND OTHER INTERESTS

- Fluent in English and Japanese
- Office Administrator
- Microsoft Word, Excel, Access, Power Point, Publisher, Photoshop, Lightroom
- Typing 80 WPM
- HIPPA Regulation / Privacy and Information Awareness
- Photographer/Digital Imaging



Lyndon Beckner

8300 SW 80th Ave.
Portland, OR 97223
(503) 367-2527
lyndon.beckner@gmail.com

OBJECTIVE

To obtain a position that allows me to continue to teach and help others with the tools they use daily. am seeking a rewarding opportunity to increase and expand my skill level, while bridging the gap between users and management.

SUMMARY OF QUALIFICATIONS

- 15 years experience in the Language Industry
- 7 years providing support for various software to technical and non-technical users
- Excellent communication and leadership skills
- 5 years of project management in several different fields of IT
- Proficient with current web browsing technologies on desktops, mobile and tablet devices
- 7 years direct communication between end-users and software engineers, feature development
- Proficient with most CMS (Drupal, Wordpress, Concrete 5) and adaptable to proprietary CMS

EXPERIENCE

- Telanguage, Inc. - Portland, OR
2013 - present, Director of Operations
 - Managed critical infrastructure for the entire company, including Management and Executive staff.
- 2005-2013, IT Director
 - Manage company website updates, proprietary web-based interpreter scheduling software and over 400 projects at a given time using industry-standard project management software (github, basecamp)
 - Implement and manage ticketing systems for handling customer requests and performance issues
 - Head of technical support for a proprietary interpreter scheduling software with over 3,000 users in the medical industry
 - Travel frequently to markets all over the US to represent Telanguage, provide software presentations for potential clients and on-site training for current user groups
 - Dedicate at least 8 hours a week to live, web-based training to a rapidly growing user-base of language industry executives, providers, healthcare facilities and interpreters
 - Design, QA and implement Telanguage's custom telephony platform
 - Current on-site maintenance of two data centers located in downtown Portland
 - Two years as an Interpreter Manager, managed a staff of over 2,000 on-site and telephonic interpreters
- Telanguage, Inc. - Portland, OR
2002-2005, Interpreter Coordinator
 - Worked directly with medical facilities all over the US, Canada and Europe to provide on-site and telephonic interpretation services
 - Lead coordinator for company's largest language group (Spanish)
 - Designed and implemented easy to use tutorials and documentation for Telanguage's web-based software in order to improve and streamline training processes



Michael Alaniz
9314 N Kellogg
Portland, OR 97203
(509) 833-0650
michael.d.alaniz@eagles.ewu.edu

OBJECTIVE

My objective is to obtain a position that will allow me to utilize my current skills, as well as to learn new ones to progress through a company.

EDUCATION

Sept 2004 – Aug 2008 Eastern Washington University Cheney, WA
Graduated from Eastern with BA in Accounting
Sept 2003 – June 2004 Spokane Falls Community College Spokane, WA
Finished Associates Degree and transferred to EWU to finish schooling.

EXPERIENCE

July 2016 - Present - Telanguage Portland, OR

Accounting Manager – Director of Accounting

- Obtaining accurate client information, verifying, and setting up accounts.
- Reviews every invoice before submitting to clients to make sure there are no errors, and all charges are strictly according to our agreement.
- Oversees all accounting functions.

July 2011 – July 2016 - Telanguage Portland, OR

Call Center Agent/Scheduler

- Answer incoming calls and entering information per protocol
- Connecting the incoming call to the proper language
- Taking information for on-site appointments
- Schedule interpreters for on-site appointments
- Fast paced environment when taking same day/last minute appointments and moving interpreters schedules around
- Sending and receiving faxes and entering the proper information
- Work closely with all co-workers regarding scheduling interpreters and getting hard to fill appointments filled

May 2004 – May 2008 US Bank Spokane, WA

Commercial Vault Associate 1

- Cashier as needed. Reconcile register. Stock items throughout the store.
- Process business deposits brought in by armored car carriers. Also would process branch deposits.
- Maintaining our cash vault balancing under a certain percentage but still having enough cash for customer and branch orders. Also would ship and order cash to the federal reserve with proper procedures.
- Process teller sells with cash and coin.
- Balance the vault through our shipments as well as deposit drop-offs.
- Process deposits, orders, and shipments all within a timely manner

SOFTWARE - Excel, Word, Powerpoint, Access, Outlook



Tim Bernal

2404 NE 11th Ave.
Portland, OR 97212
(360) 566-7250
tjbernalb@gmail.com

OBJECTIVE

With over a decade's experience in client support, I strive to maintain and grow customer relationships. I excel in problem solving and really enjoy working in customer service. I am fluent in speaking and writing in Spanish.

EXPERIENCE

Telelanguage, Inc.
Account Manager

April 2014 - current

Develops and implements recruitment and selection strategies, as well as retention plans to ensure constant access to the best Translators and Interpreters. Conducts quarterly and monthly Program Reviews to ensure continual satisfaction of Services. Conducts detailed Program Reviews to initiate account set-up and continues throughout the duration of contract terms. Responsible for all training and implementation, as well as customized collateral development for client use. Identify new sales opportunities within existing accounts to retain a client-account manager relationship. Manage and solve conflicts with clients. Manages specific information regarding daily operations of the Telelanguage. Interacts and coordinate with the sales team and other staff members in other departments working on the same account. Establish budgets with clients. Meet time deadlines for accounts. Manages numerous accounts nationwide.

CTS Language Link- Vancouver Washington

December 2012 - April 2014

Interpreter Relations/Client Relations/Quality Assurance

Started in the interpreter relations department and transitioned to client relations. Set up accounts; manage client expectations and trained clients on our services. Tracked customer usage, worked with accounting and technical support to trouble shoot any issues. In charge of reviewing interpreter calls, providing guidance to all interpreters reviewed. Configured client accounts according to CTS Language Link standards. Client Relations did all customers facing for the company.

WebMD Health Services- Portland, OR

August 2006 - March 2010

Customer Support, Client Feedback/Technical Support Engineer I & II

Effectively perform technical support activities on time and on budget. Enhance/ build more scalable processes and methodologies for technical support needs. Train new employees on all product support duties including eligibility file loads. Work with QA and developers in meeting client expectations. Effectively manage the Open Enrollment data entry process. In charge of moving the WebMD customer support team from Portland to Indianapolis. Provide support to the Indianapolis team and help them to establish effective process for end-user support. I was the team leader for the customer support group. Answer end-user support questions by email and phone for all clients of WebMD. Questions range from simple site usage questions to handling complex technical problems. Work with end users, clients, developers and account managers to resolve end user issues. I was responsible for managing workload and assigning work to other customer service representatives.

SOFTWARE - Advanced experience with proprietary on-line data, reporting, billing and interpreter management platforms - Advanced in Microsoft Office and Microsoft CRM - Advanced in Google productivity tools (i.e. Drive, Sheets, Slides, etc.) - Egain

LETTERS OF REFERENCE



December 26, 2019

Anschutz Inpatient Pavilion
Admissions

12605 E. 16th Ave
Aurora, Colorado 80045

☎ 720.848.4251
F 720.848.0928

uhealth.org

To Whom It May Concern,

UHealth has collaborated to meet the language needs of many LEP (Limited English Speaking) patients for over 9 years. We have worked with Telanguage since early 2008 and have had a very positive strong relationship with the company.

Telanguage provided a variety of services that range from Telephonic Interpretation 300+ languages, Translation of documents, and advertisements. Telanguage did this for our main Anschutz Campus located on 225 and Peoria in the heart of Aurora, Colorado, and 72 clinics located all over the Denver metro area - Broomfield, Lonetree, Cherry Creek, Highlands Ranch just to name a few.

We were pleased with the services provided as well as the timeliness of our requests. We have had positive feedback from our staff and patients.

Thank you,

Raquel Rapier

A handwritten signature in black ink, appearing to read "Raquel". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Supervisor of Interpreter Service, Surgery Check In and Financial Counseling
(720) 848-0952
12605 E. 16th Ave
Aurora, CO 80045



Katrise Perera, Superintendent

Gresham-Barlow School District No. 10Jt

1331 NW Eastman Parkway, Gresham, OR 97030-3825
www.gresham.k12.or.us

Phone: (503) 261-4550
Fax: (503) 261-4553

December 28, 2018

To Whom It May Concern:

Our school district has approximately 12,000 students across 19 schools with over 50 languages represented by our families. We have utilized the interpretation services of Telelanguage on a consistent basis for more than two years. Teachers and support staff across our schools have had a positive experience with the interpretation support provided by Telelanguage.

School staff primarily access the services by phone to support communication with parents and family members. Due to an increase in families who speak less frequently encountered languages, such as languages from Asian and African nations, we have increasingly utilized Telelanguage for communication support to allow us to enroll students, discuss health and behavior, and increase our understanding of students' needs and experiences.

We have found that Telelanguage can typically get an interpreter on the phone in just seconds. They have minimal 'red tape' to access interpreters. A staff member simply gives the operator our district code, the name of the school and the language needed and an interpreter is accessed. We've used telephonic interpreters to make 3-way calls home and on speaker phone for in person conversations.

We've also utilized in person interpretation support for parent teacher conferences which we hold each November. We've used Telelanguage to assist us in providing this support in person for our families who speak less common languages. We are able to schedule in advance to ensure families have the access they need when they arrive for conferences.

Telelanguage has been dependable and professional. They provided us with interpretation needs posters in multiple languages, personalized with our district logo for all of our schools. We were also given Telelanguage interpreter access cards with our district password and the phone access line to disseminate to all staff. Their billing is easy to decipher and track.

We recommend Telelanguage for interpretation support in school settings.

Regards,

Karina Bruzzese
ELL Program Director
503-261-4582

UW Medicine

VALLEY MEDICAL CENTER

400 S. 43rd Street, Renton, Washington 98055

April 10, 2020

To whom it may concern:

UW/Valley Medical Center has utilized the contracted services of Telelanguage for the past six years. For our telephonic needs, Valley Medical Center has been pleased with their services. Their response time from our call initiation to interpreter contact averages a 10 seconds or less connection rate. This has allowed us to rapidly assist our patient's LEP needs, in the over 150+ languages we require.

I would recommend Telelanguage to any organization who is looking to acquire a professional language resource to meet the needs of our diverse community.



Pamela Clark
Admitting Access Supervisor
Interpreter Services
UW/Valley Medical Center
(425) 228-3440 x4911



Our memberships/professional affiliations include:

NCIHC - National Council on Interpreting in Health Care

NBCHI - National Board of Certification for Healthcare Interpreters

IMIA - International Medical Interpreters Association

CCHI - Certification Commission for Healthcare Interpreters

RID/NAD - Registry of Interpreters for the Deaf/National Association of the Deaf

CHCP - Cross Cultural Health Care Program

ACTFL - American Council on the Teaching of Foreign Languages

ATA - American Translation Association

CERTIFICATION COMMISSION FOR HEALTHCARE INTERPRETERS



The Certification Commission for Healthcare Interpreters has conferred the designation of

Certified Healthcare Interpreter™

Spanish/English

upon

Cecilia Portal

who has satisfactorily met all the requirements for renewal of this Certification.

This Certification renewal is valid provided that the individual named above adheres to the Certification Commission for Healthcare Interpreters' requirements regarding maintaining the individual's credential, including completion of continuing education requirements.

Signed and Attested this 9th of February, 2019.

W. Benner

Chair

Linda Golley

Vice Chair

CCHI Identification Number: 002762

Expiration date: This certificate expires 4 years from the date it was signed.

Certification's initial award date: 9th of February, 2015.

THIS IS TO ATTEST THAT

Cecilia Portal

is a Licensed Associate Trainer (CI-000244-01)
after having completed a six-day Training of Trainers in
THE COMMUNITY INTERPRETER®
INTERNATIONAL EDITION

Professional Training for Community Interpreters

held in Columbia, Maryland on July 11-16, 2016



August 3, 2016
Date

Marjory A. Bancroft, MA, Director
Cross-Cultural Communications, LLC

10015 Old Columbia Road, Suite B-215, Columbia, MD 21046 ▪ Voice: 410-312-5599 ▪ Fax: 410-750-0332
www.cultureandlanguage.net ▪ info@cultureandlanguage.net

SAMPLE TRAINING CERTIFICATES



NATIONAL BOARD OF CERTIFICATION FOR MEDICAL INTERPRETERS

Certifies that

Liliana Alvarez

has successfully completed and passed the National Certification for Medical Interpreter tests
and having satisfied all other requirements, is hereby granted the designation of
Certified Medical Interpreter (CMI)

Spanish
CMI # 102524

Chair,
National Board of
Certification for Medical Interpreters

Date of issue 08/31/2018
Date of Expiration 08/31/2023

This certificate is valid for 5 years from the date of issue
The NBCMI retains sole ownership of this certificate



NEW YORK STATE
Unified Court System

OFFICE OF COURT ADMINISTRATION

JOHN W. MCCONNELL, ESQ.
EXECUTIVE DIRECTOR

NANCY J. BARRY, ESQ.
CHIEF OF OPERATIONS

DANIEL M. WEITZ, ESQ.
DIRECTOR, DIVISION OF PROFESSIONAL AND COURT SERVICES

ANN RYAN
COORDINATOR, OFFICE OF LANGUAGE ACCESS

January 16, 2020

ENGİN OZAY
30 BRYDEN PARK
WEBSTER, NY 14580

Dear ENGİN OZAY:

The Office of Language Access (OLA) is able to confirm that your name is listed on the New York State Registry of Per Diem Court Interpreters (the Registry) for **Turkish** interpreting.

As a NYS Per Diem Court Interpreter, you are eligible to provide court interpreting services in the **Turkish** language throughout the New York State courts, on an as needed basis.

If you have any questions, please contact our office at (646) 386-5670 or via email at: courtinterpreter@nycourts.gov.

Thank you for your continued interest in serving the New York State Unified Court System.

Very truly yours,

Ann Ryan, Coordinator

NYS Unified Court System
Office of Language Access
25 Beaver Street, 8th floor
New York, NY 10004
Tel: (646) 386-5670
Fax: (212) 428-2548
email: courtinterpreter@nycourts.gov
web: www.nycourts.gov/courtinterpreter
"We Speak Your Language"

25 BEAVER STREET, NEW YORK, NEW YORK 10004 • PHONE: (646) 386-5670 • FAX: (212) 428-2548 • ARYAN@NYCOURTS.GOV



The Certification Commission for Healthcare Interpreters (CCHI) is pleased to confirm that **Flavia Lima** received CCHI's **CHI™ Candidate status** on **6/26/2016**. CCHI certification - either CoreCHI™ or language-specific CHI™ - is valid for four years provided that the credential holder adheres to CCHI's requirements regarding maintaining their certification and renews their certification in a timely manner.

CCHI's certification process includes two certification credentials and two candidate statuses for individuals who haven't attained certification yet:

1. CoreCHI™ certification is the core professional certification available to interpreters of any language and is not language-specific.
2. CHI™ certification is a language-specific performance certification.
3. Interpreters, who have the designated statuses of "Candidate" or "CoreCHI™ Candidate," have been approved to sit for the CoreCHI™ exam but have not taken it yet.
4. Interpreters who have received the "CHI™ Candidate" status have completed their first certification step (i.e. passed the CoreCHI™ exam) and are in the process of taking their language-specific CHI™ exam. CHI™ candidates are not eligible to receive the CoreCHI™ certification because an oral performance examination is available in the language in which they interpret. They must, therefore, take and pass both the CoreCHI™ and CHI™ examinations before their certification is granted.

Individuals receiving either the CoreCHI™ (Core Certification Healthcare Interpreter™) or the CHI™ (Certified Healthcare Interpreter™) certification have been tested on the most critical, core knowledge of the healthcare interpreting profession related to preparing for and managing an interpreting encounter, interacting with other healthcare professionals, healthcare terminology, and cultural responsiveness. Those receiving the CHI™ certification have also been tested on the language-specific skills and abilities of interpreting in the language in which they earned their CHI™ credential. Those receiving the CoreCHI™ certification have not been tested for language proficiency or language-specific interpreting skills and abilities.

CCHI congratulates all healthcare interpreters who have earned the CoreCHI™ or CHI™ certification. The CoreCHI™ and CHI™ credentials are the nation's highest certification available to healthcare interpreters and professional recognition of their qualification.

The CCHI Commissioners

MARYLAND JUDICIARY
ADMINISTRATIVE OFFICE OF THE COURTS

This is to confirm that

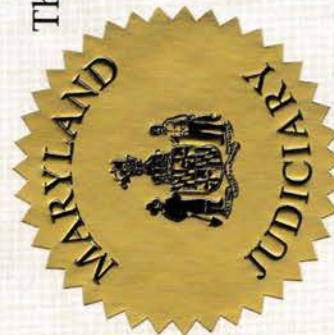
Maggie Hui Cao

has successfully passed the Mandarin Oral Certification Exam
and has completed all other requirements
for certification and is therefore listed as a

CERTIFIED MANDARIN COURT INTERPRETER

by the Maryland Administrative Office of the Courts

This certification is effective March 8, 2019



Ksenia A. Boitsova
Ksenia A. Boitsova

Maryland Court Interpreter Program Administrator

Lorena Sevilla Somoza
Lorena Sevilla Somoza

Court Interpreter Program Specialist



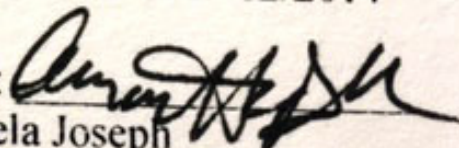
Indiana Court
Interpreter Certification Program
Division of State Court Administration
30 South Meridian St., Suite 1080, Indianapolis, IN 46204

This will certify that **Malgorzata Petr** has successfully
completed the requirements for state certification.

Language certified: Polish

Date issued: 12/2014

Interpreter
NCSC ID #17920

Signed: 
Angela Joseph
Program Manager

National Board of Certification
for Medical Interpreters



certifies that

Ganna Gudkova

*has successfully completed and passed the National Certification for Medical Interpreter tests
and having satisfied all other requirements, is hereby granted the designation of*

Certified Medical Interpreter (C.M.I.)

Russian



Chair, National Board of Certification for Medical Interpreters

April 30, 2014

Date of Issue



*This certificate is valid for 5 years from the date of issue
The NCBMI retains sole ownership of this certificate*

National Board of Certification for Medical Interpreters



certifies that

Alla Stepanova

*has successfully completed and passed the National Certification for Medical Interpreter tests
and having satisfied all other requirements, is hereby granted the designation of*

Certified Medical Interpreter (CMI)



Russian

CMI#102077

Carlos E. Janting

Chair, National Board of Certification for Medical Interpreters

March 2, 2017

Date of Issue

March 2, 2022

Date of Expiration

*This certificate is valid for 5 years from the date of issue
The NBCMI retains sole ownership of this certificate*



VALLEY COMMUNITY INTERPRETERS

APPENDIX B

Company Name	Point of Contact	Spanish	Dine	Vietnamese	Chinese/Mandarin	ASL
Valley Community Interpreters (Prime Contractor)	Cecilia Portal O 505-596-0592 – M 505-270-0990 director@vcinm.org	X				

Other Languages	User Training/Consulting Offered	Telephonic	Toll free access number provided?	24 telephonic services 24hrs/7 days per week	Simultaneous in-person interpretation
Arabic	Yes	No	No	No	Yes

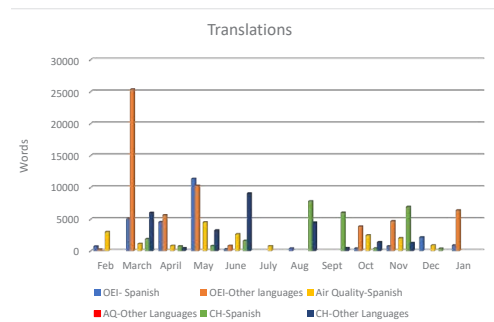
Consecutive In-person interpretation	On-site/In Person	Off-site/Virtual	Written Translation
Yes	Yes	No	Yes

Industry Certifications	Experience (# years)
City of Albuquerque Local Business Certified Small/Minority Business Enterprise	5

As a current language service provider to the City of Albuquerque, VCI is extremely familiar with the demographics and trends of the City. Nothing illustrates this better than our historical information. The following data describes the language services provided by VCI under two separate City of Albuquerque contracts with the Office of Equity and Inclusion and the Environmental Health Department Air Quality and Consumer Health. Services provided in this time period include written translation in Spanish and other languages (Vietnamese, Chinese, Dine/Navajo, Arabic, Dari, Korean and Japanese), on site and over the phone interpretation (OPI) and staff trainings. The data presented in this report has been extracted from client services requests and invoicing.

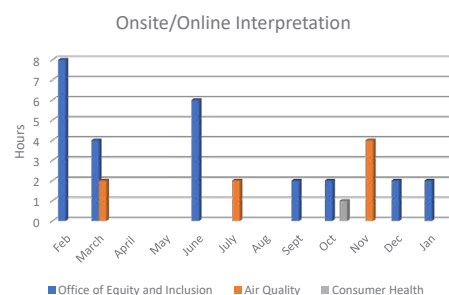
TRANSLATIONS

	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Total by Dept
OEI- Spanish	742	5201	4618	11417	325		442		437	792	2191	939	27104
OEI-Other languages	281	25404	5677	10309	878				3903	4743		6462	57657
Air Quality-Spanish	3061	1164	873	4566	2679	822			2512	2047	935		18659
AQ-Other Languages													0
CH-Spanish		1930	776	859	1661		7891	6090	453	6991	408		27059
CH-Other Languages		6072	486	3298	9099		4542	498	1420	1296			26711
Total Words Year to Date													157190



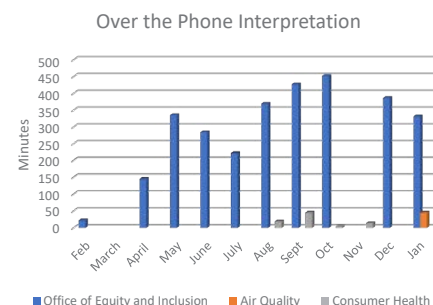
INTERPRETATION ONSITE/ONLINE

	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Total by Dept
Office of Equity and Inclusion	8	4			6			2	2		2	2	26
Air Quality		2				2				4			8
Consumer Health									1				1
Total year to date													35



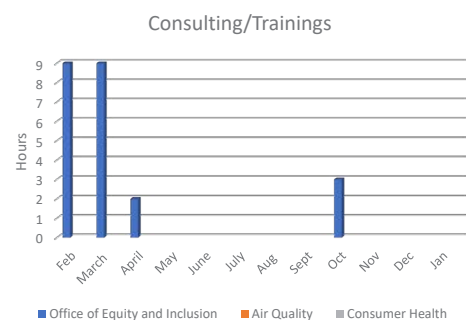
INTERPRETATION OVER THE PHONE (OPI)

	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Total by Dept
Office of Equity and Inclusion	22		145	335	284	222	369	427	453		386	331	2974
Air Quality												45	45
Consumer Health							19	45	5	14			83
Total year to date													3102



CONSULTING/TRAININGS

	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Total by Dept
Office of Equity and Inclusion	9	9	2						3				23
Air Quality													
Consumer Health													
Total year to date													23



2.1.4.1 Identify how many full-time employee (W-2) interpreters/translators you have, per language, per service.

Please note that we consider all interpreters and translators to be contractors - as is standard in the industry.

2.1.4.2 Identify the percentage of total call volume handled by full-time employee (W-2) interpreters/translators. State how you control the quality of your interpretation/translation, including the training, coaching, and ongoing education tools do you employ.

As stated above, we consider all interpreters and translators to be contractors - therefore no volume is handled by employees. Around 80% of our interpreters have advanced certifications like CHI™, CMI, NIC, NIC Advanced, etc. Background investigations and Non-Disclosure Agreements (NDA) are in place with all staff and contractor staff to support a diverse range of customer needs. All interpreters must pass background verification through either e-Verify or Pre-Employ.

Background checks

Aside from reference checks through either e-Verify or Pre-Employ, we run the following:

- National Criminal offense
- National Sexual offense
- SSN and address verification
- OIG exclusion check
- We've also recently added i9 Check

The VCI Academy, founded in 2015, trains New Mexico's interpreter workforce using the nationally recognized curriculums published by Cross-Cultural Communications:

- Interpreting for Professionals 40-Hour Online Course using The Community Interpreter International® curriculum, focuses on interpretation in the fields of education, social services and healthcare.
- The Medical Interpreter 40-Hour Online Course designed for medical professionals working with LEP patients.
- Medical Terminology for Interpreters 20-Hour Online Workshop a standalone training focused on building terminology to maintain accuracy in medical encounters for individuals working in the interpreter profession.

We guarantee that all of our interpreters have at least two (2) years of verifiable experience providing medical interpreting services, a minimum of a high school diploma, a minimum of forty (40) hours of interpreter skills training, and proof of passing score obtained on a validated competency test/assessment for medical/healthcare interpreters. 100% of our 6,000+ interpreters are certified, and 100% of employees are HIPAA and HITECH certified. All of our interpreters are U.S.-based.

Telelanguage, offers a scholarship program for interpreters to promote ongoing education. This is open to two interpreters per year, which covers the cost of obtaining advanced - or specialized - certifications, to help advance their careers. They are also committed to providing the best trained interpreters in our industry. In pursuit of this goal, the Interpreter Certification Center (ICC) was established to provide quality training & education for emergency interpreters. Aside from the ICC, Telelanguage also maintains multiple other certification requirements for medical and legal situations. Free Cultural Awareness training is also available to our customers to better understand how to work with LEP clients.

2.1.4.3 Complete contact information for the responsible staff member with whom the City would contract for these services.

Cecilia Portal, CHI - Founder & Director

2.1.4.4 State how do your performance metrics change during nights, weekends, and holidays.

Our quality of service and performance metrics remain the same regardless of time or day. Through our partnership with Telelanguage, we operate 24x7x365 - across most time zones. This partnership supports 911 and PSAP clients, so we need to remain on-demand overnight, and on weekends and holidays. Data is collected and reviewed, including agent/interpreter connect times, queue times, language-specific volume, call durations, and more.

2.1.4.5 Across all languages, state your average connection time to an interpreter/translator once a language has been selected. Please provide historical data that confirms your answer.

For remote services, customers are greeted within 3 seconds. For customers being serviced by live operators, average answer time is 6-9 seconds. Conversations start as soon as an interpreter is on the line: 4-5 seconds for top 10 languages. Average of 9 seconds for others. In reality, connect time for Spanish interpreters actually averages zero seconds.

If data collection is required (department code, billing code, etc.), agents are already dialing an interpreter in the background while collecting the information required. Once the data is gathered, there's typically an interpreter already on the line providing no wait times.

2.1.4.6 If a toll-free number is proposed, identify your response time to calls for a request for services, and explain your overall response success rate.

Response times for calls are the same with a toll-free number. The toll-free number allows easier sorting when it comes to billing and data collecting/reporting. Customers are greeted within 3 seconds, and connected to an interpreter in 6-9 seconds - on average.

2.1.4.7 Indicate your desired notification time(s).

100% of our remote services are on-demand and require no advanced notification. Typically translation projects are turned around in 48-72 hours, while rush requests can be accommodated. For virtual or on-site requests, as much notice is appreciated - although there is technically no minimum. 24-48 hours is usually sufficient to fill these appointments.

2.1.4.8 Explain how your organization complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) with respect to interpretation and/or translation) of Protected Health Information and with the need to protect client confidentiality, in all matters (USC 5 – Privacy Act of 1974). Some City departments may require interpretation services of information protected under the requirements of HIPAA.

100% of employees are HIPAA and HITECH certified. Training is designed to foster a privacy-conscious culture across an entire organization. The HIPAA security training course covers information security awareness topics from the point of view of protecting medical records and all Protected Health Information (PHI). It includes similar topics as those found in S-101 in order to comply with the HIPAA Security Rule.

Covered topics include: Password Management, Viruses and Malware, Mobile Devices and Data, Physical Security, Social Engineering, Risk Management, Identity theft, Phishing, Privacy, Rights of Access, Parental Rights, Security and Complaints, Recognizing PHI, Real World Examples, US laws, Covered Entities, the Privacy Rule and Encryption. These HIPAA and HITECH training solutions meet all federal regulations, and are regularly updated to ensure future compliance.

2.1.4.9 Indicate any software used for your interpretation services and include the cost to the City of any licensing required in your cost proposal (Appendix A). Do not include cost in the technical proposal or your proposal may be deemed non-responsive.

We do not utilize and software for interpretation - nor require any licensing. All interpretation and translation is conducted by native-speaking individuals. There are no additional fees outside of the per-minute or per-word rate outlined in the cost proposal (Appendix A).

TELELANGUAGE, INC.

COVID-19 RESPONSE

From day one, we have utilized a decentralized, remote-based interpreter platform, as opposed to relying on centralized call centers. In the past, this has allowed us to remain operational during regional internet outages and natural disasters - while our competitors suffered extensive service interruption.

With the current COVID-19 climate, we have seen little impact to our business model or service delivery, as our remote platform has been a fabric of our company since the beginning - while many of our competitors have been forced to shutter call centers, and are scrambling to implement remote work procedures. We understand that many facets of remote interpreting may involve questions, such as professionalism and confidentiality. We have included a fact sheet with some FAQs in Attachments to address these concerns.

Our remote agents and interpreters are held to the highest professional and industry standards. Our corporate policies strictly spell out that remote agents and interpreters must keep a secure, quiet work environment void of children, loud pets, background noise, etc. In addition, cell phone use is strictly prohibited. All agents and interpreters are required to comply with these policies. Many companies can provide on-site interpreters locally, but few can provide telephonic interpreters within a specific region. With remote agents and interpreters, you have the option of requesting local telephonic interpreters. This can help when referring to local street names, acronyms, slang, or other geographic markers. On the other hand, you can also request only interpreters from outside your region. For example, the Hmong community is traditionally a very conservative and close-knit culture, and often feel more comfortable talking candidly to an interpreter they're sure they won't know in person.

APPENDIX B

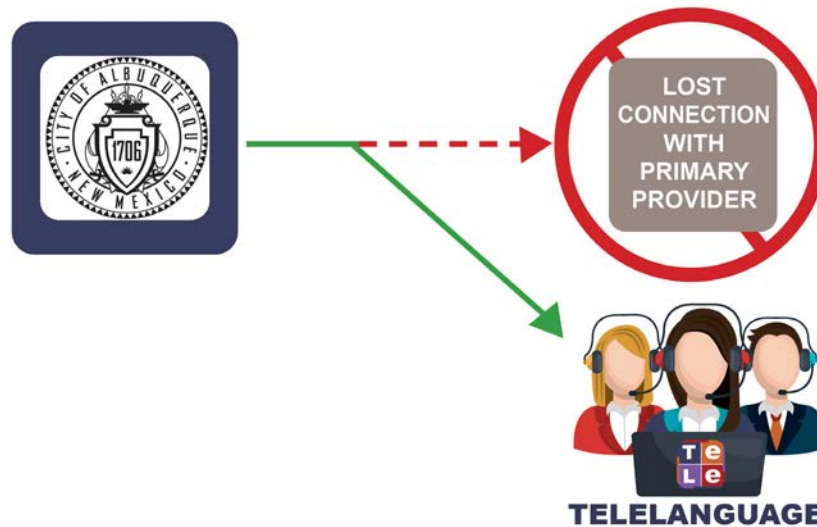
Company Name	Point of Contact	Spanish	Dine	Vietnamese	Chinese/Mandarin	ASL
Telelanguage, Inc. (Subcontractor)	Hayley Emmons O 503-459-5683 M 517-743-1189 hemmons@telelanguage.com	x	x	x	x	x

Other Languages	User Training/Consulting Offered	Telephonic	Toll free access number provided?	24 telephonic services 24hrs/7 days per week	Simultaneous in-person interpretation
350+ languages	Yes	Yes	Yes	Yes	No

Consecutive In-person interpretation	On-site/In Person	Off-site/Virtual	Written Translation
No	No	Virtual - VRI	Yes

Industry Certifications	Experience (# years)
None	29

On average, we interpret around 75,000 minutes per day - with some days exceeding 90,000. This equals about 2.25 million minutes a month, or over 27.3 million minutes per year. Telanguage has telephone terminal equipment with expansion capabilities to accommodate an increase in call volume, as needed. We consistently operate at 60% capacity to allow for volume surges. **We are the backbone for a number of other language service providers due to our ability to route around outages, and our rare language offerings. We're frequently used in the background without their clients realizing the transition.**



As far as the approach is concerned, Telanguage customers are greeted within 3 seconds. 100% of our Customers always have the option to connect to the Interactive Voice Response (IVR) system if data collection is not required. For customers being serviced by live operators, average answer time is 6-9 seconds. Conversations start as soon as an interpreter is on the line: 4-5 seconds for top 10 languages. Average of 9 seconds for others. In reality, connect time for Spanish interpreters actually averages zero seconds.

If data collection is required (department code, billing code, etc.), our agents are already dialing an interpreter in the background while collecting the information you require of us. Once we've gathered this data, there's typically an interpreter already on the line providing no wait times.

VALUE-ADDED BENEFITS

Telanguage has actually been providing telephonic interpretation services, through Valley Community Interpreters, for the last 18 months of the contract.

For the purpose of this potential contract, we are including language assessment evaluations for the City's internal employees at no cost (this is typically a \$75/evaluation charge). We are also happy to provide free minutes for the City to use in evaluating the quality of our services for the purpose of awarding this contract. As always, all of our print/reference collateral is free for the life of the contract (even if it needs to be printed and mailed). We also offer all training at no cost for the life of the contract. We don't require any minimums, nor are there any monthly or administrative fees.

Redundant call center infrastructure, for service delivery, are located in Oregon and Florida. We have additional servers in secure data facilities in Las Vegas, Dallas, New York and Salt Lake City. In the unlikely event of a major outage, calls are serviced by the back up call center. Inbound customer calls can be distributed between sites or entirely to one location. Telanguage's redundant call center design provides for the client maximum assurance of business and service continuity.

2.1.4.1 Identify how many full-time employee (W-2) interpreters/translators you have, per language, per service.

Telelanguage's network of 6,000+ interpreters are 100% U.S.-based. About 95% of our interpreters and translators are considered independent contractors. We have about 10-15 full-time interpreters.

2.1.4.2 Identify the percentage of total call volume handled by full-time employee (W-2) interpreters/translators. State how you control the quality of your interpretation/translation, including the training, coaching, and ongoing education tools do you employ.

Less than 2% of Telelanguage's total volume would be handled by full-time employees. The vast majority of volume is handled by independent contractors.

Consistency, accuracy and professionalism are some of our highest concerns. Data accuracy and script compliance are routinely checked down to the agent and interpreter level to identify and correct any problems quickly. The primary goal of monitoring interpreters is to verify adherence process guidelines and procedures, as well as to closely monitor the usage of correct and proper terminology to provide the most complete interpretation outcome. In addition, we review each and every call every single day to look for inconsistencies or anomalies. An example might be an unusually long call. We can access the recording and determine if the call was a legitimate interpretation session, or if there was an error hanging up the call. If there was an error, we can adjust the billing appropriately so you're not billed for dead air. We do not bill for calls under one minute, and we verify every call over 35 minutes for accuracy. We're able to visualize the WAV files for all calls to ensure interpretation was being conducted, or if there was a call that wasn't hung up properly.

Random assessments are conducted every 6-12 months for experienced interpreters, and as often as weekly for newer interpreters. We monitor quality assurance in three ways: Data Monitoring, Side-by-Side Monitoring and Test Calls.

Data Monitoring

Data accuracy and script compliance are routinely checked down to the agent and interpreter level to identify and correct any problems quickly.

Agent/interpreter-level results are then disseminated to the language group team leaders for any issues that need to be addressed on an individual basis. Direct observation of the process through monitoring allows our language team leaders and supervisors to identify common points of difficulty, which sometimes lead to changes in training, dialogues or terminology scripts to better serve the needs of the customer's and interpreters.

Side-by-Side Monitoring

Our Quality Assurance Interpreter observes a random selection of assignments for face to face interpreting methods. The primary goal of monitoring interpreters is to verify adherence to script, process guidelines and procedures, as well as to closely monitor the usage of correct and proper terminology to provide the most complete interpretation outcome.

Test Calls

Telelanguage places test calls into each of our dedicated lines to test the line sound and quality. We review and make sure that the sound quality of each line is crystal clear with no pocket losses. This allows us to verify that there are no telephony or system concerns and that each interpreter and agent is prepared to handle the request on the first ring.

We take client feedback very seriously. Depending on the department of the complaint (technology, interpreters or accounting) the feedback or complaint will be directed accordingly.

If IT: The IT staff member or affected department staff member who receives the call (or discovered the incident) will refer to their contact list for both management personnel to be contacted and incident response members to be contacted.

The staff member will call those designated on the list. The staff member will contact the incident response manager using both email and phone messages while ensuring remaining appropriate and backup personnel and designated managers are contacted. The staff member will log the information received and establish the following:

- a) Is the equipment affected business critical?
- b) What is the severity of the potential impact?
- c) Name of system being targeted, along with operating system, IP address, and location.
- d) IP address and any information about the origin of the breach.

Contacted members of the response team will meet or discuss the situation over the telephone and determine a response strategy to suit the nature of the breach.

If Interpreters:

- Incident/Issue is reported to Interpreter Manager.
- Management conducts a full investigation.
- Quality control prevention actions & information is documented in interpreter's file.
- Disciplinary steps to Interpreter based on severity of issue:
 - First warning
 - Three week suspension
 - Additional training - Interpreter ethics and professionalism (for all situations)
 - Termination
 - Extreme Issues will lead to immediate termination.

If Accounting:

All invoicing/accounting issues are thoroughly reviewed for:

- a) Billing accuracy
- b) Cost verification
- c) Location and length of assignment.

All billing is thoroughly recorded. Our accounting department will make sure that any concerns are immediately addressed and provide a response for emergent situations immediately and others depending on research duration within 48 hours.

Translators and Interpreters must sign our Non-Disclosure Agreement, which stipulates all information of any nature must be handled in strict confidence, must not be disclosed to any other person nor used for their benefit. Telelanguage only works with experienced professionals who are vetted prior to being hired. Our interpreters and translators are familiar with privacy practices and have incorporated them into their daily routine. Telelanguage does not send any customer information electronically without encryption in accordance with HIPAA standards, nor is it stored on hard copy or on portable devices.

2.1.4.3 Complete contact information for the responsible staff member with whom the City would contract for these services.

As a subcontractor, Telanguage would defer to VCI's main point of contact.

2.1.4.4 State how do your performance metrics change during nights, weekends, and holidays.

Telanguage operates 24x7x365 - across most time zones. They also support hundreds of 911 and PSAP clients, so they need to remain on-demand overnight, and on weekends and holidays. Performance metrics remain the same, whether during business hours or after hours. Data is collected and reviewed, including agent/interpreter connect times, queue times, language-specific volume, call durations, and more.

2.1.4.5 Across all languages, state your average connection time to an interpreter/translator once a language has been selected. Please provide historical data that confirms your answer.

As far as the approach is concerned, Telanguage customers are greeted within 3 seconds. 100% of Customers always have the option to connect to the Interactive Voice Response (IVR) system if data collection is not required. For customers being serviced by live operators, average answer time is 6-9 seconds. Conversations start as soon as an interpreter is on the line: 4-5 seconds for top 10 languages. Average of 9 seconds for others. In reality, connect time for Spanish interpreters actually averages zero seconds.

If data collection is required (department code, billing code, etc.), agents are already dialing an interpreter in the background while collecting the information required. Once the data is gathered, there's typically an interpreter already on the line providing no wait times.

2.1.4.6 If a toll-free number is proposed, identify your response time to calls for a request for services, and explain your overall response success rate.

Response times for calls are the same with a toll-free number. The toll-free number allows easier sorting when it comes to billing and data collecting/reporting. Customers are greeted within 3 seconds, and connected to an interpreter in 6-9 seconds - on average. Telanguage has a 99.9999% connect rate, as well as technological uptime. You can visit their site: <https://telanguageinc.statuspage.io/> for real time and historical data on system performance.

2.1.4.7 Indicate your desired notification time(s).

100% of our remote services are on-demand and require no advanced notification. **Typically translation projects are turned around in 48-72 hours.** Each translation project is unique in its scope. We would work closely with the City to determine an appropriate timeline that both meets the City's expectations, as well as ensuring an accurate and thorough end product. Some project can easily be turned around in the same day, and we always have the ability to rush urgent projects. Our translators and account team would work closely with the City to provide real-time feedback and project updates - especially for complex, technical projects. We also agree to maintain a database of all translations to facilitate updates or changes in documents, and invoice City within one week of translation completions.

2.1.4.8 Explain how your organization complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) with respect to interpretation and/or translation) of Protected Health Information and with the need to protect client confidentiality, in all matters (USC 5 – Privacy Act of 1974). Some City departments may require interpretation services of information protected under the requirements of HIPAA.

100% of employees are HIPAA and HITECH certified. Our hosting infrastructure is a tier 3 level data center with complete HIPAA compliance and multiple redundancies. 100% of all staff is required to pass a HIPAA and HITECH certification course. The two courses are:

- HH-101 HIPAA/HITECH Privacy for Business Associates
- HH-102 HIPAA/HITECH Information Security

These courses are designed to foster a privacy-conscious culture across an entire organization. The programs include courses for both supervisors and employees of Covered Entities, Business Associates, and Direct Care providers, with legal content reviewed by the nationally recognized employment law firm Fisher Phillips. The company - Inspired eLearning's - high-quality programs go a step further than simply meeting training requirements found in the Privacy and Security Rules and the HIPAA Omnibus Rule: they engage employees and teach them the importance of safeguarding Protected Health Information to reduce your risk of a HIPAA violation. The HIPAA security training course covers information security awareness topics from the point of view of protecting medical records and all Protected Health Information (PHI). It includes similar topics as those found in S-101 in order to comply with the HIPAA Security Rule.

Covered topics include: Password Management, Viruses and Malware, Mobile Devices and Data, Physical Security, Social Engineering, Risk Management, Identity theft, Phishing, Privacy, Rights of Access, Parental Rights, Security and Complaints, Recognizing PHI, Real World Examples, US laws, Covered Entities, the Privacy Rule and Encryption. These HIPAA and HITECH training solutions meet all federal regulations, and are regularly updated to ensure future compliance.

2.1.4.9 Indicate any software used for your interpretation services and include the cost to the City of any licensing required in your cost proposal (Appendix A). Do not include cost in the technical proposal or your proposal may be deemed non-responsive.

We do not utilize and software for interpretation - nor require any licensing. All interpretation and translation is conducted by native-speaking individuals. There are no additional fees outside of the per-minute or per-word rate outlined in the cost proposal (Appendix A).



59. Code of Conduct

CODE OF CONDUCT

Helpful Tips

To ensure a good interpretation please keep the monolingual [English speaker] involved in everything that is being said. If you need to ask the individual for clarification before you ask you need to ask the monolingual first. Example: 'Sir is it OK if I ask the individual for clarification?' This way the monolingual does not think you are saying things he or she did not say. You must interpret everything to the monolingual no matter how big/small/irrelevant/unrelated. There are no exceptions.

● Professionalism

Interpreters shall act respectfully and responsibly at all times toward all parties involved. Introduce yourself to all parties involved and maintain a professional demeanor by managing the flow of your interpretations.

● Neutrality/Non-Discrimination

Interpreters will be neutral, impartial, and unbiased to all persons. They shall not discriminate on the basis of gender, disability, race, color, nationality, age, socioeconomic or educational status, or religious, political, or sexual orientation. They do not have to agree with what they interpret, and although it can be possible to say unaccustomed words, that ~~one is not regularly speaking, the~~ customer has the opportunity to be heard on his or her own terms. If they are unable to ethically perform in a given situation, they shall refuse or withdraw without threat of retaliation. They will disclose any real or perceived conflict of interest which might affect their objectivity.

● Scope of Practice

Interpreters shall not counsel, refer, give advice, or express personal opinions to individuals for whom they are interpreting, or engage in any other activities. It is not appropriate for an interpreter to make suggestions of any kind that might influence a individual's decision about anything.

● Confidentiality/Non-Disclosure

Interpreters shall not divulge any information obtained through their assignments. They will not publicly discuss, report, or offer any opinion concerning matters in which they have been engaged, without the full approval of the parties involved; especially when that information is not privileged by the law.

● Proficiency

Interpreters shall accurately and completely represent their training and experience. They shall meet the minimum proficiency standard set by Telelanguage by passing the required evaluation exam. Recurrent training shall be assigned as needed. Interpreters shall assess at all times their ability to interpret. Should they have any reservations about their competency, they must immediately notify the parties involved and offer to withdraw without threat of retaliation. They must remain at the assignment site until appropriate personnel can be secured.

● Accuracy

Interpreters shall always thoroughly and faithfully render, by conserving tone and spirit, omitting or adding nothing, and accounting for linguistic variations, the source language message. Liability for inaccurate or inappropriate interpretations is the sole responsibility of the interpreter.

● Completeness

Interpreters shall interpret absolutely everything said by either party, regardless of content. If the content of the material may be offensive, insensitive or harmful to the dignity of either party involved, the interpreter must make that clear in advance of interpreting that material.

● Courtesy/Cultural Sensitivity

Interpreters maintain a professional demeanor at all times and address all parties with respect and professionalism. They ensure that their presence is minimized and does not hinder the daily operations or functions of the parties involved. They shall be culturally competent, sensitive, and respectful of the individuals they serve. If appropriate, then they must explain cultural differences in order to facilitate understanding between both parties.

● Compensation

Interpreters shall not accept additional money, considerations, or favors for services other than those contracted by Telelanguage. They shall not use for private gain or advantage, any Telelanguage or customer facilities, equipment or supplies, nor shall they use or attempt to use their position to secure privileges or exemptions.

● First Person

The correct way to interpret is in first person only.

Company Name	Point of Contact		Spanish	Dine	Vietnamese
Valley Community Interpreters (Prime Contractor)	Cecilia Portal O 505-596-0592 – M 505-270-0990 director@vcinm.org		X		
Telelanguage, Inc. (Subcontractor)	Hayley Emmons O 503-459-5683 M 517-743-1189 hemmons@telelanguage.com		x	x	x

Chinese/Mandarin	ASL	Other Languages		User Training/Consulting Offered	Telephonic	Toll free access number provided?
		Arabic		Yes	No	No
x	x	350+ languages		Yes	Yes	Yes

24 telephonic services 24hrs/7 days per week	Simultaneous in-person interpretation	Consecutive In-person interpretation	On-site/In Person	Off-site/Virtual
No	Yes	Yes	Yes	No
Yes	No	No	No	Virtual - VRI

Written Translation		Industry Certifications	Experience (# years)
Yes		City of Albuquerque Local Business Certified Small/Minority Business Enterprise	5
Yes		None	29