



Allegheny County Department of Human Services

RFP Response Form

Language Assistance Services 2022

PROPOSER INFORMATION

Proposer Name: GLOBO Language Solutions, LLC

Authorized Representative Name & Title: Marc Shapiro, Sr. Account Executive

Address: 145 Greenwood Ave, Wyncote, PA 19095

Telephone: [REDACTED]

Email: [REDACTED]

Website: www.helloglobo.com

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

Date Incorporated: May 25, 2010

Partners and/or Subcontractors included in this Proposal: None

How did you hear about this RFP? *Please be specific.* RFP Mart

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

REQUIRED CONTACTS

	Name	Phone	Email
Chief Executive Officer	Gene Schriver	800.555.3010	gene@helloglobo.com
Contract Processing Contact	Alison Walsh	800.555.3010	alison@helloglobo.com
Chief Information Officer	Jonathan De Jong	800.555.3010	jonathan@helloglobo.com
Chief Financial Officer	Matt Ficca	800.555.3010	matthew.ficca@helloglobo.com
MPER Contact*	Tal Roth	[REDACTED]	rfp@helloglobo.com

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

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BOARD INFORMATION

Provide a list of your board members as an attachment or in the space below.
None.

Board Chairperson Name & Title: [Click here to enter text.](#)

Board Chairperson Address: [Click here to enter text.](#)

Board Chairperson Telephone: [Click here to enter text.](#)

Board Chairperson Email: [Click here to enter text.](#)

REFERENCES

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

GLOBO has a proven track record of providing interpreting and translation services to a wide range of clients. Among GLOBO's 460+ customers, the following are most directly applicable to this engagement. As we greatly value the time and privacy of our customers, we respectfully ask DHS to please facilitate all correspondence with our selected references in concert with GLOBO .

Customer	Pennsylvania Coalition Against Rape (PCAR)
Duration	April 2019 to Present
Contact	Koffi Kengbo, Language Access Coordinator [REDACTED]
Services Provided	Telephone Interpreting and Video Remote Interpreting
Scope of Work	In 2019, GLOBO was selected as PCAR's sole language provider. Through this partnership, GLOBO provides language support via telephone interpreting and video remote interpreting for survivors of rape and sexual assault. PCAR's network of over 65 crisis & support centers across the state of Pennsylvania have access to on-demand interpreting support via a dedicated PIN system 24/7, 365.

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Customer	City of Philadelphia
Duration	July 2017 to Present
Contact	Maria Giraldo Gallo, Language Access Program Manager [REDACTED]
Services Provided	Telephone Interpreting, Video Remote Interpreting, On-site Interpreting, Translation and Localization
Scope of Work	<p>In 2017, GLOBO was selected by the City of Philadelphia as a primary language services provider for 35 agencies and departments. GLOBO is the City of Philadelphia’s comprehensive language support partner, providing telephone interpreting, video remote interpreting, document translation, on-demand text translation and more. As the city transformed during the Covid-19 pandemic, GLOBO supported the city’s daily Covid-19 briefings by providing simultaneous interpreting. GLOBO was also able to successfully support the transition to fully remote home visits and meetings that required interpreters via GLOBO’s Multi-participant Video Remote Interpreting solution, which was rolled out in March 2020.</p> <p>Following a competitive bidding process in 2021, the City of Philadelphia declared their intention to re-award GLOBO a new contract. In doing so, the City cited the following factors:</p> <ul style="list-style-type: none"> • Superior prior experience of Applicant and staff • Special benefit to continuing services of incumbent, such as operational difficulties with transition or needs of population being served • Superior skill and reputation, including timeliness and demonstrable results

Customer	OSS Health
Duration	August 2020 to Present
Contact	Melissa Newton, Patient Experience Coordinator [REDACTED]
Services Provided	Telephone Interpreting and Video Interpreting
Scope of Work	OSS Health offers a full range of orthopedic services in the York, Adams, and Cumberland counties of Pennsylvania. In 2020, GLOBO partnered with OSS Health to provide on demand video and audio interpreting for their limited-English speaking patients.

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PROPOSAL INFORMATION

Date Submitted April 26, 2022

Amount Requested: \$100,000 per the budget identified in the RFP; however, our rates are demand-driven and will ultimately be based on usage.

CERTIFICATION

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

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

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

Choose one:

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

OR

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

ATTACHMENTS

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

- Partner commitment letters, if applicable
- MWDBE and VOSB documents
- Allegheny County Vendor Creation Form

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- Audited financial reports or other financial documentation for the last three years
- W-9
- Completed pricing template

REQUIREMENTS

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

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

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

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

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Organizational Experience and Capacity (25 points possible)

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

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

GLOBO has more than a decade of experience in foreign language translation and interpretation services. Headquartered in the Philadelphia area, GLOBO is a customer-focused translation technology and services provider that was founded by industry veteran Gene Schriver in 2010. Since its inception, GLOBO has successfully disrupted the language services industry with its value-driven model grounded in smart technology, actionable data insights, and a community of thousands of highly-qualified linguists.

By selecting GLOBO, DHS will leverage the proven scalability of a vendor who successfully delivers language support to millions of Americans through dozens of government agencies, public health providers, and other public and non-profit entities. In total, GLOBO serves more than 360 customers, including many large, complex customers who provide essential critical services; examples include the City of Philadelphia, Harris Health System, and the Pennsylvania Coalition Against Rape. In recent months, GLOBO has closed contracts with Seattle, Albuquerque, Sedgwick County, Kansas (Wichita and surrounding communities), and Harris County, Texas (Houston and surrounding communities). In fact, over the past 12 months, we've added more than 100 new customers.

We Speak Your Language!

GLOBO's interpreters support our broad customer base and are exposed to a wide range of industry-specific terms. Many of our interpreters have specialized certifications in the fields of healthcare, law, and other subjects.

- ✓ **Medical and Health:** GLOBO supports more than 800 healthcare sites, including ER rooms, urgent cares, and neighborhood clinics.
- ✓ **Social Services:** We are proud to partner with dozens of well respected non-profits who provide a range of social services, supporting justice, housing, immigration, domestic abuse, education, etc.
- ✓ **Building Codes and Transportation:** GLOBO works with a number of government agencies, non-profits, and private firms in the building and transportation industries.
- ✓ **Criminal Justice:** GLOBO provides language services to dozens of law firms, government agencies, and criminal advocacy organizations.
- ✓ **Location information, public safety and emergency management:** Our interpreting solutions support numerous a range of costumes in this space, including safety-focused government agencies, such as the Philadelphia Office of Emergency Management; non-profits, such as Team Rubicon, which provides disaster relief; and even private organizations, such as Uber's Critical Safety Line for drivers and Horne, LLC, which contracts with the Federal government for emergency management.

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Moreover, our CEO and founder, Gene Schriver, has extensive experience delivering end-to-end language services to government institutions including: U.S. Customs and Border Protection, Immigrations and Customs Enforcement (ICE), Executive Office for Immigration Review (EOIR), Citizenship and Immigration Services (CIS), Federal Emergency Management Agency (FEMA), and several state departments of health.

GLOBO's proven expertise will help DHS ensure meaningful access to culturally and linguistically appropriate government services for all residents, while reducing overall spend and ensuring compliance in an increasingly complex regulatory environment.

In addition to government agencies, GLOBO supports dozens of Fortune 500 companies that deliver core services to consumers, including health systems, health insurance companies, hospital management companies, managed care companies, financial services companies, banks, property and casualty insurance companies, third party claims administrators and law firms. Through this customer base GLOBO services more than two million HIPAA-compliant minutes 24/7 in over 350 languages every month.

Experience Spotlight: Assisting Afghan Refugees at Philadelphia International Airport

The collapse of the Afghan government and evacuation of US soldiers in 2021 caused a widespread humanitarian crisis that saw tens of thousands of desperate Afghan refugees fleeing to America and other countries. Philadelphia was designated as one of several entry points and, by the end of October, more than 25,000 refugees arrived through Philadelphia International Airport.

As part of our contract with the City of Philadelphia, GLOBO coordinated with the City's Office of Immigrant Affairs to provide Dari interpreters onsite, helping the refugees to receive urgent medical care, information on their next destination, and coordinating with Federal agencies. With only a week's notice, GLOBO was able to put together a small team of Dari interpreters to begin assisting officials with the operation.

Because the Philadelphia metro area does not have an especially large Afghan population (fewer still who are fluent in both Dari and English), GLOBO's Talent Team used their contacts and experience to widen their net and source more interpreters from outside of the region; even going so far as to pay for their lodging. Altogether, GLOBO was able to provide 25 interpreters who provided more than 2,200 hours of interpreting support over the course of 12 weeks.

GLOBO is exceptionally proud to have been involved in this critical operation.

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

GLOBO maintains a vast network of more than 5,000+ interpreters and translators along with strategic partnerships that allow for redundancy to account for unanticipated spikes in volume or very rare languages. Additionally, GLOBO employs a predictive workforce management program that leverages historical usage and customer insights to identify and proactively staff for potential increases in volume.

During your Implementation, your Customer Success Team will work with you to understand your usage trends and language mix in order to optimize interpreting resources in your area and establish performance goals (e.g., Fill Rate, etc.) that will be reported monthly. Based on these initial discussions, our operations team will optimize staffing levels during and after normal business hours to satisfy and surpass the DHS's needs for telephone and onsite interpreting hours. For audio and video interpreting specifically, GLOBO utilizes a dynamic, skills-based, call routing algorithm to ensure that every request is serviced by the most qualified interpreter available; through these processes, GLOBO services more than two million minutes 24/7 in more than 350 languages every month.

Based on the historical volumes provided in the Q&A, GLOBO's existing staffing levels and subcontracting partnerships will more than meet the DHS's needs, even when multiple requests are required at the same time. To support our ever growing customer base, GLOBO continues to source, recruit, and expand our network of linguists, enabling us to expand and add new customers, such as the DHS, while continuing to maintain fill rates across service lines of greater than 99.988%. The omnichannel nature of GLOBO's solution ensures that even if a rare language is geographically unavailable for On-Site, a Video Remote or Audio Interpreter may be accessed seamlessly to fulfill the need. If an especially rare language interpreter is not available via video or audio on demand, a call can be scheduled. Please see **Appendix A: List of Supported Languages**.

Financial Resources

A key component of GLOBO's capacity to provide and maintain the services described in our proposal is attributed to our financial strength and stability. While GLOBO is a young industry disruptor, we have grown quickly and responsibly, earning more than \$27 million in revenue in 2021 - an increase of more than 33% from 2020 - while remaining profitable. In fact, our strong financial performance played a key factor in EY's decision to award GLOBO's founder, Gene Schriver, the prestigious Entrepreneur of the Year Award in 2019.

GLOBO's financial strength and growth-focus has enabled us to pursue strategic acquisitions. In the past four years, GLOBO has acquired two language service providers. Our most recent acquisition, GLOBO Crabtree LLC, is a wholly owned subsidiary. In late 2021, GLOBO secured a growth investment from a leading investment firm enabling us to accelerate our growth, fuel innovation, and expand our capacity. GLOBO's financial strength played a major role in securing this investment. Significantly, GLOBO's founder and CEO continues to retain majority ownership and is very much involved in the company's operations and strategy. As an independent, founder-led business, GLOBO is able to continuously innovate and reinvest so that we may provide the very best service and technology to our customers.

As a privately owned company, GLOBO does not produce publicly available financial statements, however, we would be more than happy to share this information upon request.




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

GLOBO facilitates transparency and accountability by providing on-demand reporting through our easy-to-use GLOBO HQ portal. Critical KPIs used to measure and ensure the highest quality of service are centered on appointment fill rate, timing and reliability with respect to both people and technical infrastructure.

Vital metrics are tracked in real time and extracted and loaded into our proprietary data warehouse for real-time analysis of performance, trend and anomaly detection and for the forecasting and construction of predictive models in furtherance of ongoing quality assurance.

GLOBO provides Utilization Reports which include metrics on the following:

 Service Level Data	 Usage Data	 Population and Community Data
<ul style="list-style-type: none">• Quality monitoring reports• Feedback reports• Uptime/System availability• Anomaly detection logs• Load test reports• Demand forecasts• Fill rates	<ul style="list-style-type: none">• Volume by language• Volume by time frame• Volume by department• Volume by location• Seasonality reports• Usage trends• Resource utilization	<ul style="list-style-type: none">• Languages spoken in community• Growth rate of LEP population• Customer Satisfaction• Population Trends

GLOBO also provides data analysis and visualization with automated and downloadable delivery, as well as standard and customized API integrations.

GLOBO’s comprehensive metrics and data visualization package, the most robust in the industry, offers customizable reports that will allow DHS to:

- Ensure the optimal utilization of language services across all departments
- Track and manage spend easily with system-wide reporting transparency
- Hold GLOBO accountable for service level performance
- Access real-time service level data, predictive analytics, trend analysis, heat-mapping, KPI overlays, and demographic population analysis

DHS will also have access to a dedicated Customer Success Team who can facilitate custom reports or the addition of custom real-time dashboards throughout the length of the contract. Examples of data points that can be collected include:

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- Configured intake question responses
- Call Connect time
- Call Length
- Language
- Additional configurable details in real-time

Experience Spotlight: Exploring the Impact of GLOBO's Reporting Functionality

Centers Plan for Health Living (CPHL): GLOBO's use of dynamic dashboards allows CPHL to track individual employee usage and compliance. This helps CPHL maintain cost while still providing great support to their customers.

University Hospital of New Jersey (UHNJ): Through GLOBO's insights, UHNJ was able to determine a disproportionate reliance on onsite interpreting. By shifting many of these interactions to remote services, UHNJ was able to cut their onsite spending by more than 60%.

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

GLOBO's Quality Assurance process, which is documented in our ISO 9001:2015 certified Quality Management System (QMS), ensures optimal performance from employees, contractors, linguists, software engineers, quality assurance personnel and technical infrastructure. Ensuring quality of service at all times rests on our Four Pillars of Quality Assurance:

- **Quality Linguistic Network:** Ensures that customers are quickly connected to a professional interpreter well versed in the subject matter (e.g., healthcare, law, etc.). Please see **Appendix B: GLOBO's Recruiting and Onboarding Policy** for details.
- **Quality Monitoring:** Ensures the performance of every engagement is up to our rigid standards of quality, ethics, and professionalism. Please see **Appendix C: Interpreter and Translator Quality Assurance** for details.
- **Quality Reporting:** Ensures transparency of data and performance. Please see **Appendix D: Data and Reporting** for details.
- **Quality Operations:** Ensures that GLOBO's operations align with internationally-recognized best practices established by ISO-affiliated governing bodies. Please see **Appendix E: ISO Certifications** for details.

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Spoken Language Interpretation (45 points possible)

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

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

By partnering with GLOBO, DHS will deliver all modes of language access to the entire DHS system through one simple platform, GLOBO HQ.

Telephone Interpreting

To access telephone interpreting services, DHS will be provided with a dedicated phone number. Telephone Interpreting services are accessible through any telephone and do not require any specialized equipment. Users may also connect to a voice interpreter using any iOS device via the GLOBO HQ app. GLOBO can provide, but does not require, dual handset phones or iPads for the delivery of telephone interpreting services. Telephone Interpreting and support is available 24/7/365. Get instant insight into your linguistically diverse populations and measure KPIs in real-time with customizable reports and data visualizations that help you better allocate resources.

Video Interpreting

Video Remote Interpreting services may be accessed 24/7/365 via tablet using GLOBO HQ. No special equipment is needed; access video interpreting through any web-enabled device with an integrated camera. To connect to an interpreter, download the GLOBO HQ app from the App Store. Once downloaded, select 'Video Call' from the main menu and select the language needed via the tablet, then connect to an interpreter in seconds. In the event that a Video Remote Interpreter is not available, the GLOBO HQ interface automatically suggests an audio interpreter in the same language. With the touch of a button, the user can choose to complete the connection to an audio/phone interpreter.

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

At GLOBO, serving our customers is central to everything we do. It's a company-wide passion that guides our technology roadmap, drives our operations, and influences future initiatives. To that end, we are pleased to offer DHS a dedicated Customer Experience team and stringent quality control measures. Our omnichannel Customer Experience team advocates for our customers to ensure total satisfaction from contract award through the execution of services and beyond. And GLOBO's

Quality Assurance process, which is documented in our ISO 9001:2015 certified Quality Management System (QMS), ensures optimal performance from employees, contractors, linguists, software engineers, quality assurance personnel and technical infrastructure.

Business Process for Service Requests

GLOBO offers audio, video, and onsite interpreting in more than 350 languages, including Nepali, Spanish, Arabic, Swahili and Uzbek.. Our services are available 24/7/365 and require no special equipment.

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Interpreting is GLOBO's core competency and we have substantial experience, with 11+ years of providing audio, video, and onsite interpreting to hundreds of customers. We have an especially strong track record of facilitating high quality interpreting engagements for critical, essential services for government agencies similar to the City of Minneapolis. Driven by safety measures associated with the Covid-19 Pandemic, use of interpreting support through phone but especially video has increased dramatically.

Through GLOBO HQ, all of your interpreting needs are centralized through one, easy-to-use, web-based platform:

- **Telephone Interpreting** services are accessible through any telephone and do not require any specialized equipment.
- Similarly, GLOBO's **Video Remote Interpreting (VRI)** service is also accessible from the GLOBO HQ app. Users may connect to a video interpreter using any web enabled device, including iOS and Android phones and tablets.

Account Management

DHS's success begins with your Senior Account Executive, Marc Shapiro. In this role, Marc will be responsible for the overall relationship with DHS, ensuring satisfaction, and serving as a sounding board for issues. He will be your main contact during the onboarding process and will facilitate trainings, the distribution of educational materials, and other activities. At the conclusion of the onboarding process once services are live and active, he will begin to transition your account into our Customer Success program but will continue to remain a key partner and advocate.

Marc brings more than 15 years of experience in developing and maintaining business relationships. During this time, he has worked with numerous healthcare, insurance, and other Fortune 500 and Global 1000 customers. He is a graduate of Northeastern University, where he earned his BS in Marketing and Communications.

Highlighting our commitment to DHS and ensuring that your program receives ample attention at our highest levels, Ed Reagan, GLOBO's Director of Sales, will serve as the DHS's executive sponsor. In this role, he will collaborate with DHS staff to offer strategic consultation throughout the term of the contract to ensure GLOBO's services continue to evolve with your goals and objectives. Ed's involvement also provides an extra layer of accountability, ensuring that your program commands the attention of GLOBO's senior management. Ed joined GLOBO in 2019 and his background includes more than 20 years' experience transitioning large-scale contracts and creating scalable, customer-centric sales teams.

Customer Service

GLOBO will provide DHS with a 24/7/365 live support phone number at no additional cost. We offer fast, flexible ways to initiate customer support 24/7/365 via 1) Dedicated Customer Success Manager; 2) Dedicated Customer Support Email Address; 3) Dedicated Customer Support Phone Number (live answer 24/7); and 4) GLOBO HQ - Feedback Form

Ongoing Customer Support

DHS will be provided with a dedicated Customer Success Manager (CSM), who will be the primary point of contact for the life of the contract, and a Customer Solutions Team to ensure the continuous improvement of GLOBO's service delivery. The CSM will be responsible for driving customer satisfaction, ensuring performance standards are met, and ensuring all inquiries are responded to in a timely fashion.

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As documented in our ISO 9001:2015 certified Quality Management System (QMS), the DHS will be provided with a dedicated Customer Success Team that will provide ongoing support for the life of the contract. The Customer Success Team is led by your assigned Senior Account Executive, [Account Executive Full Name], who will serve as your primary point of contact. To ensure that operations are successful, performance metrics are met, and customer service standards are attained, GLOBO will maintain regular contact on the following cadence:

Contract Phase	Meeting Frequency	Deliverable
Implementation	Daily	Updated project plan
Calibration	Weekly	Usage data and performance metrics
Continuous Improvement	Monthly/Quarterly	Usage data and performance metrics / utilization reports and KPI analytics
Annual Review	Annually	Year in review / long term strategic planning

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

In 2021, GLOBO serviced more than 350 languages while maintaining fill rates of 99.5% across all service lines. To support our ever-growing customer base, we constantly recruit nationally and even internationally for both our corporate and contracted staff, giving us a broader talent pool from which to seek applicants. Our expertise in sourcing, recruiting and building relationships with professional, medically qualified linguists has enabled us to service nearly every language that has ever been requested of us. Over the last three years, our telephone interpreting rates have exceeded 99.98% even as we have experienced a dramatic increase in call volume.

Specific to DHS, GLOBO will support all languages identified in the RFP: Nepali, Spanish, Arabic, Swahili and Uzbek. All of these languages are currently supported on-demand via Telephone and Video Remote Interpreting options (on-demand video remote support for Uzbek is coming soon).

Please refer to **Appendix A: List of Supported Languages** for a sampling of the hundreds of languages that GLOBO supports. As described above, GLOBO has the capability to support any language requested of us.

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Rare Language Success Story

K'iche' (Quiche) is a Mayan language spoken in the central highlands of Guatemala by less than 1,000,000 people, even though language is taught in schools, there is a low literacy rate with about 40,000 readers, and only 20,000 who can write in K'iche'. With increased consistency in migration trends from Guatemala in recent years, GLOBO has ramped up efforts to increase our pool of Ki'che' linguists. In fact, in the past six months alone, GLOBO has recruited and onboarded two new Ki'che' interpreters. For a language with less than 1,000,000 speakers (and of whom $\frac{1}{3}$ do not speak another language), this is quite an accomplishment. We're able to stay ahead of the curve by proactively monitoring trends and then relying on our Talent Team's ability to attract interpreters who provide services in Languages of Lesser Diffusion.



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

GLOBO's rapid growth means that we are always hiring and expanding our network of linguists. We have a dedicated Talent Team, led by Dominika Weston, whose sole focus is to recruit qualified linguists by tapping a wide range of industry related recruiting resources.

GLOBO maintains a formal qualification process for linguists that is based on the ISO 17100 standard, coupled with a holistic approach that includes a defined due diligence process and testing as required.

Spoken Language Interpreter Minimum Requirements

- ✓ Must have native level fluency in the source and target languages
- ✓ Must have one or more of the following competencies:
 - Formal higher education in interpreting (recognized degree)
 - Equivalent qualification in any other subject plus a minimum of two years of documented experience in interpreting
 - At least five years of documented prior experience in interpreting

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We also recognize industry standard certifications in our evaluation process. GLOBO’s linguists hold a number of certifications from a variety of leading institutions, including:

<ul style="list-style-type: none"> • Translators and Interpreters Guild 	<ul style="list-style-type: none"> • State and Federal court interpreter certifications
<ul style="list-style-type: none"> • National Interpreter Certification (NIC), Registry of Interpreters for the Deaf (RID) 	<ul style="list-style-type: none"> • Board for Evaluation of Interpreters (BEI) Certification, Office of Deaf and Hard of Hearing Services (DHHS)
<ul style="list-style-type: none"> • Certified Deaf Interpreter (CDI), Center for the Assessment of Sign Language Interpretation (CASLI) 	<ul style="list-style-type: none"> • Judiciary Interpreters and Translators Certification Examination (JITCE) certification
<ul style="list-style-type: none"> • National Association of Judiciary Interpreters and Translators (NAJIT) certification 	<ul style="list-style-type: none"> • The National Board of Certification for Medical Interpreters
<ul style="list-style-type: none"> • Certified Medical Interpreter (CMI) 	<ul style="list-style-type: none"> • HIPAA Privacy Training & Certification
<ul style="list-style-type: none"> • Certified Healthcare Interpreter (CHI) 	<ul style="list-style-type: none"> • Certification Commission for Healthcare Interpreters

In addition to the above, linguists being recruited to fulfill health and medical assignments must be medically certified, or be otherwise qualified in accordance with the requirements of Section 1557 of the Affordable Care Act (ACA). Priority is placed on interpreters who hold certifications from the Certification Commission for Healthcare Interpreters, the National Board of Certification for Medical Interpreters, and Bridging the Gap Medical Interpreting Training. Other notable certifications of high priority include HIPAA Privacy Training & Certification, American Translators Association Certification, and other state or language-specific medical interpreting certifications.

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

GLOBO’s follows the most stringent standards for the recruitment, selection, and onboarding of our linguists. **Due to GLOBO’s high standards, only approximately 10% of applicants make it through the entire process and join our network.** The quality of GLOBO’s linguistic talent combined with our reliable technology offers DHS an incredible value through shorter engagement times and increased satisfaction. As part of our hiring process, GLOBO performs an interpreter evaluation with additional testing and training that can occur at a variety of intervals, depending on client needs, client feedback on interpreters, and any other factors.

Recruitment Process

GLOBO's rapid growth means that we are always hiring and expanding our network of linguists. We have a dedicated Talent Team, led by Dominika Weston, whose sole focus is to recruit qualified linguists by tapping a wide range of industry recruiting resources. Dominika brings an extensive background in the language industry, specifically with recruiting and managing large talent pools to fulfill translation, localization, and interpreting requests for leading language firms. In total, she has more than 14 years of recruitment and talent acquisition experience.

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GLOBO's Talent Team vets and recruits qualified linguists by tapping a wide range of industry related recruiting resources, including but not limited to:

• International language organizations	• Higher education centers
• Industry specialization conferences	• Certification databases
• State registries	• Language professional communities
• LinkedIn	• Colleague and client referrals

Linguist Retention

GLOBO is well respected in the industry as a great place to work as evidenced by our Glassdoor rating. Both our corporate staff and contracted linguists love working with our technology and appreciate the regular support, feedback, and training that GLOBO provides. The GLOBO Talent Management teams work closely with talent to maintain strong relationships and ensure retention. GLOBO's primary differentiators are direct communication, consistent feedback, and social engagement with our remote workforce. Initiatives include but are not limited to:

Linguist Resources and Education: GLOBO Talent Management provides access to Industry Education resources and material. Additionally, the Quality Team provides access to client resources, style guides, and glossaries, allowing linguistic talent to continually improve performance.

Linguist Review and Feedback Sessions: Linguists receive written feedback for each call reviewed. Written feedback is provided within 3 business days of the review and includes scores and tips for improvement. Linguists also receive feedback through scheduled feedback sessions where they have an opportunity to review feedback one-on-one with a QA team lead.

Community Engagement/Customer Exposure: While many LSPs limit linguist interactions with staff, customers, and the linguist community, GLOBO works hard to promote an environment of open communication and inclusion. GLOBO linguists are often brought into customer calls, meetings, and roundtables to facilitate direct and open dialogue. Additionally, GLOBO's Talent Management team hosts social decompression sessions where the linguist community partakes in open forum to discuss any positive or challenging experiences they have faced in providing services. GLOBO's open and direct communication style has helped us to stand out within the linguistic community.

Interpreter Quality Assurance

GLOBO monitors quality assurance through three channels: client feedback, interpreter/team feedback, and live call monitoring as well as employing a ticket tracking and management system. Its efficacy is enhanced with a detailed QMS component for rapid attention, escalation where required, and resolution. GLOBO's Quality Assurance (QA) Team randomly monitors 5% of all audio and video calls and ensures that all interpreters are included on a statistically significant basis. We also rely on client feedback, which helps us coach our interpreters to meet individual member expectations. In the case of onsite services, it can also help us to match up specific interpreters to individual members based upon their feedback and future appointment needs. Please see **Appendix C: Interpreter and Translator Quality Assurance** and our **response to Q5** in the next section for additional details.

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Sign Language Interpretation (45 points possible)

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

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

GLOBO will provide ongoing, substitute, and ad-hoc American Sign Language interpreters through our Video Remote Interpreting solution for DHS staff and residents. In consultation with DHS, GLOBO will schedule the most qualified interpreter for each request and place preferred interpreters whenever possible. Working closely with DHS to understand the volume of need across the departments, we utilize best-in-class scheduling products to maximize interpreter productivity and reduce costs.

GLOBO provides ASL interpreting services for hundreds of customers nationwide in a wide variety of fields, including government, schools, healthcare, and other industries.

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

Based on our understanding of DHS's needs and volume, GLOBO dedicates 17 employees to support the ASL interpreting service. Six administrative staff, all of whom are interpreters themselves average 10 years of industry experience. The remaining dedicated staff support our clients as interpreters.

Our pool of ASL interpreters skills are validated by their good standing with one or more of the following certifications:

- National Interpreter Certification (NIC), Registry of Interpreters for the Deaf (RID)
- BEI Certification in Advanced or Master
- BEI Certified Deaf Interpreter certification
- Certified Deaf Interpreter (CDI), Center for the Assessment of Sign Language Interpretation
- National Association of the Deaf (NAD) certifications

GLOBO has continually invested in expanding our ASL interpreting pool as evidenced by our acquisition of Crabtree Interpreting. Founded in 2010 by a Master level BEI interpreter, Crabtree specialized in ASL interpreting and transcription services to school districts, colleges, and other governmental agencies.

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

RFP for Language Assistance Services

GLOBO has offered American Sign Language (ASL) interpreters since our inception in 2010. Our ASL interpreters are required to have at least five years of prior experience and hold at least one of the following certifications:

- National Interpreter Certification (NIC), Registry of Interpreters for the Deaf (RID)
- BEI Certification in Advanced or Master
- BEI Certified Deaf Interpreter certification
- Certified Deaf Interpreter (CDI), Center for the Assessment of Sign Language Interpretation
- National Association of the Deaf (NAD) certifications

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

As described in the previous section, GLOBO's follows the most stringent standards for the recruitment, selection, and onboarding of our linguists. **Due to GLOBO's high standards, only approximately 10% of applicants make it through the entire process and join our network.** The quality of GLOBO's linguistic talent combined with our reliable technology offers DHS an incredible value through shorter engagement times and increased satisfaction.

ASL Interpreter Minimum Requirements



Must be certified (RID, NAD, BEI Level III or above)



Must have at least 5 years of prior professional experience

Linguist Retention

GLOBO is well respected in the industry as a great place to work as evidenced by our Glassdoor rating. Both our corporate staff and contracted linguists love working with our technology and appreciate the regular support, feedback, and training that GLOBO provides. The GLOBO Talent Management teams work closely with talent to maintain strong relationships and ensure retention. GLOBO's primary differentiators are direct communication, consistent feedback, and social engagement with our remote workforce. Initiatives include but are not limited to:

- Linguist Resources and Education
- Linguist Review and Feedback Sessions
- Community Engagement/Customer Exposure

Please see our **response to Q5 in the previous section** (Spoken Language Interpretation) for additional details. The descriptions in that response mirror our linguist retention program across all service lines, including ASL interpreters.

“I have been interpreting for a couple of years now and no other language company compares to GLOBO. The work ethic and delivery of service is remarkable. What I admire the most is the thoughtfulness directed to the interpreter workforce. Social decompression is an amazing spot for us to feel understood and valued. After all, we are showered with waves of human emotions daily and having the QA team readily available is reassuring.”

-- GLOBO Interpreter

Performance Monitoring

During the implementation process, GLOBO and DHS will establish performance goals and associated KPI (fill rate, customer satisfaction, etc.) across all service lines, including ASL interpreting, spoken language interpreting, and written translation. Your implementation lead will review and report KPI on a monthly basis to ensure we are meeting or exceeding our performance goals. **NOTE:** The descriptions below (Service Performance; Quality Monitoring; Investigation Program; and Performance Testing) apply to all service lines, not just American Sign Language. Due to space constraints, the sections described below were unable to be included in our response to Q5 of the Spoken Language Interpretation section.

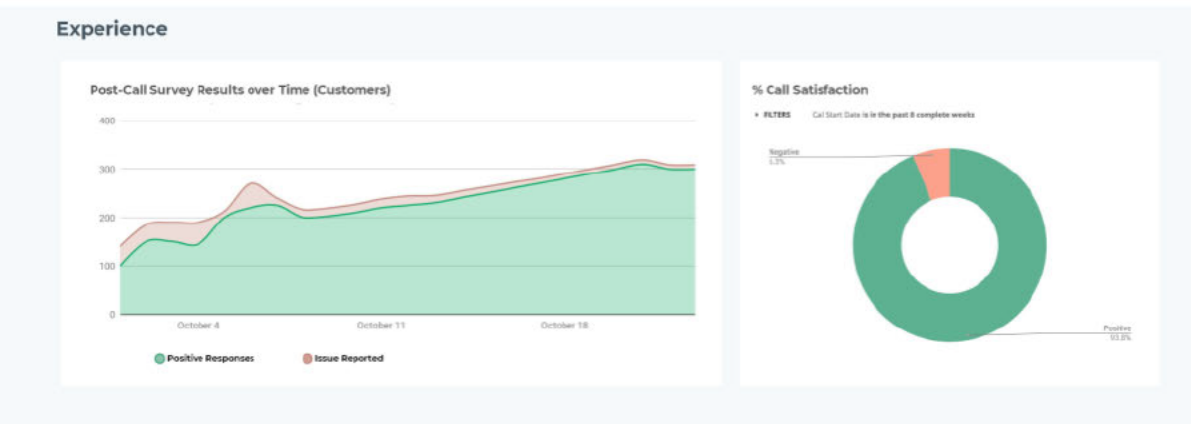
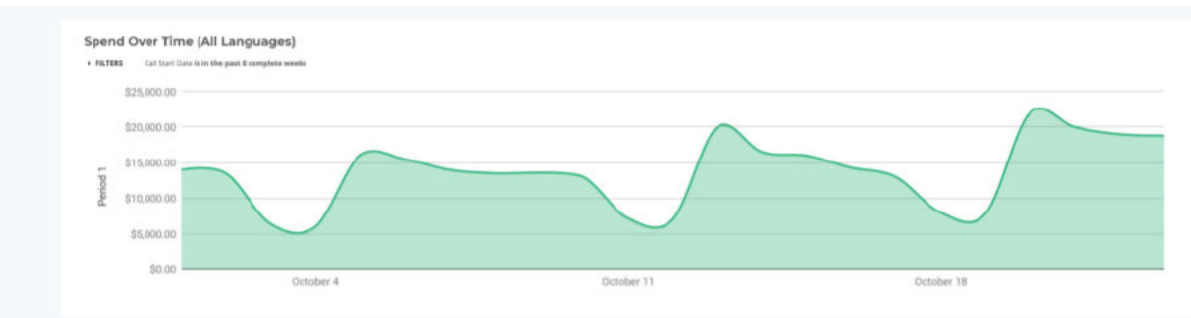
Service Performance

GLOBO is able to monitor Service Delivery performance in real time. Our Data, Talent, Quality Assurance, and Engineering Teams all leverage dashboards that report appointment volume, interpreter status/availability, language demand, fill rates and other KPI in real time. The dashboards are designed with automated alerting tools to give teams rapid-response and, in some cases, predictive abilities to manage Service Delivery and performance levels. GLOBO can also leverage this information to set the agenda for Quarterly Performance Reviews (QBRs) that will, at the very minimum, focus on:

- Metrics by department
- Performance successes and challenges
- Establish next quarterly performance goals
- Long term service enhancement progress

In addition, GLOBO will facilitate an Annual Performance Review (as one of our four QBRs) that will also include a strategic review of DHS' longer range language access goals.

RFP for Language Assistance Services



RFP for Language Assistance Services

Quality Monitoring

GLOBO monitors quality assurance through three channels: client feedback, interpreter/team feedback, and live call monitoring as well as employing a ticket tracking and management system. Its efficacy is enhanced with a detailed QMS component for rapid attention, escalation where required, and resolution.

GLOBO's Quality Assurance (QA) Team randomly monitors 5% of all audio and video calls and ensures that all interpreters are included on a statistically significant basis. QA Team Members monitor and score calls using our Level III Review Scorecard. GLOBO also offers customers the option to request the recording of all audio and/or video calls for a fee. GLOBO can also conduct coordinated calls with Harris County staff to demonstrate the GLOBO quality process and conduct joint scoring of calls. In this way, quality checks can be a transparent and apples-to-apples comparison/process.

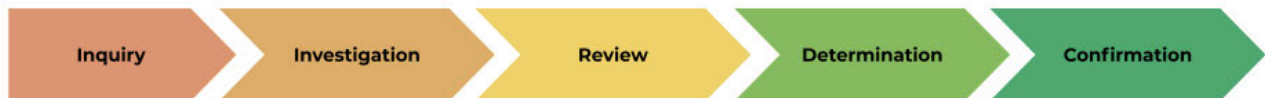
Additionally, for video interpreting, GLOBO conducts test calls to check for connections, dress code, professionalism, lighting, and other important measures of quality. For onsite interpreting, GLOBO conducts site visits (with client approval) to check for professional dress, demeanor, and punctuality.

We also rely on client feedback, which helps us coach our interpreters to meet individual member expectations. In the case of onsite services, it can also help us to match up specific interpreters to individual members based upon their feedback and future appointment needs.

Please see **Appendix C: Interpreter and Translator Quality Assurance** for additional details on how GLOBO monitors the performance of interpreters.

GLOBO's 5-Step Investigative Process

Client feedback and ticket submissions related to interpreter performance as well as issues identified during internal quality monitoring are escalated and trigger our five-step Quality Investigation process:



1. **Inquiry:** Receipt of inquiry is confirmed within corresponding resolution time.
2. **Investigation:** The inquiry and any supporting material are logged and saved in the Quality Assurance Database.
3. **Review:** GLOBO's Independent Quality Department (IQD) conducts a comprehensive review of the inquiry and completes an Inquiry Response Report.
4. **Determination:** GLOBO's IQD reviews and determines the best course of action for resolution.
5. **Confirmation:** GLOBO reviews action for resolution with the client to ensure satisfaction.

If the QA Team Lead determines that the interpreter demonstrated deficient performance, the interpreter is flagged for Level IV Quality Monitoring. The QA Team Lead monitors the interpreter's next five calls using the Level IV Scorecard.

If the interpreter scores $\geq 90\%$ on all five calls, the interpreter's flag is removed. If the interpreter scores $< 90\%$ the QA Team Lead will design a Corrective Action Plan or remove the interpreter from the line.

RFP for Language Assistance Services

Written Translation (45 points possible)

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

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

GLOBO is pleased to offer DHS our HIPAA-compliant cloud based portal, GLOBO HQ, for the end-to-end management of your entire translation program. GLOBO HQ is a simple, powerful interface for the ordering, managing, tracking, and (optional) storage of translation projects that eliminates the need for email attachments management of translated content. GLOBO's process is guided by ISO 17100 for Translation Services and ISO 9001 for Quality Management and certified by independent third party auditors.

In addition to meaning-for-meaning translation, GLOBO provides marketing translation (transcreation) digital/website translation, as well as several other value-add services, including:

<ul style="list-style-type: none"> • Desktop publishing (DTP) 	<ul style="list-style-type: none"> • Localization 	<ul style="list-style-type: none"> • Translation memory alignment
<ul style="list-style-type: none"> • Typesetting 	<ul style="list-style-type: none"> • Transcription 	<ul style="list-style-type: none"> • Alignment of bilingual parallel texts
<ul style="list-style-type: none"> • Editing 	<ul style="list-style-type: none"> • Transliteration 	<ul style="list-style-type: none"> • Review and/or revision of translations from third parties
<ul style="list-style-type: none"> • Formatting 	<ul style="list-style-type: none"> • Graphic and web design 	<ul style="list-style-type: none"> • Back-translation
<ul style="list-style-type: none"> • Adaptation 	<ul style="list-style-type: none"> • Technical writing 	<ul style="list-style-type: none"> • Post upload reviews (PUR)
<ul style="list-style-type: none"> • Rewriting 	<ul style="list-style-type: none"> • Terminology concordance 	<ul style="list-style-type: none"> • Cultural consultations
<ul style="list-style-type: none"> • Updating 		

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

RFP for Language Assistance Services

GLOBO's unified language management platform, GLOBO HQ, gives users the ability to order, manage and track translation projects in one place. This platform reduces the indirect expenses of administration by minimizing the amount of time required to manage projects, and increasing visibility into project statuses and translation service levels. GLOBO's electronic quote delivery system provides an efficient method for reviewing and approving cost estimates for translation projects.

GLOBO HQ will provide DHS with a single entry point for managing translation, transcreation and localization projects across all departments.

- Translate files, documents, content management systems (CMS) and other content types
- Integrate human translation, translation memory, and machine translation
- Preview website and CMS translations live while translating
- Easily track projects with web callbacks and email notifications

GLOBO also provides on-demand email translation powered by machine translation and human translators. With GLOBO's platform, DHS can:

- Easily communicate with non-English Speakers through chat or email
- Securely share files with easy file upload
- Use pre-scripted responses to ensure consistent communication and increase speed of answer
- Leverage categories to group common responses that fall into a sequence

GLOBO's Four Pillars of Quality Control

1. We recruit, onboard, and train only the most qualified translators in strict accordance with ISO 17100:2015: Translation Services.
2. GLOBO assigns a dedicated team of translators, led by a project manager, to work a project from initiation to completion.
3. GLOBO employs a comprehensive, three-step Translation-Edit-Proof (TEP) process to further reduce errors and ensure accuracy.
4. As a final step, GLOBO monitors translation projects through our omnichannel Translation Quality Assurance and Corrective Action Plan processes.

Quality, Accurate Translating

GLOBO offers meaning-for-meaning translation that conveys the intent and tone of the original text in a natural way in the target language. Our ISO certified process is aligned to industry best practices, including the ISO 17100 for Translation Services and ISO 9001 for Quality Management. GLOBO maintains these certifications, which are audited annually by an independent certified third party entity.

The Most Qualified Translators

GLOBO maintains a formal qualification process for linguists that is based on the ISO 17100:2015-05-01 Translation Services standard coupled with a holistic, staged approach that includes a defined due diligence process and testing as required. Please see our **response to Question 4** for additional information.

RFP for Language Assistance Services

Translation Project Management

One of the guiding philosophies of GLOBO's approach to managing on-going projects is assigning dedicated teams of translators to work a project from initiation to completion. At the start of a translation project, GLOBO will work with Humana to carefully select a team of translators that have the most relevant and valuable work experience, per the scope of work. That team remains intact for the duration of the project. By maintaining consistent project teams, leveraging translation memory, and making intelligent use of a versioning file architecture, we ensure consistency across iterations of a document.

Senior Project Manager Spotlight: Stephanie Casale

As a senior project manager, Stephanie takes ownership of assigned translation projects, where she supervises, coaches, and directs translators to ensure projects are completed on time and accurately. In this role, she scopes and quotes requests, recruits, schedules and manages translation resources to meet client deliverables, ensures quality, and takes corrective action when needed.



A skilled language project manager with 15+ years of professional experience in the language industry, Stephanie joined GLOBO in 2020. Prior to that, she oversaw translation teams and projects for ICON, L3 Communications, and the US Marines. Stephanie earned a BA in Music and studied Linguistics at the University of North Carolina at Chapel Hill. Additionally, she holds a Localization Project Management Certification, based on the internationally recognized project management standard ISO 21500:2021. Stephanie resides in North Carolina.

GLOBO's TEP Process Ensures Quality

GLOBO utilizes a three-step translation process known as TEP — translation, edit, proof. This process is completed by a team of three translators, and each step is conducted by a different linguist. Using three linguists ensures the integrity and contextual relevance of the original text is maintained, and the translation is completed faithfully and accurately.

Translation: To ensure the integrity, contextual relevance and grammatical accuracy of the source document, translators render the meaning of the source language into the target language, paying close attention to terminology, grammar, lexis, style, locale, formatting, target group, and the purpose of the translation. After the initial translation is complete, the translator checks their work to ensure the meaning has been accurately conveyed and free of errors or omissions.

Editing: The initial translation is reviewed and edited by a second linguist. The editor compares the source and target texts to ensure that the relevancy, terminology, grammar and style are consistent, and that the translated text is suitable and the source material's integrity is maintained.

Proofreading: The edited text is proofread by a third linguist, who reviews the totality of the translation for the target audience and purpose. An additional Post Language Review is the final check and is performed by the project manager, who reviews the target and source document against each other for consistency and delivery specifications.

After documents are translated, edited, proofread and reviewed, they are uploaded to GLOBO HQ for final client approval.

RFP for Language Assistance Services

Continuous Quality Assurance

Translators are monitored by QA Team Leads through a number of methods. Whenever we are made aware of an issue, GLOBO launches our 5-Step Investigative Process. Please see our **response to Question 5** for more details on GLOBO's quality assurance and corrective action procedures.

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

GLOBO provides written translation services regularly in hundreds of languages. Our talent recruitment team is able to find resources for many rare languages to meet all of your translation needs. GLOBO maintains ISO 17100 certification for translation services, which means all of our translators have at least 5 years' full-time translation experience.

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

GLOBO maintains a formal qualification process for linguists that is based on the ISO 17100:2015-05-01 Translation Services standard coupled with a holistic, staged approach that includes a defined due diligence process and testing as required. We recognize industry standard certifications in our evaluation process. These include but are not limited to, national medical interpreter certification, international language organizations, higher education centers, industry specialization conferences, certification databases, state registries and language professional communities, and perhaps most importantly, our production and management team's relationships that have been built through decades of experience with linguistic resources around the world. All translators meet the minimum requirements set forth by the ISO17100 Standard:

Translator Minimum Requirements

- ✓ Must have native level fluency in the source and target languages
- ✓ Must have one or more of the following competencies:
 - A recognized graduate qualification in translation from an institution of higher education
 - A recognized graduate qualification in any other field from an institution of higher education AND two years of full-time professional experience in translating
 - Five years of full-time professional experience in translating

Please see **Appendix B: GLOBO's Recruiting and Onboarding Policy** for details.

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

GLOBO's follows the most stringent standards for the recruitment, selection, and onboarding of our linguists. **Due to GLOBO's high standards, only approximately 10% of applicants make it through the entire process and join our network.**

RFP for Language Assistance Services

The quality of GLOBO’s linguistic talent combined with our reliable technology offers DHS an incredible value through shorter engagement times and increased satisfaction. As part of our hiring process, GLOBO performs an interpreter evaluation with additional testing and training that can occur at a variety of intervals, depending on client needs, client feedback on interpreters, and any other factors.

Recruitment Process

GLOBO's rapid growth means that we are always hiring and expanding our network of linguists. We have a dedicated Talent Team, led by Dominika Weston, whose sole focus is to recruit qualified linguists by tapping a wide range of industry recruiting resources. Dominika brings an extensive background in the language industry, specifically with recruiting and managing large talent pools to fulfill translation, localization, and interpreting requests for leading language firms. In total, she has more than 14 years of recruitment and talent acquisition experience.

GLOBO's Talent Team vets and recruits qualified linguists by tapping a wide range of industry related recruiting resources, including but not limited to:

• International language organizations	• Higher education centers
• Industry specialization conferences	• Certification databases
• State registries	• Language professional communities
• LinkedIn	• Colleague and client referrals

Translator Retention

GLOBO is well respected in the industry as a great place to work as evidenced by our Glassdoor rating. Both our corporate staff and contracted linguists love working with our technology and appreciate the regular support, feedback, and training that GLOBO provides. The GLOBO Talent Management teams work closely with talent to maintain strong relationships and ensure retention. GLOBO’s primary differentiators are direct communication, consistent feedback, and social engagement with our remote workforce. Initiatives include but are not limited to:

The translation and localization team will work with the client to manage previously created translation memories, glossaries, and style guides. All of these assets will be leveraged for the client and continually maintained in coordination with the client.

While many LSPs limit linguist interactions with staff, customers, and the linguist community, GLOBO works hard to promote an environment of open communication and inclusion. GLOBO linguists are often brought into customer calls, meetings, and roundtables to facilitate direct and open dialogue. Additionally, GLOBO’s Talent Management team hosts social decompression sessions where the linguist community partakes in open forum to discuss any positive or challenging experiences they have faced in providing services. GLOBO’s open and direct communication style has helped us to stand out within the linguistic community.

RFP for Language Assistance Services

Translation Quality Assurance

Translators are monitored by QA Team Leads through the following methods:

- Client feedback and evaluation
- Project management feedback and evaluation
- Trusted vendor feedback and evaluation
- Post Language Review (PLR) by Translation Project Managers (PMs)

Translators are evaluated on the following:

- Communication
- Timeliness
- Ability to follow Instructions
- Accuracy as observed during PLR
- Accuracy as observed by additional language review
- Client Feedback and evaluation

Corrective Action (Translation Errors)

In response to a complaint received about the quality of translation services rendered, GLOBO will have a qualified, third-party translator review the content and identify the categorization for each error (preferential/objectionable).

GLOBO will measure its performance standard for translation errors as an Error Rate percentage. Errors are defined as the number of objective edits made by clients to translated material after the completion of our translation process. Objective edits are considered changes to terminology, corrections to inconsistencies with style guide, formatting adjustments, or other non-preferential mistakes in the translated content.

Any objective errors found will be implemented free of charge for a period of 30 days post delivery. Requests for preferential edits will be evaluated on a case-by-case basis and may be subject to an additional charge.

Please see **Appendix C: Interpreter and Translator Quality Assurance** and our **response to Q5** in the next section for additional details.

RFP for Language Assistance Services

Budget (35 points possible)

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

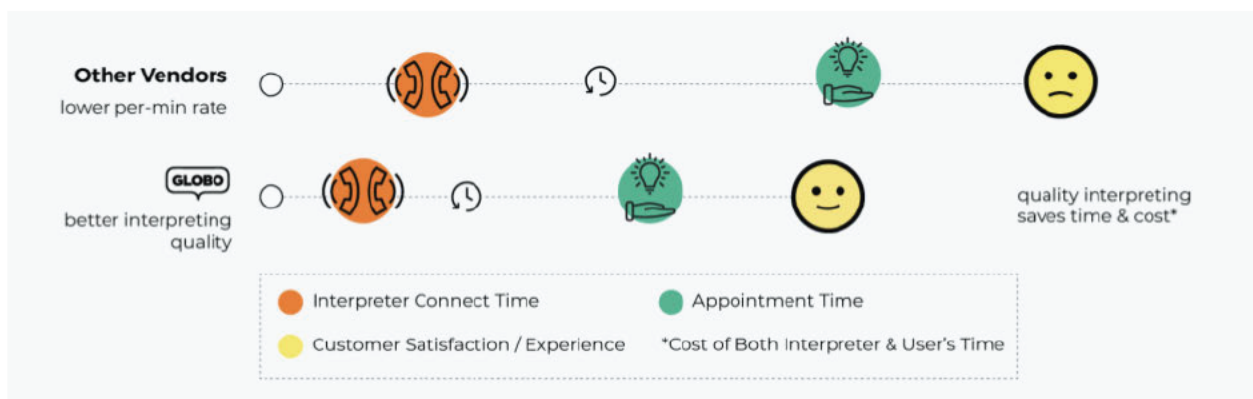
1. Using the pricing template available on our website, provide pricing for each Language Assistance Service being proposed, identifying rates across the service delivery modalities (e.g., onsite, telephonically, VRI) and supported languages.
2. Provide a pricing narrative that describes and supports all costs and cost-related factors that impact the proposed pricing. Examples include but are not limited to shift differentials, minimum order values, cancellation policies, reimbursable costs, and certified or specialized language services.

GLOBO's upfront, transparent pricing has no hidden fees and eliminates surprises. When factoring in our pricing, we encourage the evaluation committee to consider the long-term value in partnering with GLOBO:

- ✓ Our unified technology that centralizes all language needs in one easy to use platform
- ✓ Easy access through our technology to comprehensive data and insights about your Limited English Language population
- ✓ The most qualified linguists in the industry, ensuring all service requests meet your expectations, the first time, every time
- ✓ GLOBO's Customer Experience team that will serve as your dedicated partner for the lifetime of our partnership

GLOBO's technology and customer-centric focus means a seamless implementation, a reduction of performance issues, and the cultivation of a long term partnership where GLOBO aligns and adapts to your ever-changing language needs.

GLOBO's Quality Can Save You Money and Time on Each Call



RFP for Language Assistance Services

How much does quality cost?

Quality is an extremely critical factor when considering the long term price. A cut-rate Language Services Provider may be able to offer a lower per-minute rate but if encounters are longer than they need to be due to inferior technology or unqualified interpreters, you could end up paying more in the long run. For example, technology marked by echoing and garbled sound; poorly trained bilinguals (versus experienced and professional interpreters) who repeatedly ask for clarification; interpreters who are not continually trained and knowledgeable of industry terminology: these are all examples of how poor quality can adversely affect community trust and sentiment, disincentivize the use of services, and increase your overall spend.

All pricing includes:

• Access to all languages	• GLOBO HQ™ access
• 24/7/365 Service	• Real-time call detail reports
• Dedicated access number	• Actionable analytics
• User instructional materials	• Quality Assurance
• Dedicated 24/7/365 live support	• Monthly electronic billing with detailed invoice

Video Remote Interpreting

Video Remote Interpreting (VRI) services may be accessed 24/7/365 through GLOBO HQ via any web-enabled device with an integrated camera. Video Remote Interpreting is offered on-demand in a select number of languages with scheduled access to virtually any language.

Please see the Pricing Template for a detailed fee schedule. Other fees include:

Solution	Rate
Video Recording + 1 year of retention/storage*	+\$0.06 per minute
Video Recording + 6 years of retention/storage*	+\$0.08 per minute
Setup Fee	\$99.00
Monthly Minimum	100 minutes

*Optional service

RFP for Language Assistance Services

Telephone Interpreting

Telephone Interpreting (TI) is accessible through any telephone and does not require any specialized equipment. Users may also connect to a voice interpreter using any mobile device via the GLOBO HQ app. TI is offered on-demand in a select number of languages with scheduled access to virtually any language.

Please see the Pricing Template for a detailed fee schedule. Other fees include:

Language(s)	Rate
Toll Free Number*	+\$0.03 per minute
Call Recording*	+\$0.03 per minute
Call Recording Retention*	+\$0.01 per minute/month
Third Party Dial-out*	+\$0.05 per minute
International Calls*	+\$0.05 per minute
Setup Fee	\$99.00
Monthly Minimum	100 minutes

*Optional service

Scheduled Calls (Audio & Video)

GLOBO provides for a scheduled call service. This means that Customer may schedule an audio or video call for either the same day or a future date. Scheduled calls are recommended for special circumstances, including, but not limited to, calls expected to last for more than 1 hour in duration, calls involving languages of lesser diffusion, and calls requesting interpreter preference (i.e. specific interpreter, gender, etc.).

Special rates and terms apply for scheduled audio and video interpretation calls. Please ask for details.

RFP for Language Assistance Services

Document Translation

Upload, manage and track even your most complicated translation projects through GLOBO HQ. We utilize only the most qualified interpreters and train them in accordance with ISO 17100:2015. One of the guiding philosophies of GLOBO's approach to managing on-going projects is assigning dedicated teams of translators to work a project from initiation to completion. GLOBO's rigorous three-step TEP translation process further reduces errors and ensures accuracy.

Please see the Pricing Template for a detailed fee schedule.

Translation Memory Discounts

Translation Memory is a veritable asset that can be leveraged to great value. We will begin our relationship with DHS by developing a glossary of terms, which will have an immediate, positive impact on the quality of translations and turnaround times. As we continue to complete projects we will guide the development and maintenance of DHS's growing Translation Memory to ensure that jobs are being completed more quickly and more efficiently.

GLOBO can leverage DHS's existing, translated content to deliver discounts and ensure consistency as soon as we onboard. Translation Memories can be shared in native file format, or exchange files (TMX), and GLOBO can accommodate DHS's preferred method of the transfer of previously translated assets. Glossaries and terminology databases are then uploaded to our Translation Memory tool and updated regularly.

Translation Memory Match %	Discount
100% Match	85% discount
95% Match	85% discount
85% Match	60% discount
75% Match	40% discount
50% Match	40% discount

Additional Document Translation Terms

Service	Rate
Project Minimum	\$65.00 per project*
Project Management	\$65.00 per hour
Formatting/ Desktop Publishing	\$65.00 per hour
Rush Rates	+25%

RFP for Language Assistance Services

*GLOBO maintains a \$65 minimum fee per project. Translation is priced per word, but if the per word rate multiplied by the number of words is less than the minimum, the minimum fee will be incurred instead. Customers only incur either the minimum or the per word rate; they are not combined. EXAMPLE: A request to translate 3,000 words into Spanish (@ \$0.20/word) equals \$60.00; we would simply charge the minimum \$65 fee instead. Since we extend discounts based on your translation memory, the exact size of document that will incur a minimum fee versus the per word rate will vary. The quote will always clearly detail the costs of each project and no work begins until the quote is approved.

Additional Value Add Translation Services

GLOBO provides marketing translation (transcreation) and desktop publishing (DTP) services, as well as several other value-add services. Quotes will be provided on an individual project basis for the following services:

<ul style="list-style-type: none"> • Desktop publishing (DTP) 	<ul style="list-style-type: none"> • Localization 	<ul style="list-style-type: none"> • Translation memory alignment
<ul style="list-style-type: none"> • Transcreation 	<ul style="list-style-type: none"> • Voiceover Recording 	<ul style="list-style-type: none"> • Multimedia Services
<ul style="list-style-type: none"> • Typesetting 	<ul style="list-style-type: none"> • Subtitling and Transcription 	<ul style="list-style-type: none"> • Alignment of bilingual parallel texts
<ul style="list-style-type: none"> • Editing 	<ul style="list-style-type: none"> • Transliteration 	<ul style="list-style-type: none"> • Review and/or revision of translations from third parties
<ul style="list-style-type: none"> • Formatting 	<ul style="list-style-type: none"> • Graphic and web design 	<ul style="list-style-type: none"> • Back-translation
<ul style="list-style-type: none"> • Adaptation 	<ul style="list-style-type: none"> • Technical writing 	<ul style="list-style-type: none"> • Post upload reviews (PUR)
<ul style="list-style-type: none"> • Rewriting 	<ul style="list-style-type: none"> • Terminology concordance 	<ul style="list-style-type: none"> • Cultural consultations
<ul style="list-style-type: none"> • Updating 	<ul style="list-style-type: none"> • Braille, Section 508 Remediation, and other Accessibility Services 	

RFP for Language Assistance Services

Translation Turnaround Times

This table provides guidance on timelines according to project word counts. This is only a guide as translation memory matches and other factors may enable us to deliver faster without charging a rush fee. If a rush fee is to be charged, it will always be on the quote so OSF can approve it.

Word Count	Standard TAT
1,2500	3 business days
2,500	3 business days
5,000	4 business days
5,000+	Per project

Language List

For Document Translation

Group	Languages
Spanish	Spanish - US and Latin American
1	Arabic, Bengali, Cantonese, Chinese (Traditional and Simplified), French, German, Italian, Korean, Mandarin, Polish, Portuguese, Romanian, Russian, Spanish (Spain), Vietnamese
2	Albanian, Bosnian, Bulgarian, Croatian, Czech, Danish, Dari, Dutch, Farsi, Finnish, Greek, Gujarati, Haitian Creole, Hebrew, Hindi, Hungarian, Indonesian, Malay, Malayalam, Norwegian, Panjabi, Pashto, Serbian, Slovak, Slovenian, Sindhi, Sinhalese, Swedish, Tamil, Thai, Turkish, Ukrainian, Urdu
3	Afrikaans, Amharic, Armenian, Azeri, Belorussian, Cape Verdean Creole, Estonian, Faroese, Fulani, Georgian, Hausa, Icelandic, Japanese, Karen, Khmer (Cambodian), Lao, Latin, Latvian, Lithuanian, Macedonian, Mixteco Bajo, Somali, Sotho, Tagalog, Tigrinya, Tswana, Uzbek, Xhosa, Yiddish, Zulu and all other languages

ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES

RFP for Language Assistance Services 2022

Pricing Template

Proposer Name: GLOBO Language Solutions, LLC

INSTRUCTIONS: Read all sections of the RFP carefully before completing this spreadsheet. For each service and language you are proposing, place the proposed price in the column marked "Rate." Specify the unit associated with the proposed rate in the adjacent column (e.g., minute, half-hour, hour, word, sentence, page, etc.). Leave cells blank for services or languages you are not proposing to provide. If necessary, you may expand the sections for "other languages" by adding rows, maintaining the same format for rate and unit cells; do not modify the template in any other way.

SPOKEN LANGUAGE INTERPRETATION

Onsite Interpretation	Rate	Unit
Arabic		NO BID
Burmese		
French		
Karen		
Mandarin, Chinese		
Nepali		
Russian		
Spanish		

<i>List other languages below, individually or in groups</i>	Rate	Unit
		NO BID

Telephone Interpretation	Rate	Unit
Arabic	\$ 0.75	Min
Burmese	\$ 0.75	Min
French	\$ 0.75	Min
Karen	\$ 0.75	Min
Mandarin, Chinese	\$ 0.75	Min
Nepali	\$ 0.75	Min
Russian	\$ 0.75	Min
Spanish	\$ 0.75	Min

<i>List other languages below, individually or in groups</i>	Rate	Unit
All Languages	\$ 0.75	Min

Video Remote Interpretation		Rate	Unit
Arabic		\$ 1.25	Min
Burmese		\$ 1.25	Min
French		\$ 1.25	Min
Karen		\$ 1.25	Min
Mandarin, Chinese		\$ 1.25	Min
Nepali		\$ 1.25	Min
Russian		\$ 1.25	Min
Spanish		\$ 1.25	Min
<i>List other languages below, individually or in groups</i>		Rate	Unit
All Languages		\$ 1.25	Min
SIGN LANGUAGE INTERPRETATION			
Onsite Interpretation		Rate	Unit
			NO BID
Video Remote Interpretation		Rate	Unit
ASL		\$ 1.50	Min
WRITTEN TRANSLATION			
		Rate	Unit
Arabic		\$ 0.22	Word
Burmese		\$ 0.29	Word
French		\$ 0.22	Word
Karen		\$ 0.29	Word
Mandarin, Chinese		\$ 0.22	Word
Nepali		\$ 0.29	Word
Russian		\$ 0.22	Word

Spanish		\$ 0.16	Word
<i>List other languages below, individually or in groups</i>		Rate	Unit
Group 1 Languages		\$ 0.22	Word
Group 2 Languages		\$ 0.24	Word
Group 3 Languages		\$ 0.29	Word
(scroll up 3 pages to page 33 for language groupings)			