

Translation Services, Interpretation Management Systems and Related Products

Chesterfield County, Virginia

Request for Proposals | ADMN24000076

Due Date: November 2, 2023 at 4:00PM



Translation Services
Interpretation Management Systems and Related Products
November 2, 2023

VOLATIA[®]
Language Network

1327 Grandin Rd. SW, Roanoke, VA 24015 | bids@volatia.com | 1 877-VOLATIA

Table of Contents

Cover Letter	pg. 5
Authorization to Sign	pg. 7
Certificate of General Liability Insurance	pg. 8
City of Roanoke Business License	pg. 9
Commonwealth of Virginia SWaM Certification	pg. 10
Chesterfield County Cover Sheet	pg. 11
Attachment A – Virginia State SCC Registration Information	pg. 12
Addenda One	pg. 13
Addenda Two	pg. 14
Executive Summary	pg. 18
Statement of Work	
General Requirements	pg. 20
Electronic Interpretation	pg. 23
Description of Services and Deliverables	pg. 40
Interpreter and Translator Requirements	pg. 55
Telephone Services	pg. 60
Onsite Services	pg. 62
Written Services	pg. 65
Video Remote Services	pg. 69
Statement of Qualifications and Capacity	
History	pg. 70
Organization	pg. 70
Service Catalog	pg. 71
Qualifications	pg. 71
Experience	pg. 72
Government Contracts	pg. 73
Key Individuals	
Project Team	pg. 75
Resumes	pg. 76
References	
Client References	pg. 92
Pricing Schedule	
Comprehensive Pricing	pg. 93
Attachments	
Attachment B – Enterprise Environment, Security Design, and Technical Requirements	pg. 96
Attachment C – Proprietary/Confidential Information Identification	pg. 185
Exhibits	
Exhibit A – Questionnaire for National Consideration	pg. 186
Exhibit B – Supplier Response	pg. 187
Exhibit C – Administration Agreement	pg. 218
Exhibit E – Lead Public Agency Certificate	pg. 231

Translation Services
Interpretation Management Systems and Related Products
November 2, 2023



Exhibit F – Federal Funds Contract Provisions	pg. 232
Exhibit G – FEMA Recommended Contract Provisions	pg. 238
Exhibit H, Attachment 1 – Ownership Disclosure Form	pg. 254
Exhibit H, Attachment 2 – Non-Collusion Affidavit	pg. 256
Exhibit H, Attachment 3 – Affirmative Action Affidavit	pg. 257
Exhibit H, Attachment 4 – Political Contribution Disclosure Form	pg. 259
Exhibit H, Attachment 5 – Stockholder Disclosure Certification	pg. 260
Disclosure of Investment Activities in Iran Form	pg. 262
Certificate of Authority, State of New Jersey	pg. 263

October 31, 2023

Vin Kamatchi, Procurement Manager
Chesterfield County Procurement Department
9901 Lori Road, Room 303
PO Box 51
Chesterfield, VA 23832

RE: Request for Proposal (RFP) ADMN24000076 for Translation Services, Interpretation Management Systems and Related Products

Dear Vin Kamatchi,

Please find the attached language service proposal for Chesterfield County, Virginia (the County). The resulting contract will be for a five-year initial term, beginning on the date of contract execution. At the mutual option between the County and Volatia Language Network, Inc. (Volatia), the contract may be renewed for two successive terms - an initial three-year term and a subsequent two-year term - under the terms and conditions of the original contract. Contract renewal periods may be subject to adjustments as published by the U.S. Bureau of Labor Statistics from the Consumer Price Index for All Urban Consumers, All Items – Unadjusted Indexes. The base Index for September 2023 is 307.789, which is a 3.7% increase from the previous year. Service pricing in response to this RFP will remain valid and irrevocable for 60 days after the proposal due date and time.

Payment terms are net 30 days.

RFP Section IV. Instructions, A. Submission and Receipt of Proposals, Item 1. – Volatia has not submitted with our submission packet neither a redacted hard copy nor a redacted electronic copy of our response, as no proprietary or confidential information has been supplied to the County.

RFP Section V. Terms and Conditions, B. Special Terms and Conditions, Item 10. Insurance Requirements – Beginning November 15, 2023, on the date of Volatia's insurance renewal period, we will be able to supply the following coverage to the County: 5MM Umbrella, 3MM Cyber Security, 3MM General Liability, and 2MM Professional Liability coverage. As a result, Volatia is able to meet all insurance requirements as stated. A copy of our current General Liability Insurance is included for reference.

Volatia will not be subcontracting any portion of the work; therefore, information regarding a subcontracting plan has not been included in the attached response.

Volatia is a minority owned and operated, SWaM certified, Micro business providing language interpretation and translation services in over 280 languages, including American Sign Language (ASL), nationwide. Operating for over 20 years, Volatia's professional team is united by a common purpose – to bridge communication gaps, caused by language or cultural barriers, wherever they exist in our

communities.

Volatia understands that your organization is committed to serving people from all walks of life, especially the most vulnerable populations, such as individuals with language barriers. Facilitating effective communication for individuals with Limited English Proficiency (LEP), or those who are deaf or hard of hearing, is no small task.

At Volatia, we utilize cutting-edge technology through our proprietary mobile and web based terpX™ management system. This cloud-based platform will enable your organization to have complete end-to-end access to scheduling, accounting, auditing, and reporting functions. Coupled with our network of over 18,000 linguists, terpX can seamlessly bridge your organization's language barriers, whether it at one facility, or a network of facilities throughout your region. It would be our pleasure to work with the County and grow our relationship with you in the future.

Thank you for the opportunity to meet your language service needs.

Kind regards,



Jessica Kent, CF.APMP
Proposals Manager

COMPANY SIGNATURE AUTHORIZATION

The individual noted below is authorized to sign any document(s), on behalf of Volatia, in response to a request for proposal (RFP), request for a quote (RFQ), or a request for information (RFI). This authorization shall be effective on the date noted under the signature of the authorizing party and shall expire on the last day of the employee's tenure with Volatia, unless this authorization is withdrawn in writing.

Name: Jessica Kent Signature: Jessica Kent Title: Proposal Manager

AUTHORIZING PARTY

Name: Baraka Kasongo

Title: CEO

Signature: 

Date: 06/08/2021



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

12/1/2022

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 Dominion Risk Advisors PO Box 833 Roanoke VA 24004	CONTACT NAME: Allison Witt	PHONE (A/C, No, Ext): (540) 366-7475		FAX (A/C, No): (855) 366-7475
	E-MAIL ADDRESS: awitt@domrisk.com			
INSURED Volatia Language Network Inc, DBA: Volatia 327 Grandin Rd Roanoke VA 24015	INSURER(S) AFFORDING COVERAGE			NAIC #
	INSURER A: Philadelphia Indemnity Insurance Compar			18058
	INSURER B:			
	INSURER C:			
	INSURER D:			
	INSURER E:			

COVERAGES CERTIFICATE NUMBER: 22/23 Master 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.

SR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:			PHPK2490134	11/15/2022	11/15/2023	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 20,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 3,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			PHPK2490134	11/15/2022	11/15/2023	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 <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			PHUB841260	11/15/2022	11/15/2023	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N N/A				PER STATUTE OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Professional Liability			PHPK2490134	11/15/2022	11/15/2023	Each Occurrence \$1,000,000

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

CERTIFICATE HOLDER elizabeth@volatia.com Evidence of Insurance	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 Allison Witt/AWITT <i>Allison Witt</i>
---	--

© 1988-2014 ACORD CORPORATION. All rights reserved.



EVELYN W POWERS, TREASURER
PO BOX 1451
ROANOKE, VA 24007-1451
(540) 853-2561
www.roanokeva.gov/treasurer

VOLATIA LANGUAGE NETWORK INC
T/A VOLATIA LANGUAGE NETWORK
1327 GRANDIN RD SW
ROANOKE VA 24015

City Of Roanoke - 2023 Business License Certificate

Date Issued:	03/14/2023
Date Expires:	12/31/2023
Trade Location:	1327 GRANDIN RD SW
Type of License:	405000 BUSINESS PERSONAL SERVICE

COMMONWEALTH OF VIRGINIA



DEPARTMENT OF SMALL BUSINESS & SUPPLIER DIVERSITY

101 N. 14th Street, 11th Floor
Richmond, VA 23219

VOLATIA LANGUAGE NETWORK INC.

Is a certified Small, Micro, Minority Owned Business meeting all the eligibility requirements set forth under the Code of Virginia Section 2.2-16.1 et seq. and Administrative Code 7VAC 13-20 et seq.

Certification Number: 704293

Valid Through: Mar 10, 2028

Accordingly Certified

Willis A. Morris

Willis A. Morris, Director





**CHESTERFIELD COUNTY
PROCUREMENT DEPARTMENT
CHESTERFIELD, VIRGINIA
Request for Proposals**



RFP Number: ADMN24000076

Title: Translation Services, Interpretation Management Systems and Related Products and Solutions

Issue Date: September 15, 2023

Proposals Due No Later Than: October 19, 2023, 4:00 P.M.

Location for Receipt of Proposals: Chesterfield County, Lane B. Ramsey Building
c/o Procurement Department
9901 Lori Road
Chesterfield, VA 23832

Inquiries: Questions which may arise as a result of this solicitation may be addressed to Vin Kamatchi, Procurement Manager, at (804)748-1702, or by email to procurement@chesterfield.gov. **Inquiries must be received no later than October 9, 2023 at 4:00 p.m. in order to be considered.** Contact initiated by an offeror concerning this solicitation with any other County representative, not expressly authorized elsewhere in this document, is prohibited. Any such unauthorized contact may result in disqualification of the offeror from this transaction.

My signature below certifies that:

- I agree to abide by all conditions of this Request for Proposal (RFP) and that I am authorized to sign this proposal;
- the accompanying proposal is not the result of, or affected by, any unlawful act of collusion with another person or company engaged in the same line of business or commerce, or any act of fraud punishable under § 18.2-498.1, et. seq. of the *Code of Virginia*. Furthermore, I understand that fraud and unlawful collusion are crimes under the Virginia Governmental Frauds Act, the Virginia Government Bid Rigging Act, the Virginia Antitrust Act, and Federal Law, and can result in fines, prison sentences, and civil damage awards;
- that the accompanying proposal is in compliance with applicable provisions of the State and Local Government Conflict of Interests Act (§ 2.2-3100, et. seq. of the *Code of Virginia*). Specifically, without limitation, no County/School Board employee or a member of the employee's immediate family shall have a proscribed personal interest in a contract; and
- that the accompanying proposal is in accordance with applicable provisions of the Virginia Public Procurement Act, Art. 6 Ethics in Public Contracting (§ 2.2-4367, et. seq. of the *Code of Virginia*), and any other applicable law as set forth therein.

Complete Legal Name of Firm: Volatia Language Network, Inc.

Address: 1327 Grandin Rd. SW
Roanoke, VA 2401

Remit To Address: 1327 Grandin Rd. SW
Roanoke, VA 24015

Signature: Jessica Kent **Email:** bids@volatia.com

Name (type/print): Jessica Kent **Title:** Proposals Manager

Fed ID No.: 45-3200441 **Phone:** (540) 562-8600 **Fax:** (540) 204-7366

Proposal Dated: October 31, 2023

Please refer to Clause 6 of the General Terms and Conditions:

Minority-Owned Business: Yes No **Chesterfield Business:** Yes No
Women-Owned Business: Yes No **Small Business** Yes No
Service Disabled Veteran-Owned Business Yes No

ATTACHMENT A - Virginia State Corporation Commission (SCC) Registration Information

The offeror shall check one of the following. The offeror is:

a corporation or other business entity with the following SCC identification number:
07414352 -OR-

not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust -OR-

an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the offeror in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from offeror's out-of-state location) -OR-

an out-of-state business entity that is including with this proposal an opinion of legal counsel which accurately and completely discloses the undersigned offeror's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the *Code of Virginia*.

****NOTE**** >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for proposals. No award shall be issued to an offeror who fails to provide the required information unless a waiver of these requests is granted by the chief executive of the local governing body (the County reserves the right to determine in its sole discretion whether to allow such waivers):



**Chesterfield County, Virginia
Procurement Department**

9901 Lori Road, Room 303 – P.O. Box 51 – Chesterfield, VA 23832-0001
Phone: (804) 748-1617 – Fax: (804) 717-6378 – Internet: www.chesterfield.gov

September 22, 2023

ADDENDUM #1

Request for Proposal #ADMN24000076

Subject: Translation Services, Interpretation Management Systems and Related Products

This Addendum supplements, modifies, deletes from, or adds to the original Request for Proposal noted above and all of the requirements of the addendum are herein made a part of the RFP and any resulting contract documents. Please sign and return this addendum to the Procurement Department, 9901 Lori Road, Room 303, P. O. Box 51, Chesterfield, VA 23832-0001. **Proposals, changes to a response, or addenda shall not be accepted via fax machine or by internet e-mail.**

This Addendum consists of 1 page.

Please make the following changes/clarifications/additions:

A pre-proposal meeting will be held on **September 29, 2023, at 2:30 P.M EST**. The meeting will be held via Microsoft Teams at this [link](#). Attendance at this pre-proposal conference is not mandatory, but all who are interested in this RFP are welcome to attend.

My signature below acknowledges receipt of this Addendum and certifies that my proposal submission includes all information, modifications, additions or deletions pertaining to the Addendum and the RFP.

COMPLETE LEGAL NAME OF OFFEROR: Volatia Language Network, Inc.

SIGNATURE: *Jessica Kunt*

DATE: October 31, 2023

Prepared by:
Vin Kamatchi, MPA, NIGP-CPP, CPPB, VCO
Procurement Manager



**Chesterfield County, Virginia
Procurement Department**

9901 Lori Road, Room 303 – P.O. Box 51 – Chesterfield, VA 23832-0001
Phone: (804) 748-1617 – Fax: (804) 717-6378 – Internet: www.chesterfield.gov

October 10, 2023

ADDENDUM #2

**Request for Proposal # ADMN24000076
Translation Services, Interpretation Management Systems and Related Products**

This Addendum supplements, modifies, deletes from, or adds to the original Request for Proposal noted above and all of the requirements of the addendum are herein made a part of the RFP and any resulting contract documents. Please sign and return this addendum to the Procurement Department, 9901 Lori Road, Room 303, P. O. Box 51, Chesterfield, VA 23832-0001. **Proposals, changes to a response, or addenda shall not be accepted via fax machine or by internet e-mail.**

This Addendum consists of 4 pages.

Please make the following changes/clarifications/additions:

The due date for Proposals has changed. Proposals are now due by Thursday, November 2, 2023, 4:00 P.M. EST. The delivery location has not changed.

Q: Is NIST and/or SOC certification a requirement?

A: Yes.

Q: Can we use a customized pricing schedule, detailing rates for each language and service, taking into account that some languages are more affordable than others?

A: Offerors may propose an alternate pricing schedule, however, Offerors should complete the pricing schedule as provided in the RFP as well for scoring purposes.

Q: Is it mandatory for the system to comply with ISO 24019|:2020 standards?

A: Per Section III – Scope of Work/Specifications, the system should be compliant with all standards of ISO 24019|:2020.

Q: Will you share a list of all vendors participating?

A: The GOVMVMT registration list is available to all awarded suppliers through a secure login database. Currently there are over 1000 registered agencies nationwide and growing daily.

Q: If we have exceptions to the RFP content, terms and conditions, GovMVMT agreement etc. Should we provide an exception letter at the time of submission or would we address this during contract negotiations?

A: Offerors should note all exceptions to the RFP documents at the time of submission.

Q: From the RFP: System must allow connection with standard business intelligence and reporting tools such as Microsoft Power BI or SQL Server Reporting Services. This can be done with the API but it is not out of the BOX and will require custom integration. Is this acceptable?

A: Yes.

Q: Is it a requirement that this solution run on Chesterfield's infrastructure?

A: No, however, please provide all relevant detail in your proposal on service delivery.

Q: From the RFP: "Please describe the system's security controls to define users authorized to perform the following" Are they referring to users who will have access to the system or Offeror Employees?

A: Offeror Employees.

Q: Are there any specific requirements regarding the location/base of the interpreters, can offshore interpreters be used?

A: Yes, if they have the required training to interpret (certificate) and excellent knowledge of target and source language – both spoken and written.

Q: Will a translation memory database (TM), glossary, style guide or previously translated materials be supplied to the chosen vendor(s)?

A: If County departments have them, they will be provided.

Q: How are your current translation processes managed, and what challenges have you faced with them?

A: CCPS sends translations to an outside agency by uploading documents onto their platform. Sometimes translations are delayed when it is an uncommon language. Other County departments manage their translation processes individually but at this time have not expressed challenges.

Q: How do you evaluate translations and any impact on member satisfaction, engagement, and compliance?

A: We currently utilize broad services satisfaction measures, but do not specifically call out language needs and satisfaction.

Q: Is there a local preference clause for business in Virginia?

A: No.

Q: Are there any Small Business or Minority Business Enterprise preference clause? If yes, does the SBE or MBE have to hold a certification from the State?

A: No.

Q: Is there an incumbent for this contract?

A: No.

Q: Can we participate in only one service (e.g. written translation only)? Is there a preference to contract with a vendor that provides all services? In case the preference is for vendors that can provide all services, are there services that weigh higher in the vendor selection evaluation (e.g. primary service is on-site interpreting, second written translation, etc...)?

A: Offerors may propose solutions for any or all services they are able to provide. The County will review all proposals and score according to the evaluation criteria established in the RFP.

Q: Can you provide the breakdown for spending per service (e.g. written translation, on-site interpreting, remote interpreting, etc.)

A: This information is not available at this time.

Q: Given the complexity of the SOW, developing a hard copy of proposed solutions would be time-intensive and cost-prohibitive. Would the government be amenable to electronic submission?

A: Please follow the proposal submission instructions as laid out in the RFP. One hard copy is required along with digital copies.

Q: How sensitive is the data, and does it require any specific data protection measures?

A: Information on data sensitivity and protection measures are included in the RFP, in the General Terms and Conditions and the Special Terms and Conditions.

Q: Can you please elaborate on your membership base, including the total number of members and how they are distributed across the United States? The listing at the end of the RFP appears to show that the vast majority of all GovMVMT members are located in Oregon with smaller numbers in Louisiana, Utah, and Hawaii.

A: The GOVMVMT program is available to all public agencies nationwide. Cities, Counties, K12 school districts(public/private), Higher Education Institutions (public/private), non-profits ect. As indicated in a similar question above, registrations or (members) are added daily in all states. Currently there are over 1000 registered agencies. Registration is a free process.

Pursuant to certain state statutes, especially with Oregon, Louisiana, Utah and Hawaii, agencies need to be referenced in the RFP to be eligible to use the program. The GOVMVMT program also advertised in over 24 state publications nationwide to satisfy state procurement advertisement requirements. A proof of advertisement will be provided by the lead agency upon award. The actual language from the RFP is below for reference.

Pursuant to certain state notice provisions, including but not limited to Oregon Revised Statutes Chapter 279A.220, the following public agencies and political subdivisions of the referenced public agencies are eligible to register with GovMVMT and access the Master Agreement made pursuant to this solicitation. Public agencies and political subdivisions are hereby given notice of the foregoing request for proposals for purposes of complying with the procedural requirements of said statutes:

Nationwide:

Rev. 4/20/2011, 10/25/2018

State of Alabama	State of Indiana	State of Nebraska	State of South Carolina
State of Alaska	State of Iowa	State of Nevada	State of South Dakota
State of Arizona	State of Kansas	State of New Hampshire	State of Tennessee
State of Arkansas	State of Kentucky	State of New Jersey	State of Texas
State of California	State of Louisiana	State of New Mexico	State of Utah
State of Colorado	State of Maine	State of New York	State of Vermont
State of Connecticut	State of Maryland	State of North Carolina	State of Virginia
State of Delaware	State of Massachusetts	State of North Dakota	State of Washington
State of Florida	State of Michigan	State of Ohio	State of West Virginia
State of Georgia	State of Minnesota	State of Oklahoma	State of Wisconsin
State of Hawaii	State of Mississippi	State of Oregon	State of Wyoming
State of Idaho	State of Missouri	State of Pennsylvania	District of Columbia
State of Illinois	State of Montana	State of Rhode Island	

Lists of political subdivisions, local governments and tribal governments in the above referenced states/district may be found at <http://www.usa.gov/state-tribal-governments>.

Q: In regards to the NJ-specific forms, may bidders submit after contract award but prior to contract execution?

A: Responding suppliers must provide NJ State Division of Revenue issued Business Registration Certificate as a part of their proposal. This is a nationwide solicitation and suppliers need to be able to do business in the state of NJ. If the supplier has started the process, please indicate proof of that in your response along with a timeline to receive your certificate.

My signature below acknowledges receipt of this Addendum and certifies that my proposal submission includes all information, modifications, additions or deletions pertaining to the Addendum and the RFP.

COMPLETE LEGAL NAME OF OFFEROR: Volatia Language Network, Inc.

SIGNATURE: Jessica Kent

DATE: October 31, 2023

Prepared by:
Vin Kamatchi, MPA, CPPB
Procurement Manager

Executive Summary

Volatia exists because we believe that cultural equality is a human right and that everyone should have equal access to public information, the opportunity to self-express, and the right to be heard.

Focused on the mission critical objectives of the County, we aim to provide a comprehensive experience to ensure meaningful language access for your LEP clients. Community engagement coupled with the replicable and scalable support of our linguist infrastructure will support and anticipate the growth and needs of your organization, and will provide an extraordinary solution to your everyday problems.

At Volatia, our emphasis is placed on hiring the right people to support the needs of the County, and to enhance the functions of our cloud-based technology. Each member of our management team and linguist network are sourced, vetted, and trained to not only meet the intricacies of your organization's pain points, but to allow you the ability to focus on your daily tasks while our professional support exceeds the needs of your LEP population.

Our on-site, over the phone, and video remote interpretation services provide copious benefits to the focal points of the County's requirements. These services are available via scheduled and on-demand access, are supported by a live in-house Volatia representative, enlist the expertise of linguists in your local markets, and support over 280 languages. All interpreters sourced for the assignments of the County will not only meet, but in many circumstances exceed, the established credential requirements.

Volatia's translation services touch every point of mediums and media the County may require. We have the capability and capacity to translate letters, forms, email, complex documentation (online content, technical manuals, etc.), websites, multimedia programs, training materials, ERP Software, and Help systems. All translation projects are supported by credentialed linguists and project managers to present a final product that meets all requirements as established by the County.

Our language services were organized to permit optimum scalability. We respond to your language service needs on-demand and will never require the County to bend in order to fit our service format. Instead, we scale up or down to meet your requirements, as your requirements change. We accomplish this through our proprietary cloud-based scheduling, workflow management, and interpreter management platform, terpX.

All language solutions provided by Volatia are supported by a shared network of over 18,000 linguists with 24/7/365 coverage. Our passion for people allows us to manage every touch point of your organization's language services and solutions, all while driving down costs and providing the most credentialed and professional workforce members to stay ahead of the language hardships that the County faces daily.

The passion, dedication, and commitment of our team to one another, our clients, solutions, and our mission, guarantees our success. Our passion about creating a people-centric culture that encourages our team members and clients to grow, improves productivity and enhances our ability to innovate and respond to the challenges involved in creating cultural equality.

Translation Services
Interpretation Management Systems and Related Products
November 2, 2023



During the contract administration period, the County's Point of Contact (POC) will be:

Jessica Kent, CF.APMP – Proposals Manager
1327 Grandin Rd. SW
Roanoke VA 24015
(p) 540-562-8600
(e) bids@volatia.com

Statement of Work

GENERAL REQUIREMENTS

- Use universally acceptable software compatible with the source documents such as Microsoft Word, Excel, PageMaker, etc.

On page 24 of Volatia's proposal response, we would like to formally introduce to the County our proprietary cloud-based scheduling, workflow management, and interpreter management platform, terpX.

Through terpX, the County service requester will schedule the applicable language service by completing a Work Order form. When choosing Document Translation, the client user will be provided a selectable option to upload all documents requiring translation services.

The electronic transfer through terpX allows Volatia to translate documents (Word, InDesign, Excel, Publisher, PowerPoint, etc.), software, multimedia applications, websites, training materials, and any other information that may be requested by the County.

Additional information regarding the translation process steps Volatia takes to ensure project accuracy can be found on page 56 of our proposal response.

- Furnish telephone and related equipment, including the maintenance of such equipment.

Volatia provides a complete language interpretation equipment package known as the "Rover," which includes the following components:

1. **Mobile Cart:** The mobile cart is a compact, ergonomic unit designed for ease of use and portability. Its features include:
 - Sturdy construction for durability.
 - Mobility for easy positioning in various locations.
 - Integrated cable management for a tidy and organized setup.
 - Secure docking station for the iPad.
 - Client-friendly design for effortless interaction.
2. **iPad with Proprietary Mobile Application:** The iPad comes pre-installed with Volatia's proprietary mobile application, which empowers clients with an array of benefits:
 - Access to language interpreters in over 300 languages, ensuring effective communication in diverse situations.
 - 24/7/365 availability of interpreters, guaranteeing assistance at any time.



- User-friendly interface for intuitive operation.
- Secure and encrypted communication, prioritizing client confidentiality.
- Real-time audio and video capabilities for a seamless interpreter-client connection.
- Built-in interpreter rating system for quality control.

Learn more here: <https://www.volatia.com/store/Volatia-Interpreter-Rover-p351392069>

Volatia offers a tiered leasing model for the equipment necessary to establish an efficient and reliable language access program.

This tiered pricing model is designed to accommodate clients with extensive networks of locations utilizing Volatia equipment. Additionally, we do not charge for installation or shipping, and we provide equipment and labor warranties at no additional cost.

- Utilize interpreters who are United States citizens or legal residents of the United States.

Prior to hire, all linguists must follow a multi-step path to employment. These items range from the initial online application, multiple levels of interviews and language proficiency screenings, to skills assessments, background checks, and drug screenings.

Once selected, our interpreters participate in extensive training and development programs based on their individual level of experience and proficiency. All of our linguists, no matter where they are located, are held to the same demanding Volatia Language Network standards for interpretation and Code of Conduct so clients can be assured that the quality of our interpretation service is superior.

Additionally, our interpreters are required to successfully complete the Centers for Medicare and Medicaid's (CMS) training no matter where they are located. We strictly monitor the completion and pass rate to assure compliance. This training includes Health Insurance Portability and Accountability Act (HIPAA) and Fraud, Waste, and Abuse (FWA). Federal exclusion databases are reviewed monthly and at hire for all staff.

Please note: if the need ever arises, CMS does NOT prohibit sponsors or vendors from utilizing interpreters based outside of the U.S. Therefore, the use of our superior domestic and global interpreter workforce is compliant with CMS requirements.

- Offer, at a minimum, the following languages: Spanish, Chinese (Mandarin and Cantonese), French, Japanese, Korean, Russian, Vietnamese, Armenian, Cambodian, (Khmer), Dari, German, Gujarati, Haitian Creole, Italian, Polish, Portuguese, Tagalog, Thai, Ukrainian, American Sign Language and Arabic. Offeror can include any additional languages and the availability of those languages.

Due to our network structure of over 18,000 linguists, Volatia is able to support high volume work order requests, in over 280 languages (<https://www.volatia.com/languages>), 24/7/365. There are over 7,000 languages on Earth. The dynamic workforce that Volatia employs is flexible to our

workload. We can support core languages on-demand, and more rare languages on a scheduled basis. The below chart highlights all languages that are available over the phone, on-demand.

Acholi	Chavacano (Chabacano)	Grebo	Kham
Adele (Gidire)	Chewa (Nyanja)	Greek	Khana
Afar	Chipewyan	Guarani	Khmer (Cambodian)
Afrikaans	Chuukese (Trukese)	Gujarati	Kikuyu
Akan	Cree	Gulay	Kimiiru
Akateko (Acateco)	Croatian	Haitian Creole	Kinyarwanda
Albanian	Czech	Hakha Chin (Lai)	Kirundi
American Sign Language	Dakota (Dakhota)	Hakka-Taiwan	Kizigua
Amharic	Danish	Hassaniyya	Koho
Anuak	Dari	Hausa	Korean
Apache	Dhivehi (Maldivian)	Hebrew	Kosovan
Arabic	Dinka	Hiligaynon	Kotokoli
Arabic: Egyptian	Dutch	Hindi	Kpelle
Arabic: Moroccan	Dzongkha (Bhutanese)	Hmong	Krahn
Arabic: Sudanese	Edo	Hunanese	Krio
Arabic: Syrian	English	Hungarian	Kunama
Arabic: Yemeni	English: Pidgin	Ibanag	Kurdish
Armenian	Estonian	Ibo	Kurmanji
Assyrian	Ewe	Icelandic	Lakota
Azerbaijani	Falam Chin	Igbo	Lao (Laotian)
Azeri	Fante	Ilocano	Latvian
Bahdini	Farsi	Indonesian	Lingala
Bahnar	Fijian	Inuktitut	Lithuanian
Bajuni	Filipino	Isan	Luganda
Balinese (Bali)	Finnish	Italian	Lou
Bambara	Flemish	Jakartanese	Lusoga
Bantu	French	Jamaican Patois	Luxembourgeois
Bari (Karo)	French: Canadian	Japanese	Maay
Basque	Fujianese	Jarai	Macedonian
Bassa	Fukienese	Javanese	Maimai
Belarusian (Belorussian)	Fula	Jingpho	Malagasy
Bemba (Chibemba)	Fulani	Jinyu	Malay
Benaadir	Fuzhou	Juba Arabic	Malayalam
Bengali	Ga	Jula (Dyula)	Maltese
Berber	Gaddang	K'iché	Mandarin
Bissa (Busansi)	Gaelic	Kaba	Mandingo
Bosnian	Gaelic-Irish	Kamba	Mandinka
Bulgarian	Gaelic-Scottish	Kanjobal	Mara
Burmese	Garre	Kankanaey	Marathi
Cantonese	Gen	Kannada	Marka

Catalan	Georgian	Karen	Marshallese
Cebuano	German	Kashmiri	Masalit
Chaldean	Gheg	Kayah (Karenni)	Matu (Nga La)
Chamorro	Gokana	Kazakh	Mbay
Mien	Plautdietsch	Sicilian	Tooro
Mirpuri	Pohnpeian	Sindhi	Toucouleur
Mixteco	Polish	Sinhalese	Tshiluba
Mizo	Portuguese	Slovak	Turkish
Mnong	Papiamento	Slovenian	Turkmen
Moldovan	Pashto	Soga	Twi (Ashanti)
Mongolian	Patois	Somali	Tzotzil
Montenegrin	Persian	Soninke	Ukrainian
Mortlockese	Portuguese: Brazilian	Sorani	Ulster-Scots
Napoletano	Portuguese: Creole	Spanish	Urdu
Navajo	Pothwari	Sundanese	Uyghur
Neapolitan	Pugliese	Susu	Uzbek
Nepali	Pulaar	Swahili	Vietnamese
Ngambay	Punjabi	Swedish	Visayan
Nigerian Pidgin	Putian	Sylhetti	Welsh
Norwegian	Quichua	Tagalog	Wodaabe
Nuer	Rade	Taiwanese	Wolof
Nupe	Rakhine	Tajik	Wu
Nyoro	Rohingya	Tamil	Wuzhou
Ojibway	Romanian	Tedim Chin	Yiddish
Oromo	Russian	Telugu	Yoruba
Otomi	Samoan	Teochew (Chaochow)	Yunnanese
Pahari	Sango	Thai	Yupik
Palauan	Senthang	Tibetan	Zapoteco
Pampangan	Seraiki	Tigre	Zarma
Papiamento	Servian	Tigrigna (Tigrinya)	Zulu
Pashto	Shanghainese	Toishanese	Zyphe
Patois	Shona	Tonga (Chitonga)	
Persian	Sichuan	Tongan	

Electronic Interpretation

The offeror(s) should provide a cloud-based electronic interpretation management system in order to facilitate the delivery of all modes of interpretation delivery including on-site, over-the-phone, video remote, and simultaneous interpreting. The system must be capable of maintaining data about its staff and contracted interpreters, maintaining schedules and calendars of interpretation assignments, facilitating the proper workflow based on the initial request of the interpretation encounter, and ideally, tracking the assignment to completion and enabling the interpreter to submit an invoice for the completed assignment. The County must be able to utilize their employed and contracted interpreters

for requests but interested in a partner who can supplement with a network of on-demand vendor-provided interpreters to expand access.

TerpX Platform

During development of our terpX platform, we reviewed and identified the best features in existing software systems and combined them with what our clients still needed. What we designed is the most responsive management system on the market. TerpX is a next generation, online platform to support the scheduling, assignment, and documentation of language services. It is designed from the ground up as a mobile friendly web application that can be accessed securely over the internet from any location, and from any device.

Security Features

The terpX platform is proprietary cloud-based software that is hosted through Microsoft Azure, thereby meeting a broad set of international and industry-specific compliance standards, such as ISO 27001, HIPAA, FedRAMP, SOC 1, and SOC 2. More information can be accessed at: <https://azure.microsoft.com/en-us/industries/healthcare/>.

In conjunction with the Azure security standards, Volatia has been working with our software developers to implement a Single Sign-On (SSO) option for our terpX platform. This approach offers several advantages to your organization, including:

- **Streamlined Access:** SSO allows your staff to access the terpX platform with a single set of credentials, reducing the need for multiple logins and simplifying the user experience.
- **Enhanced Security:** SSO can enhance security by ensuring that users have only one password to manage, reducing the risk of password-related security breaches.
- **Time and Cost Savings:** SSO reduces the time and effort required for password management, which can lead to lower support costs and improved productivity.

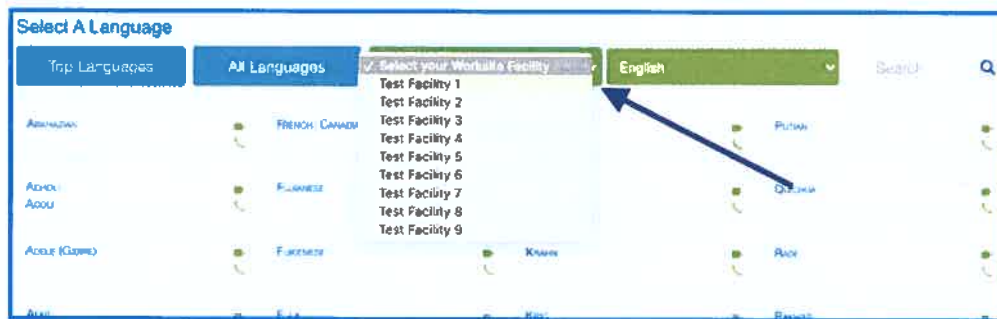
Management Menu Features

On-Demand OPI and VRI – Access to on-demand over the phone and video remote interpretation services has never been easier. Through the use of Volatia’s mobile and web applications, both available for download in the Apple and Google Play stores, all the County has to do is “plug and play”, and they have direct access to language services.

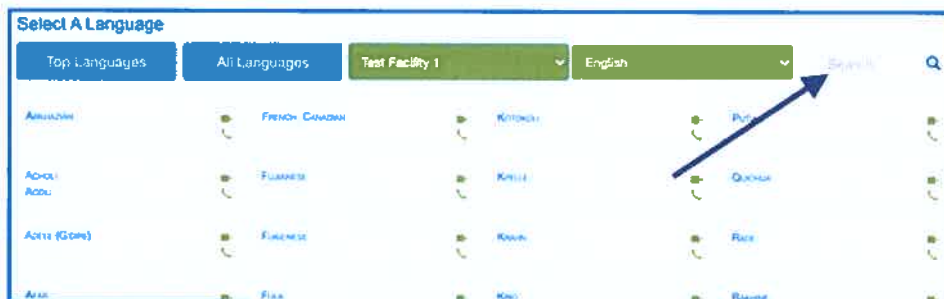
- **Web App** – Accessing terpX through our web-based platform has a six-step user friendly process:
 1. Login by going to <https://ims.volatia.com/Account/Login>.
 2. Select the “On Demand OPI And VRI” tab from the Management Menu.



3. Select the client worksite facility from the dropdown menu.



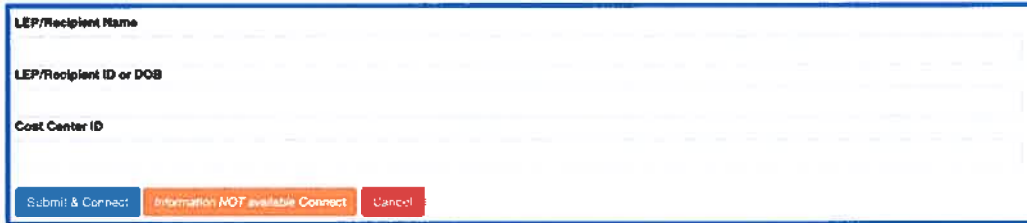
4. Select the desired language by either using the search box in the top right hand corner, or by scrolling through the list of languages.



5. Once you have chosen your desired language, you will be presented with the option to connect via video or phone.



6. Enter the LEP's name, ID or DOB, and Cost Center ID (if applicable). If you do not have this information, you can still proceed by selecting, "Information NOT Available: Connect."



A screenshot of a web form for entering LEP/Recipient information. The form has three input fields: "LEP/Recipient Name", "LEP/Recipient ID or DOB", and "Cost Center ID". Below the fields are three buttons: "Submit & Connect" (blue), "Information NOT available: Connect" (orange), and "Cancel" (red).

- **Mobile App** – When using the terpX mobile platform, the County user follows this simple, four-step process:

1. Login to the Volatia app using the unique username and password that you, the user, have created.



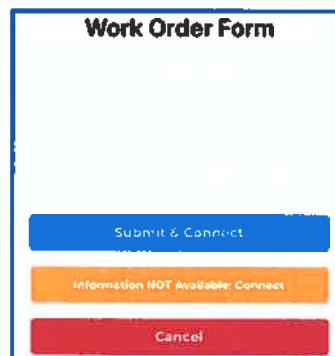
2. Select your worksite facility by clicking the icon in the top right hand corner of the screen and choosing your facility from the dropdown menu.



- From the main menu, select your desired language and connection type.



- Enter the LEP's name, ID or DOB, and Cost Center ID (if applicable). If you do not have this information, you can still proceed by selecting, "Information NOT Available: Connect."



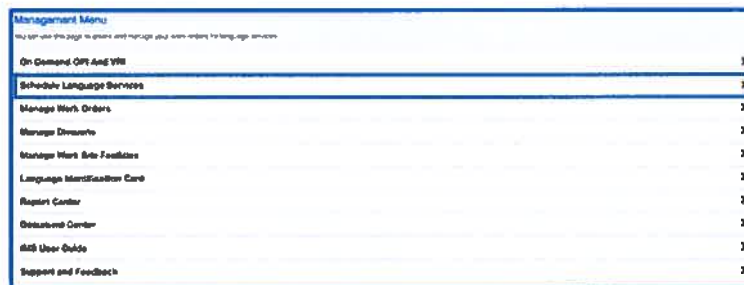
- Toll-Free Access** – In addition to access through our terpX platform, Volatia also provides on-demand over the phone interpretation services (only) through the use of a toll-free number and access code(s). The County will have the ability to assign an unlimited number of access codes to their facilities, departments, and/or individuals who will be utilizing these services. Clients dial the toll-free number, say their desired language, enter their access code, and are connected to an interpreter in 30 seconds or less. A Quick Reference Guide (QRG) with all access codes will be provided to the County that will outline this step-by-step process.



Schedule Language Services – To schedule a linguist for On-Site Interpretation (OSI), Over the Phone Interpretation (OPI), Video Remote Interpretation (VRI), and/or Document Translation, the County may use

any of the three methods listed below.

- **TerpX Platform** - The County user will login to the terpX platform (<https://ims.volatia.com/Account/Login>) and select "Schedule Language Services" from the Management Menu.



This will then prompt the user to complete a work order form, as displayed below.

The 'New Work Order' form includes the following fields and annotations:

- Select Work Site Facility:** A dropdown menu with three options. Annotation: "Select the worksite facility from the dropdown menu".
- Work Site Address:** A text input field.
- Cost Center ID:** A text input field. Annotation: "Enter clients Cost Center ID (if applicable)".
- Department, Suite, Floor, or Room #:** A text input field. Annotation: "Enter specifics of where the interpreter should report to (if applicable)".
- Service Type:** A dropdown menu with three options: Onsite (OSI), Onsite (OSI) Phone (OPH), and Verbo (VR). Annotation: "Select the service type from the dropdown menu".
- LEP/Recipient Name:** A text input field.
- LEP/Recipient ID or DOB:** A text input field. Annotation: "Provide information of the LEP (name, date of birth, ID number, etc)".
- Language To:** A dropdown menu. Annotation: "Select language needed".
- Service Date and Time:** A calendar and time selection interface. Annotation: "Select date and time from the calendar drop down".

The 'Provider' form includes the following fields and annotations:

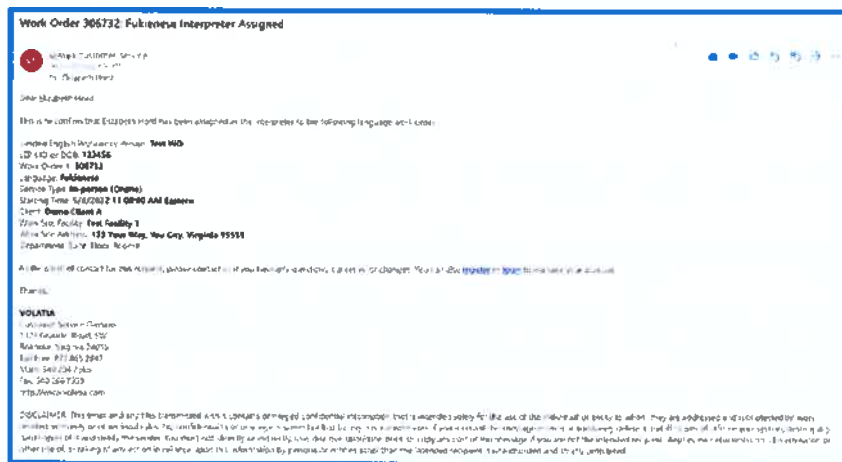
- Provider:** A text input field. Annotation: "Enter the providers information (if applicable)".
- Provider Email:** A text input field.
- Interpreter Preference:** A dropdown menu with three options: None, None Only, and None Only. Annotation: "Choose an interpreter preference (if applicable)".
- Assign To:** A dropdown menu with three options: None, None Only, and None Only. Annotation: "If customer has internal interpreters, they can select to use one of those resources or send request to the network".
- Comments or Special Instructions:** A text input field. Annotation: "Enter any specific client details or special requests".

When choosing "Document Translation" from the "Service Type" dropdown, the County will be provided the selectable option to "Upload Attachments". The client user will then attach all applicable documents requiring translation services and select the preferred translation delivery date and time.

Every work order that is submitted through terpx will receive a confirmation email that includes the applicable assignment details and Volatia's contact information.



Once an interpreter has been assigned to the work order, the County's service requester will receive an "Interpreter Assigned" email with the work order information and name of the interpreter that will be fulfilling the assignment.



- **Email** – The County can also request services by emailing the below template to the Volatia Customer Service Team at customerservice@volatia.com.

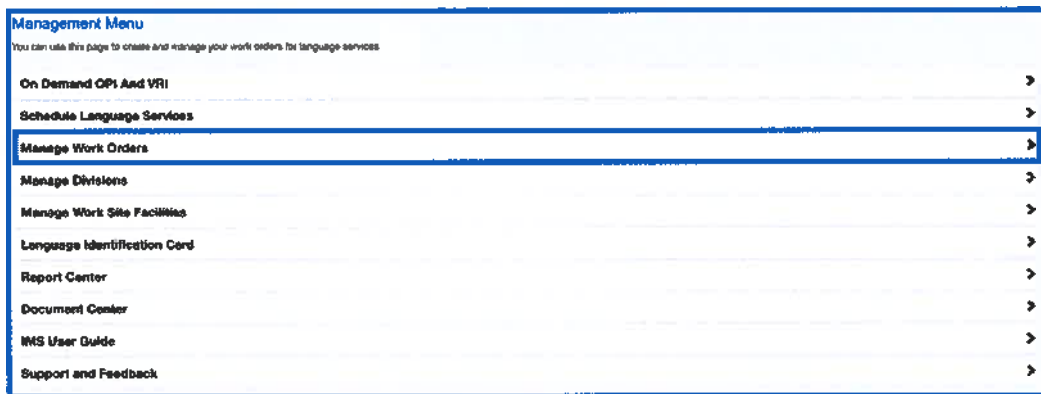
1. Name of Service Requester:
2. Phone & Email Address of Service Requester:
3. Name of Facility:
4. Dept., Suite, Floor, or Room:
5. Service Type (OSI, OPI, VRI, or Document Translation):
6. Name of LEP Individual:
7. LEP DOB or ID #:

8. Date & Time of Service:
9. Language Needed:
10. Expected Duration:
11. Additional Information or Special Instructions:

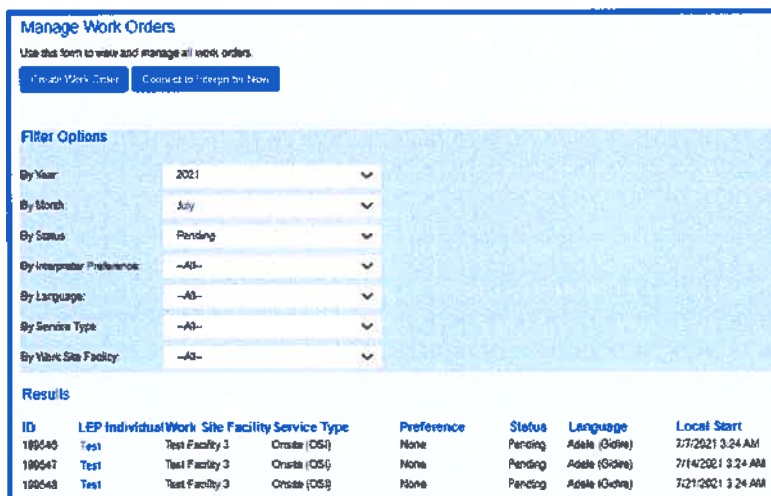
- **Phone** – The County may also contact Volatia Customer Service at 540-562-8600 or toll-free at 877-VOLATIA (865-2842) to request and schedule their language services.

By accessing the following link (<https://www.volatia.com/grg>), the County can review further step by step instructions on how to access and use our services. Please note that these QRGs must be used with the unique account information that was provided to your organization's POC. The POC has the assigned phone number, access code(s), and the registration code for those desiring to create a terpX user profile.

Manage Work Orders – The County can manage all requests for their organization under the “Manage Work Orders” tab.

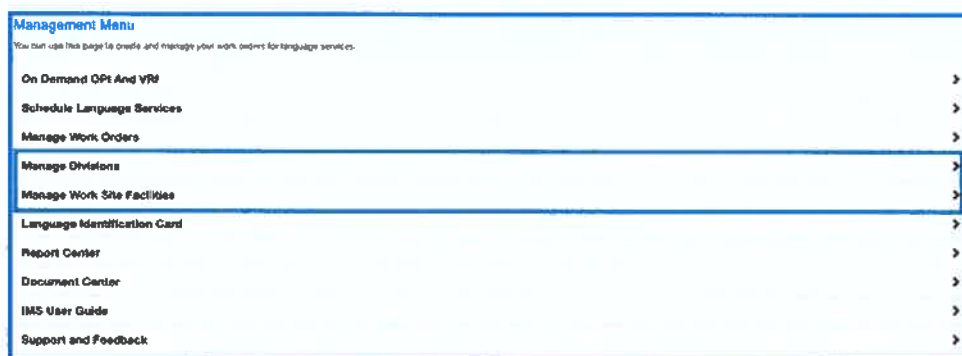


All service requests will appear on the “Manage Work Orders” dashboard. Using the filter options on this page, specific work orders within the organization are viewable.



Details of a particular work order can be reviewed by clicking the hyperlinked LEP name from the “Manage Work Orders” page. Each work order allows you to do the following: unassign the currently scheduled interpreter, edit any information on the work order, add comments, enter rating and feedback, replicate the work order, or set the assignment as recurring.

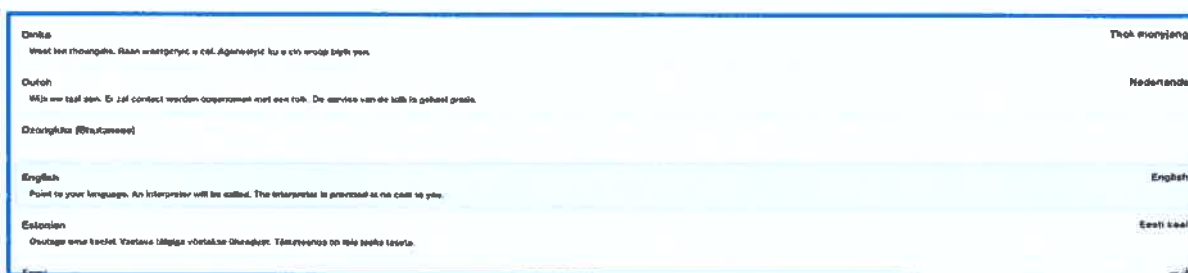
Manage Divisions/Manage Work Site Facilities – The County also has the ability to edit and manage their account information. Additionally, administrators can add divisions and work site facilities in their organization.



Language Identification Card - By selecting the “Language Identification Card” tab from the Management Menu, the County will have access to an electronic language identification card.



Over 100 languages are displayed in an LEP’s native tongue, asking them to “Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.” Physical language ID cards can also be provided upon request.



Report Center – The County will also have access to a Report Center that is specific to your organization’s language usage. If a specific report is not already available, Volatia can customize any report, upon request.



The extensive reporting capabilities of the terpX platform will provide the County the ability to view their language service usage reports in real time.



In the “Rate Summary” tab, terpX displays our contracted rates in a clear and concise manner, displaying the service, units, rates, effective date, minimums, and increments, so the County always has visibility to what they are being billed.

Rate Summary
 The following chart provides a summary of current language service billing rates

Service	Units	Rate	EffectiveDate	Minimum	Increment
Onsite (OSI)	Minutes	\$0.8333	3/1/2019	60	30
Phone (OP)	Minutes	\$1.0000	9/17/2019	1	1
Video (VRI)	Minutes	\$1.0000	3/1/2021	1	1

Through access of the “Billing Summary” tab, the County is able to view all current outstanding balances. There is a tier breakdown with selectable options to view balances that are 0-30, 31-60, 61-90, 91-120, and >120 days past due. There is also an invoice history ledger that shows all past invoices. To view the details for any particular invoice, all the County has to do is click on the bill date.

THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK

Translation Services
Interpretation Management Systems and Related Products
November 2, 2023



Current Outstanding Balance

0-30 Days	31-60 Days	61-90 Days	91-120 Days	120+ Days	Total
1406	1386	624	646	535	4597

Three Years

YTD Date	0-30 Days	31-60 Days	61-90 Days	91-120 Days	120+ Days	Total
4/1/2021	6	1	1,211	1,527	1,016	4,861
4/1/2021	19	23	1,173	1,947	1,101	5,463
4/1/2021	110	26	1,153,94	1,127	1,101	1,371,34
4/1/2021	71	4	96,842	1,133	1,016	98,944
4/1/2021	175	9	27,424	1,140	1,101	29,799
4/1/2021	6	4	1,561,87	1,142	1,101	1,565,34
12/31/20	43	4	14,737	1,143	1,101	17,018
11/1/2023	57	14	2,467	1,143	1,101	5,282
10/1/2023	28	15	17,124	1,143	1,101	19,701
5/1/2023	173	14	1,138,12	1,143	1,101	1,330,52

As detailed in the images below, County reports can be broken down by Language, Division, Facility, and Cost Center. Each report displays the number of requests (Work Orders), recipients (LEPs), facilities, total hours, and the total charge. Each report summary also has the capability of filtering data using the month and year dropdown options.

Language Summary
The following chart provides a statistical summary of language services segmented by language.
The Work Order column shows the number of all unique work orders for that language.
The Recipients column shows the number of all unique recipients for that language.
The Facilities column shows the number of different work site facilities that required services for that language.
The Total Hours column shows the total number of hours devoted to that language.
Click on the column headings to sort the data by that particular column.
Select Calendar Year:
2020
Select Calendar Month:
March

Language	Work Orders	Recipients	Facilities	Total Hours	Total Charge
Spanish	22	3	2	0	\$11.64
Berber (Chamberlain)	16	16	2	33	\$1,060.01
Fapanese	7	2	2	0	\$6.04
Totals:	45	21		33	\$1,080.19

Division Summary
The following chart provides a statistical summary of division services segmented by division.
The Work Order column shows the number of all unique work orders for that division.
The Recipients column shows the number of all unique recipients for that division.
The Facilities column shows the number of different work site facilities that required services for that division.
The Total Hours column shows the total number of hours devoted to that division.
Click on the column headings to sort the data by that particular column.
Select Calendar Year:
All
Select Calendar Month:
All

Division	Work Orders	Recipients	Facilities	Total Hours	Total Charge
Division 1	151	78	6	153	\$7,439.02
Division 2	315	162	3	440	\$16,187.02
Totals:	466	240		623	\$23,626.04

Facility Summary
The following chart provides a statistical summary of facility services segmented by facility.
The Work Order column shows the number of all unique work orders for that facility.
The Recipients column shows the number of all unique recipients for that facility.
The Facilities column shows the number of different work site facilities that required services for that facility.
The Total Hours column shows the total number of hours devoted to that facility.
Click on the column headings to sort the data by that particular column.
Select Calendar Year:
All
Select Calendar Month:
All

Facility	Work Orders	Recipients	Facilities	Total Hours	Total Charge
Facility 1	199	52	6	134	\$4,214.11
Facility 2	53	14	1	11	\$26.12
Facility 3	21	10	1	1	\$40.12
Facility 4	18	4	1	1	\$45.12
Facility 5	26	7	1	1	\$171.12
Facility 6	4	6	1	1	\$36.11
Facility 7	1	1	1	1	\$0.04
Facility 8	21	11	1	111	\$13,113.06
Facility 9	142	111	28	217	\$76,511.11
Totals:	1,243	241		492	\$91,232.91

THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK

Cost Center Summary

The following chart provides a statistical summary of cost center services assigned by cost center. The Work Order column shows the number of all unique work orders for that cost center. The Receipts column shows the number of all unique receipts for that cost center. The Facility column shows the number of different work site facilities that required services for that cost center. The Total Hours column shows the total number of hours devoted to that cost center. Click on the column headings to sort the data by that particular column.

Select Calendar Year:
 2020

Select Calendar Month:
 All

Cost Center	Work Orders	Receipts	Facilities	Total Hours	Total Charge
Unassigned	166	88	5	203	\$7,540.91
1234	1	1	1	0	\$4.56
Not Provided	14	1	2	0	\$19.00
Totals:	181	89		203	67,584.47

Document Center – A custom document center is available if the County chooses to utilize this feature. Here, the County will be able to see any documents that have been uploaded to their account. These may include Service Agreements, BAA, or any QRGs that have been created.

Management Menu

You can use this page to create and manage your work orders for language services.

- On Demand OPI And VRI >
- Schedule Language Services >
- Manage Work Orders >
- Manage Divisions >
- Manage Work Site Facilities >
- Language Identification Card >
- Report Center >
- Document Center >**
- IMS User Guide >
- Support and Feedback >

IMS User Guide – In the “IMS User Guide” tab of the Management Menu, the County can access their custom training modules.

Management Menu

You can use this page to create and manage your work orders for language services.

- On Demand OPI And VRI >
- Schedule Language Services >
- Manage Work Orders >
- Manage Divisions >
- Manage Work Site Facilities >
- Language Identification Card >
- Report Center >
- Document Center >
- IMS User Guide >**
- Support and Feedback >

Support and Feedback – The County will have the ability to submit comments, suggestions, or feedback on the terpx platform’s functionalities and services.

THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK

Management Menu	
You can use this page to create and manage your work orders for language services	
On Demand OPI And VRI	>
Schedule Language Services	>
Manage Work Orders	>
Manage Divisions	>
Manage Work Site Facilities	>
Language Identification Card	>
Report Center	>
Document Center	>
IMS User Guide	>
Support and Feedback	>

Volatia's language services and technology were organized to permit optimum scalability, as we will never require the County to bend in order to fit our service format.

Invoicing

Invoices generated through terpX provide a high level of detail that will simplify your organization's accounting for interpreter services. Pulling from the data collected through the County's Report Center, as described above, not only will your staff's productivity enhance, but also their efficiency.

One major benefit of terpX is that we make it possible to invoice departments directly while tracking all usage in one account. Individual departments or divisions can view reports that are specific to their consumption and track billing for their respective budgets.

Our monthly invoice records include:

- Each scheduled appointment and appropriate contact information and detail
- Actual time vs. minimum billed
- Approved travel, allocated by appointment
- Department or location distribution (client defined)
- In-house interpreter usage, if applicable
- Cancellation detail
- Cost Center ID
- Service Requester
- Interpreter
- Etc.

On the following pages, Volatia has provided the County a snapshot of a sample invoice of what you may expect from our monthly billing statements.

THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK



INVOICE

Billed To:

Demo Client A
Attention: Example Contact
3959 Electric Rd. Suite 230
Roanoke, Virginia
Account #: 1214

Remit To:

VOLATIA
1327 Grandin Rd. SW
Roanoke, VA 24015
(540) 204-7366 | 1-877-VOLATIA
TIN: 45-3200441

Invoice Summary

Invoice #:	1214-2021-3-31	Invoice Date:	4/1/2021
Period Beginning:	3/1/2021	Period Ending:	3/31/2021
Payment Terms in Days:	30	Payment Due Date:	5/1/2021
Total Minutes:	1,224	Total Work Orders:	112
		Current Invoice Amount:	<u>\$1,358.66</u>
		Prior Balance:	<u>\$634.40</u>
		Total Balance Due:	<u>\$1,993.06</u>

Balance Summary

Client	0-30 Days	31-60 Days	61-90 Days	91-120 Days	>120 Days	Total
Demo Client A	\$0.00	\$634.40	\$0.00	\$0.00	\$0.00	\$634.40

Rate Summary

Tier	Item Description	Units	Rate	Effective Date	Minimum	Increment
Standard	LEP Guidance	Minutes	\$1.000000	12/15/2017 12:00:00 AM	6	5
Standard	Mileage Reimbursement	Miles	\$0.535000	1/1/2017 12:00:00 AM	1	1
Group 1	Onsite (OSI)	Minutes	\$1.000000	5/3/2020 12:00:00 AM	120	15
Group 2	Onsite (OSI)	Minutes	\$2.000000	6/1/2020 12:00:00 AM	120	60
Tier 1	Phone (OPI)	Minutes	\$0.244000	5/5/2020 12:00:00 AM	1	1
Tier 2	Phone (OPI)	Minutes	\$0.240000	5/2/2020 12:00:00 AM	1	1
Standard	Simultaneous (Conference Settings)		\$0.084778	4/1/2018 12:00:00 AM	120	15
Standard	Video (VRI)	Minutes	\$1.000000	5/1/2017 12:00:00 AM	0	1

Service Summary

Service	Orders	Minutes	Charge	Mileage	Word Count	Cancellation	Total
Onsite (OSI)	8	1,035	\$1,293.75	\$26.76	\$0.00	\$0.00	\$1,320.51
Phone (OPI)	25	163	\$12.15	\$0.00	\$0.00	\$0.00	\$12.15
Video (VRI)	79	26	\$26.00	\$0.00	\$0.00	\$0.00	\$26.00
	112	1,224	<u>\$1,332.00</u>	<u>\$27.00</u>	<u>\$0.00</u>	<u>\$0.00</u>	<u>\$1,358.66</u>

Work Site Facility Summary

Facility	Address	Orders	Minutes	Amount
Test Facility 1	123 Your Way, You City, Virginia 55555	68	132	\$14.44
Test Facility 2	9814 His Drive, His City, New Hampshire 55555	1	2	\$0.49
Test Facility 3	5491 Her Circle, Her City, Texas 55555	3	16	\$3.91
Test Facility 5	300 E Main Street, Newport, Tennessee 555555	2	6	\$1.46
Test Facility 7	5634 Demo Drive, San Diego, California 91911	2	11	\$2.69
Test Facility 8	1327 Grandin Road Southwest, Roanoke, Virginia 24015	27	1048	\$1,333.51
Test Facility 9	345 My Street, Any City, Maryland 55555	9	9	\$2.16
		112	1,224	\$1,358.66

Language Summary

Language	Orders	Minutes	Total
Arabic	4	3	\$2.24
Farsi	1	1	\$0.24
French	1	1	\$1.00
Fukienese	21	47	\$12.19
Portuguese	3	7	\$7.00
Spanish	72	17	\$15.48
Bemba (Chibemba)	8	1,035	\$1,320.51
Mundani	2	113	\$0.00
Total Languages: 8	112	1,224	\$1,358.66

Invoice Detail

Work Order ID: 186131 Work Site Facility: Test Facility 8 Requested By: Joshua Kasongo Requested Language: Bemba (Chibemba) Service Type: Onsite (OSI) Recipient: Training with Alina Dascaluc Department:	Recipient DOB/ID: Interpreter: Joshua Kasongo Scheduled Start: 3/1/2021 4:05:00 PM Actual Start: 3/1/2021 4:05:00 PM Actual End: 3/1/2021 5:00:00 PM Billable Minutes: 120 Cost Center ID: Unassigned	Service Charge: \$150.00 Mileage Reimbursement: \$0.00 Cancelled By: Not Applicable Cancelled Time: Cancellation Charge: \$0.00 Total Charge: \$150.00
Work Order ID: 187059 Work Site Facility: Test Facility 8 Requested By: Joshua Kasongo Requested Language: Bemba (Chibemba) Service Type: Onsite (OSI) Recipient: Training with Yuliya Durham Department:	Recipient DOB/ID: Interpreter: Joshua Kasongo Scheduled Start: 3/4/2021 2:50:00 PM Actual Start: 3/4/2021 2:50:00 PM Actual End: 3/4/2021 5:00:00 PM Billable Minutes: 135 Cost Center ID: Unassigned	Service Charge: \$168.75 Mileage Reimbursement: \$0.00 Cancelled By: Not Applicable Cancelled Time: Cancellation Charge: \$0.00 Total Charge: \$168.75
Work Order ID: 187591 Work Site Facility: Test Facility 7 Requested By: Test Requested Language: Fukienese Service Type: Phone (OPI) Recipient: Demo Department:	Recipient DOB/ID: 555 Interpreter: Anna Hirshfield Scheduled Start: 3/8/2021 1:28:02 PM Actual Start: 3/8/2021 1:28:02 PM Actual End: 3/8/2021 1:32:29 PM Billable Minutes: 4 Cost Center ID: Unassigned	Service Charge: \$0.98 Mileage Reimbursement: \$0.00 Cancelled By: Not Applicable Cancelled Time: Cancellation Charge: \$0.00 Total Charge: \$0.98
Work Order ID: 187593 Work Site Facility: Test Facility 3 Requested By: anna Requested Language: Fukienese Service Type: Phone (OPI) Recipient: Milo Department:	Recipient DOB/ID: 555 Interpreter: Camila Freitas Kalaitzidakis Scheduled Start: 3/8/2021 1:36:48 PM Actual Start: 3/8/2021 1:36:48 PM Actual End: 3/8/2021 1:40:25 PM Billable Minutes: 4 Cost Center ID: none	Service Charge: \$0.98 Mileage Reimbursement: \$0.00 Cancelled By: Not Applicable Cancelled Time: Cancellation Charge: \$0.00 Total Charge: \$0.98
Work Order ID: 187596	Recipient DOB/ID: 555	Service Charge: \$0.49

Work Site Facility: Test Facility 2 Requested By: anna Requested Language: Fukiense Service Type: Phone (OPI) Recipient: Milo Department:	Interpreter: Camita Freitas Kalaitzidakis Scheduled Start: 3/8/2021 1:48:20 PM Actual Start: 3/8/2021 1:48:20 PM Actual End: 3/8/2021 1:48:39 PM Billable Minutes: 2 Cost Center ID: none	Mileage Reimbursement: \$0.00 Cancelled By: Not Applicable Cancelled Time: Cancellation Charge: \$0.00 Total Charge: \$0.49
Work Order ID: 187939 Work Site Facility: Test Facility 8 Requested By: Joshua Kasongo Requested Language: Bamba (Chibemba) Service Type: Onsite (OSI) Recipient: Training with Shannon Bui Department:	Recipient DOB/ID: Interpreter: Joshua Kasongo Scheduled Start: 3/9/2021 10:55:00 AM Actual Start: 3/9/2021 10:55:00 AM Actual End: 3/9/2021 1:00:00 PM Billable Minutes: 135 Cost Center ID: Unassigned	Service Charge: \$168.75 Mileage Reimbursement: \$0.00 Cancelled By: Not Applicable Cancelled Time: Cancellation Charge: \$0.00 Total Charge: \$168.75
Work Order ID: 188555 Work Site Facility: Test Facility 1 Requested By: Anna Hirshfield Requested Language: Spanish Service Type: Video (VRI) Recipient: Not Provided Department:	Recipient DOB/ID: Not Provided Interpreter: Bravo Contact Center Scheduled Start: 3/11/2021 7:16:00 AM Actual Start: 3/11/2021 7:16:00 AM Actual End: 3/11/2021 7:16:16 AM Billable Minutes: 0 Cost Center ID: Not Provided	Service Charge: \$0.00 Mileage Reimbursement: \$0.00 Cancelled By: Not Applicable Cancelled Time: Cancellation Charge: \$0.00 Total Charge: \$0.00
Work Order ID: 188556 Work Site Facility: Test Facility 1 Requested By: Anna Hirshfield Requested Language: Spanish Service Type: Video (VRI) Recipient: Not Provided Department:	Recipient DOB/ID: Not Provided Interpreter: Bravo Contact Center Scheduled Start: 3/11/2021 7:16:00 AM Actual Start: 3/11/2021 7:16:00 AM Actual End: 3/11/2021 7:16:43 AM Billable Minutes: 0 Cost Center ID: Not Provided	Service Charge: \$0.00 Mileage Reimbursement: \$0.00 Cancelled By: Not Applicable Cancelled Time: Cancellation Charge: \$0.00 Total Charge: \$0.00
Work Order ID: 188559 Work Site Facility: Test Facility 1 Requested By: Jessica McMurray Requested Language: Spanish Service Type: Video (VRI) Recipient: Not Provided Department:	Recipient DOB/ID: Not Provided Interpreter: Bravo Contact Center Scheduled Start: 3/11/2021 7:18:00 AM Actual Start: 3/11/2021 7:18:00 AM Actual End: 3/11/2021 7:18:12 AM Billable Minutes: 0 Cost Center ID: Not Provided	Service Charge: \$0.00 Mileage Reimbursement: \$0.00 Cancelled By: Not Applicable Cancelled Time: Cancellation Charge: \$0.00 Total Charge: \$0.00
Work Order ID: 188560 Work Site Facility: Test Facility 1 Requested By: Jessica McMurray Requested Language: Spanish Service Type: Video (VRI) Recipient: Not Provided Department:	Recipient DOB/ID: Not Provided Interpreter: Bravo Contact Center Scheduled Start: 3/11/2021 7:18:00 AM Actual Start: 3/11/2021 7:18:00 AM Actual End: 3/11/2021 7:18:26 AM Billable Minutes: 0 Cost Center ID: Not Provided	Service Charge: \$0.00 Mileage Reimbursement: \$0.00 Cancelled By: Not Applicable Cancelled Time: Cancellation Charge: \$0.00 Total Charge: \$0.00
Work Order ID: 188561 Work Site Facility: Test Facility 1 Requested By: Jessica McMurray Requested Language: Spanish Service Type: Video (VRI) Recipient: Test Department:	Recipient DOB/ID: Test Interpreter: Bravo Contact Center Scheduled Start: 3/11/2021 7:18:00 AM Actual Start: 3/11/2021 7:18:00 AM Actual End: 3/11/2021 7:18:56 AM Billable Minutes: 0 Cost Center ID: Test	Service Charge: \$0.00 Mileage Reimbursement: \$0.00 Cancelled By: Not Applicable Cancelled Time: Cancellation Charge: \$0.00 Total Charge: \$0.00
Work Order ID: 188562 Work Site Facility: Test Facility 1 Requested By: Jessica McMurray Requested Language: Spanish Service Type: Video (VRI) Recipient: Not Provided Department:	Recipient DOB/ID: Not Provided Interpreter: Bravo Contact Center Scheduled Start: 3/11/2021 7:20:00 AM Actual Start: 3/11/2021 7:20:00 AM Actual End: 3/11/2021 7:20:10 AM Billable Minutes: 0 Cost Center ID: Not Provided	Service Charge: \$0.00 Mileage Reimbursement: \$0.00 Cancelled By: Not Applicable Cancelled Time: Cancellation Charge: \$0.00 Total Charge: \$0.00
Work Order ID: 188563 Work Site Facility: Test Facility 1 Requested By: Jessica McMurray Requested Language: Spanish Service Type: Video (VRI) Recipient: Not Provided Department:	Recipient DOB/ID: Not Provided Interpreter: Bravo Contact Center Scheduled Start: 3/11/2021 7:20:00 AM Actual Start: 3/11/2021 7:20:00 AM Actual End: 3/11/2021 7:20:43 AM Billable Minutes: 0 Cost Center ID: Not Provided	Service Charge: \$0.00 Mileage Reimbursement: \$0.00 Cancelled By: Not Applicable Cancelled Time: Cancellation Charge: \$0.00 Total Charge: \$0.00
Work Order ID: 188564 Work Site Facility: Test Facility 1 Requested By: Jessica McMurray Requested Language: Spanish Service Type: Video (VRI) Recipient: Test Department:	Recipient DOB/ID: Test Interpreter: Bravo Contact Center Scheduled Start: 3/11/2021 7:20:00 AM Actual Start: 3/11/2021 7:20:00 AM Actual End: 3/11/2021 7:20:59 AM Billable Minutes: 0 Cost Center ID: Test	Service Charge: \$0.00 Mileage Reimbursement: \$0.00 Cancelled By: Not Applicable Cancelled Time: Cancellation Charge: \$0.00 Total Charge: \$0.00
Work Order ID: 188565 Work Site Facility: Test Facility 1 Requested By: Jessica McMurray Requested Language: Spanish Service Type: Video (VRI) Recipient: Not Provided Department:	Recipient DOB/ID: Not Provided Interpreter: Bravo Contact Center Scheduled Start: 3/11/2021 7:21:00 AM Actual Start: 3/11/2021 7:21:00 AM Actual End: 3/11/2021 7:21:04 AM Billable Minutes: 0 Cost Center ID: Not Provided	Service Charge: \$0.00 Mileage Reimbursement: \$0.00 Cancelled By: Not Applicable Cancelled Time: Cancellation Charge: \$0.00 Total Charge: \$0.00
Work Order ID: 188567	Recipient DOB/ID: Not Provided	Service Charge: \$0.00

Work Site Facility: Test Facility 1
Requested By: Jessica McMurray
Requested Language: Spanish
Service Type: Video (VRI)
Recipient: Not Provided
Department:

Interpreter: Bravo Contact Center
Scheduled Start: 3/11/2021 7:21:00 AM
Actual Start: 3/11/2021 7:21:00 AM
Actual End: 3/11/2021 7:21:13 AM
Billable Minutes: 0
Cost Center ID: Not Provided

Mileage Reimbursement: \$0.00
Cancelled By: Not Applicable
Cancelled Time:
Cancellation Charge: \$0.00
Total Charge: \$0.00

Work Order ID: 188695
Work Site Facility: Test Facility 1
Requested By:
Requested Language: Farsi
Service Type: Phone (OPI)
Recipient:
Department:

Recipient DOB/ID:
Interpreter: Bravo Contact Center
Scheduled Start: 3/11/2021 11:55:00 AM
Actual Start: 3/11/2021 11:55:00 AM
Actual End: 3/11/2021 11:56:33 AM
Billable Minutes: 1
Cost Center ID: Unassigned

Service Charge: \$0.24
Mileage Reimbursement: \$0.00
Cancelled By: Not Applicable
Cancelled Time:
Cancellation Charge: \$0.00
Total Charge: \$0.24

Work Order ID: 188701
Work Site Facility: Test Facility 1
Requested By: Jessica McMurray
Requested Language: Spanish
Service Type: Video (VRI)
Recipient: Not Provided
Department:

Recipient DOB/ID: Not Provided
Interpreter: Bravo Contact Center
Scheduled Start: 3/11/2021 12:23:00 PM
Actual Start: 3/11/2021 12:23:00 PM
Actual End: 3/11/2021 12:23:05 PM
Billable Minutes: 0
Cost Center ID: Not Provided

Service Charge: \$0.00
Mileage Reimbursement: \$0.00
Cancelled By: Not Applicable
Cancelled Time:
Cancellation Charge: \$0.00
Total Charge: \$0.00

Work Order ID: 188702
Work Site Facility: Test Facility 1
Requested By: Jessica McMurray
Requested Language: Spanish
Service Type: Video (VRI)
Recipient: Not Provided
Department:

Recipient DOB/ID: Not Provided
Interpreter: Bravo Contact Center
Scheduled Start: 3/11/2021 12:23:00 PM
Actual Start: 3/11/2021 12:23:00 PM
Actual End: 3/11/2021 12:23:10 PM
Billable Minutes: 0
Cost Center ID: Not Provided

Service Charge: \$0.00
Mileage Reimbursement: \$0.00
Cancelled By: Not Applicable
Cancelled Time:
Cancellation Charge: \$0.00
Total Charge: \$0.00

Work Order ID: 188704
Work Site Facility: Test Facility 1
Requested By: Anna Hirshfield
Requested Language: Spanish
Service Type: Video (VRI)
Recipient: Not Provided
Department:

Recipient DOB/ID: Not Provided
Interpreter: Bravo Contact Center
Scheduled Start: 3/11/2021 12:23:00 PM
Actual Start: 3/11/2021 12:23:00 PM
Actual End: 3/11/2021 12:23:59 PM
Billable Minutes: 0
Cost Center ID: Not Provided

Service Charge: \$0.00
Mileage Reimbursement: \$0.00
Cancelled By: Not Applicable
Cancelled Time:
Cancellation Charge: \$0.00
Total Charge: \$0.00

Work Order ID: 188705
Work Site Facility: Test Facility 1
Requested By: Mia Magana
Requested Language: Spanish
Service Type: Video (VRI)
Recipient: Not Available
Department:

Recipient DOB/ID: Not Available
Interpreter: Bravo Contact Center
Scheduled Start: 3/11/2021 12:24:00 PM
Actual Start: 3/11/2021 12:24:00 PM
Actual End: 3/11/2021 12:24:28 PM
Billable Minutes: 0
Cost Center ID: Not Available

Service Charge: \$0.00
Mileage Reimbursement: \$0.00
Cancelled By: Not Applicable
Cancelled Time:
Cancellation Charge: \$0.00
Total Charge: \$0.00

Work Order ID: 188706
Work Site Facility: Test Facility 1
Requested By: Mia Magana
Requested Language: Spanish
Service Type: Video (VRI)
Recipient: Not Provided
Department:

Recipient DOB/ID: Not Provided
Interpreter: Bravo Contact Center
Scheduled Start: 3/11/2021 12:24:00 PM
Actual Start: 3/11/2021 12:24:00 PM
Actual End: 3/11/2021 12:24:45 PM
Billable Minutes: 0
Cost Center ID: Not Provided

Service Charge: \$0.00
Mileage Reimbursement: \$0.00
Cancelled By: Not Applicable
Cancelled Time:
Cancellation Charge: \$0.00
Total Charge: \$0.00

Work Order ID: 188708
Work Site Facility: Test Facility 1
Requested By: Mia Magana
Requested Language: Spanish
Service Type: Video (VRI)
Recipient: Not Provided
Department:

Recipient DOB/ID: Not Provided
Interpreter: Bravo Contact Center
Scheduled Start: 3/11/2021 12:26:00 PM
Actual Start: 3/11/2021 12:26:00 PM
Actual End: 3/11/2021 12:26:05 PM
Billable Minutes: 0
Cost Center ID: Not Provided

Service Charge: \$0.00
Mileage Reimbursement: \$0.00
Cancelled By: Not Applicable
Cancelled Time:
Cancellation Charge: \$0.00
Total Charge: \$0.00

Work Order ID: 188690
Work Site Facility: Test Facility 8
Requested By: Joshua Kasongo
Requested Language: Bemba (Chibemba)
Service Type: Onsite (OSI)
Recipient: Training with Samira Kamran
Department:

Recipient DOB/ID:
Interpreter: Joshua Kasongo
Scheduled Start: 3/11/2021 2:50:00 PM
Actual Start: 3/11/2021 2:00:00 PM
Actual End: 3/11/2021 4:00:00 PM
Billable Minutes: 120
Cost Center ID: Unassigned

Service Charge: \$150.00
Mileage Reimbursement: \$0.00
Cancelled By: Not Applicable
Cancelled Time:
Cancellation Charge: \$0.00
Total Charge: \$150.00

Work Order ID: 188807
Work Site Facility: Test Facility 1
Requested By: Anna Hirshfield
Requested Language: Spanish
Service Type: Video (VRI)
Recipient: Not Provided
Department:

Recipient DOB/ID: Not Provided
Interpreter: Bravo Contact Center
Scheduled Start: 3/12/2021 7:12:00 AM
Actual Start: 3/12/2021 7:12:00 AM
Actual End: 3/12/2021 7:13:02 AM
Billable Minutes: 1
Cost Center ID: Not Provided

Service Charge: \$1.00
Mileage Reimbursement: \$0.00
Cancelled By: Not Applicable
Cancelled Time:
Cancellation Charge: \$0.00
Total Charge: \$1.00

Work Order ID: 188812
Work Site Facility: Test Facility 1
Requested By: Anna Hirshfield
Requested Language: Spanish
Service Type: Video (VRI)
Recipient: Not Provided
Department:

Recipient DOB/ID: Not Provided
Interpreter: Bravo Contact Center
Scheduled Start: 3/12/2021 7:20:00 AM
Actual Start: 3/12/2021 7:20:00 AM
Actual End: 3/12/2021 7:20:48 AM
Billable Minutes: 0
Cost Center ID: Not Provided

Service Charge: \$0.00
Mileage Reimbursement: \$0.00
Cancelled By: Not Applicable
Cancelled Time:
Cancellation Charge: \$0.00
Total Charge: \$0.00

Work Order ID: 188805

Recipient DOB/ID:

Service Charge: \$0.24

DESCRIPTION OF SERVICES AND DELIVERABLES

- The system should be a secure, hosted cloud-based, HIPAA-compliant platform.

As previously stated, the terpX platform is a proprietary cloud-based software that is hosted through Microsoft Azure, thereby meeting a broad set of international and industry-specific compliance standards, such as ISO 27001, HIPAA, FedRAMP, SOC 1, and SOC 2. More information can be accessed at: <https://azure.microsoft.com/en-us/industries/healthcare/>.

In our continual efforts to set a precedent standard within the language services community, Volatia has hired a third party body to certify our quality management and information security standards. By point of award, Volatia will be certified with both an ISO 9001 certification and an ISO/IEC 27001 certification. These ISO quality standards will enable us to improve Volatia's customer satisfaction and continue providing our business and clients a competitive edge.

In conjunction with Volatia's pending ISO certifications, we have been working with our software developers to implement a Single Sign-On (SSO) option for our terpX platform. This will aide in streamlining the authentication process for all platform users, adding further security features to the foundation Azure already captures.

Volatia is currently undergoing our annual HIPAA assessment. By point of award, Volatia's HIPAA certification will be renewed, which demonstrates that not only have we passed our HIPAA compliance audit, but our workforce has achieved the level of HIPAA knowledge required to comply with our stringent policies and procedures.

- A consistent/dedicated account manager and full technical support is required.

Upon receiving the award notification, Volatia will appoint a dedicated Client Relationship Manager (CRM) to oversee the contract. The CRM will play a pivotal role in ensuring the successful execution of the contract.

When submitting for support and feedback, the County can:

- Call Volatia toll free at 1-877-VOLATIA(865-2842)
- Email customerservice@volatia.com
- Log into your terpX account and select the "Support and Feedback" tab located at the bottom of your Management Menu

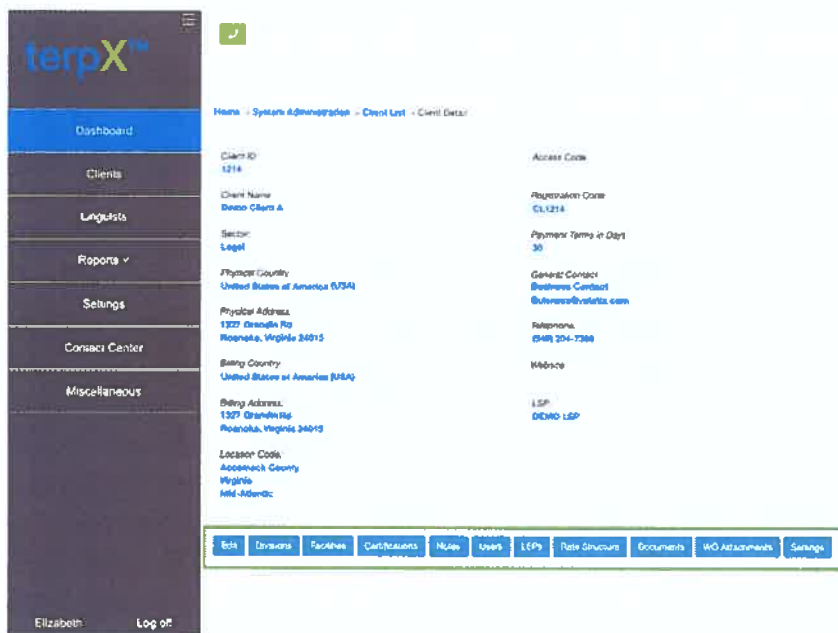
Where ongoing support is needed, or a quality issue has been reported, Volatia will produce a written report of the support provided or the findings of our investigation.

Volatia's services are supported 24/7/365.

- The system should have the capability to store data pertaining to interpreters that are employed and/or contracted with, such as the languages in which each interpreter is authorized to interpret,

the interpreter’s location, the interpreter’s availability, and whether the interpreter is certified or registered to interpret in a given language.

- 1. Customized Client Profile Implementation:** At Volatia, we prioritize our client's unique needs and requirements by meticulously creating settings within our Interpreter Module during the implementation phase. This collaboration between Volatia and the client's implementation team ensures that the system is fine-tuned to meet the specific demands of your organization, setting the stage for a seamless and efficient language access experience.



- 2. Automated & Manual Interpreter Matching:** The brilliance of our system lies in its ability to automatically pair client work orders with the most suitable interpreters based on a comprehensive range of parameters, including language proficiency, location, availability, and certification status. This automated matching guarantees that only the most qualified interpreters are assigned to your work orders, thereby ensuring the highest standards of communication and understanding. Moreover, our manual mode, *terpX*, gives clients the autonomy to override automatic selections while still benefiting from smart recommendations that align with the client's predefined parameters.

Languages *terp* speaks

Use this page to create associations between interpreters and languages.

	User Name	Language	Listening	Speaking	Reading	Writing
Delete Edit	Eli Hord	English				
Delete Edit	Eli Hord	Spanish				
Insert Clear	Eli Hord (adr)	Abkhazian				
Back						

Counties



Use this page to designate which countries and/or cities that you are willing to travel to for client engagements.

<input type="button" value="Delete"/>	County / City / Town	State / Province
<input type="button" value="Delete All"/>	Roanoke, City of	Virginia

Add to Territory

Add By Radius

Radius MI

Search By State/County

Select State

3. Data Storage and Interpreter Profiles: At the heart of our operations is a robust data storage system that meticulously records vital information about each interpreter employed or contracted with Volatia. This includes the languages they are authorized to interpret, their geographical location, availability schedules, and any relevant certifications or registrations. Such comprehensive data storage is instrumental in streamlining the interpreter selection process, as it allows our system to quickly identify and match interpreters that align perfectly with the client's specific needs.



Interpreter Availability/Schedule

terpx.volatia.com says

Overlap Notice:

Elizabeth Hord is currently assigned to 1 work order(s) on
07/07/2023

WO459874: 07/07/2023 05:44 PM - 07/07/2023 05:50 PM

please click OK to accept overlap

Cancel

4. Ensuring Compliance and Quality: Volatia is unwavering in its commitment to uphold the highest standards of quality and compliance. Our interpreters are not just linguistically proficient; they are also certified or registered to interpret in their respective languages. This dual focus on language proficiency and certification ensures that our clients receive nothing but the best when it comes to language access services.

In conclusion, Volatia's Interpreter Module is a testament to our commitment to providing top-notch



language access services that are tailored to meet the unique needs of our clients. Our platform's intelligent design, coupled with our rigorous standards for interpreter qualification and compliance, make us the ideal choice for any organization seeking reliable and effective language access solutions.

Certifications

[Back](#)

Eli Hord

Add New User Certification:

Industry Qualified Medical Interpreter

Issue Date:

Expiration Date:

[Add Certification](#)

Current Certifications

No Certifications for this user

- The system should be able to hold documents, track due dates, and send reminders to administrators, assigned staff, and/or interpreters related to interpreter certification/registration status requirements, and to flag them when they are overdue/not met.

Certification Tracking Reminders

1. **Document Storage and Management** Volatia's platform, terpX, boasts an extensive document holding capacity. This feature is paramount when dealing with vital interpreter certifications and registrations, ensuring all necessary documents are securely stored in one accessible location.
2. **Due Date Tracking and Reminders** Our innovative system meticulously tracks due dates associated with interpreter certifications and registrations. To further enhance this functionality, terpX is designed to automatically dispatch reminders to:
 - **Administrators:** Ensuring they are always in the loop and can take necessary actions when needed.
 - **Assigned Staff:** Keeping them informed and proactive in maintaining compliance.
 - **Interpreters:** Reminding them of upcoming renewal dates or any pending documentation, fostering a sense of responsibility and diligence.
3. **Overdue Flagging and Alerts** In the event that certification or registration requirements are not met by the due date, our platform is engineered to flag such instances promptly. Alerts are then

sent to the relevant parties, ensuring that any non-compliance is immediately addressed, maintaining the integrity and quality of our interpreter pool.

Conclusion At Volatia, we understand the significance of maintaining up-to-date certifications and registrations for our interpreters. Our state-of-the-art platform, terpX, is specifically tailored to simplify and streamline this process. By incorporating features such as document holding, due date tracking, automatic reminders, and overdue flagging, we ensure that compliance is never compromised. This attention to detail and dedication to quality is what sets Volatia apart as a trailblazer in the language access industry.

- The system should enable unlimited administrative users, client users, and interpreter profiles.

Volatia's terpX platform complies with this requirement.

Our clients have an unlimited number of users that can be registered in terpX. There are no limitations on how many users an organization can have and there are no charges for the number of users.

Additionally, Volatia sources over 18,000 linguists. Each of these linguists have profiles stored in terpX that stores information such as the languages in which each interpreter is authorized to interpret, the interpreter's location, the interpreter's availability, and whether the interpreter is certified or registered to interpret in a given language.

- The system should incorporate the ability to deliver on-demand and pre-scheduled over-the-phone and video remote Interpretation services. With tracking and reporting of specific call metrics including requested time, connection time, and duration of call, requestor information, interpreter information, and ideally custom call data metrics defined by administrators of the system.

As detailed, beginning on page 24 of Volatia's proposal response, our terpX platform enables the County with the ability not only to access on-demand and scheduled services, but also on-demand/real-time reporting functions that showcase all touch points of your language services.

Connection Time: Volatia provides the start and end times of all phone and video calls, but does not include the connection time for every call. This information can be provided in a report on a scheduled basis or if requested, can be added in our Report Center for you to access on-demand. If the on-demand preference is desired, Volatia will create this report within 60 days of reviewing this request in writing.

- The location of assignments in the system, with mapping integration built into the system for the location of the assignments, to track the mileage from the interpreter's starting location to each assignment.

Volatia complies with this requirement. Integrated into an intuitive module within the terpX platform, we have mapping integration that confirms localized interpreter availability for assignments. When a work order is submitted by the County, only those credentialed interpreters

who are available for the scheduled services will be alerted. In most cases, interpreters sourced for the County's work orders will be located no more than 100 miles from the service location. This is primarily due to the rarity of the language pairing and the pool of linguists meeting the credential requirements.

All on-site assignments are subject to mileage charges whenever the interpreter travel distance is greater than 25 miles roundtrip. The mileage is calculated from the interpreter's residence to the worksite facility.

- The system needs to be able to facilitate interpretation requests and to send notifications to interpreters that fit the requested language and any other applicable criteria, about upcoming assignments.

Volatia complies with this requirement.

Client Certifications – Volatia's intuitive terpX platform allows our client integration specialists to assign all certifications in which interpreters must hold in order to receive notifications or accept work orders for any of the County's service requests. We guarantee that this featured module will successfully source only those linguists who hold any of the licensure and/or certifications that may be requested.



Interpreter Certifications – To successfully alert credentialed interpreters to the County's work order requests, each interpreter profile allows the addition of their certifications; when the certification was obtained and when it expires. When a work order comes through our terpX assignment queue, only the interpreters who meet the designated requirements will be alerted. There is no limit to the number of certifications our interpreters can hold, and if there is a requested certification that is not a current designation, it can be added to the linguist's profile, after completion of training.



- The system needs to enable interpreters to access information about upcoming interpretation needs, to accept or decline assignments, confirm assignments they have previously accepted, and once an assignment is completed, to enable the interpreter to verify that they have completed the assignment and submit an invoice for work performed.

Interpreter Features:

1. Real-time Access Our system empowers interpreters with instant access to information regarding upcoming interpretation needs. This feature allows them to be well-prepared and informed ahead of

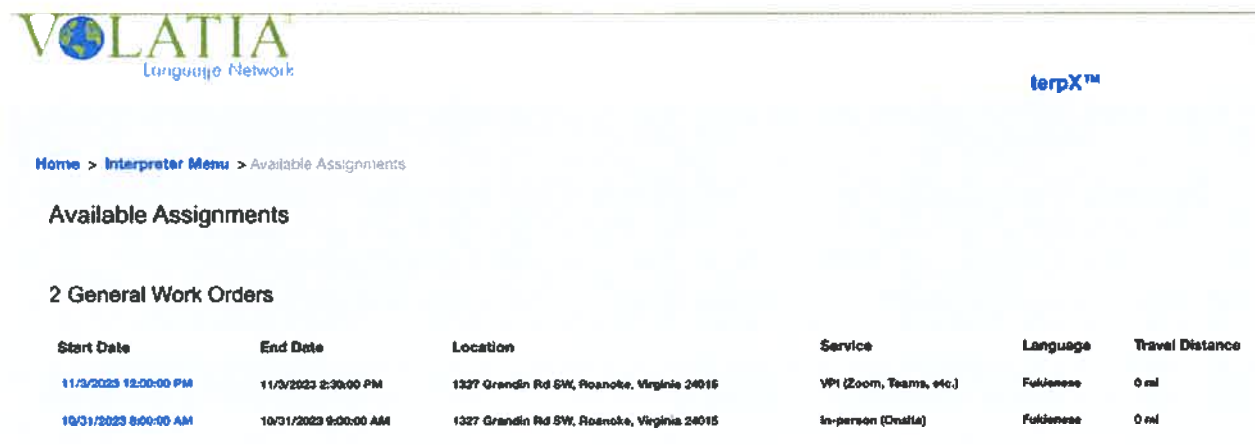
time, ensuring top-notch service delivery.



2. Assignment Interaction Capabilities Interpreters have the autonomy to:

- **Accept or Decline Assignments:** Based on their availability and expertise.
- **Confirm Assignments:** This ensures there's clear communication about their upcoming commitments.
- **Completion Verification:** Once an assignment is accomplished, interpreters can easily verify its completion within the system.
- **Invoice Submission:** Post-assignment, our platform facilitates interpreters to swiftly submit invoices for the work they've executed.

Upcoming Needs of Available Assignments



Text Notifications



Fukienese work order #[459999](#) on 11/3/2023 12:00:00 PM is available at: <https://ims.volatia.com/NetworkInterpreter/AvailableAssignments> . No reply.

Email Notifications

Notice of Available DEMO LSP Language Assignment



DEMO LSP <demo1@volatia.com>



Today at 2:46 PM

To protect your privacy, some external images in this message were not downloaded.

[Download external images](#) [Go to Settings](#)

Dear Interpreter:

A new work order has been created in your language division with the following details:

Work Order #: 459999
Language: Fukienese
Service Type: In-person (Onsite)
Starting Time: 11/3/2023 12:00:00 PM Eastern
Ending Time: 11/3/2023 2:30:00 PM Eastern
Client: Demo Client A
Work Site Facility: Test Facility
Work Site Address: [1327 Grandin Rd SW, Roanoke, Virginia 24015](#)
Department, Suite, Floor, Room#:

If you are interested in this work order, please [login](#) your account as soon as possible to accept the assignment. By reviewing or accepting this work order, you agree to comply with DEMO LSP Interpreter Code of Ethics. If you have any questions or concerns about this work order, please contact us before you accept the assignment.

Thanks,

DEMO LSP
Customer Service Division
125 Demo Drive Suite 4
Buloxi, Delaware 24141
Phone: 5402047366
Email: demo1@volatia.com
www.demolsp.com

Accept/Decline Assignments

THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK



Available Assignment Details

Accept

Parent or Service Provider's Name
 Test LSP

Language
 Portuguese

Apprentice ID or OIG
 11/9/2023 1:56:00 PM

Service
 VPI (Zoom, Teams, etc.)

Start Date
 11/9/2023 1:56:00 PM

End Date
 11/9/2023 2:38 PM

Local Time Zone
 Eastern

Requested By
 Elizabeth Hord

Requester Email
 Elizabeth.Hord@volatia.com

Client
 Demo Client A

Work Site Facility
 Test Facility

Work Site Facility Address
 1327 Grandin Rd SW, Roanoke, Virginia 24015

Department, Suite, Floor, or Room #

Work Site Phone
 (800) 666-0000

Country
 10/29/2023 10:50 PM UTC

Accept

Client Comments

Date Submitted	User	Comment
10/29/2023 4:08:22 PM	Elizabeth Hord	

Confirmation Of Accepted Assignments

DEMO LSP Work Order Assignment

DL DEMO LSP <demo@volatia.com>
 To: Elizabeth Hord

Today at 2:17 PM

To protect your privacy, some external images in this message were not downloaded.

[Download external images](#) [Go to Settings](#)

Dear Elizabeth Hord,

We are pleased to confirm that you have been assigned a work order for language services with the following details:

Language: Portuguese (Brazil)
 Service: VPI (Zoom, Teams, etc.)
 Start Date: 11/9/2023 1:56:00 PM
 End Date: 11/9/2023 2:38 PM
 Client: Demo Client A
 Work Site Facility: Test Facility
 Work Site Facility Address: 1327 Grandin Rd SW, Roanoke, Virginia 24015
 Department, Suite, Floor, or Room #: 1327 Grandin Rd SW, Roanoke, Virginia 24015

WORK ORDER ASSIGNMENT INSTRUCTIONS

- Going to the assignment:**
 - Professional driver only, business travel is required.
 - Arrive at least 15 minutes before the start time.
 - Bring your identification (ID badge and/or a valid, unexpired driver's license).
- During the assignment:**
 - Assignments are subject to change without notice. You will be notified via email if there are any changes to the assignment details.
 - It is the responsibility of the assignee to ensure that all necessary equipment and materials are provided for the assignment.
 - It is the responsibility of the assignee to ensure that all necessary equipment and materials are provided for the assignment.
- After completing the assignment:**
 - Please provide a copy of the assignment details to the client.
 - Please provide a copy of the assignment details to the client.

By accepting this work order, you agree to the terms and conditions of the assignment. If you have any questions about the work order, please contact your manager at (800) 666-0000.

DEMO LSP
 Customer Service Center
 1327 Grandin Rd SW
 Roanoke, VA 24015
 Phone: (800) 666-0000
demo@volatia.com

DISCLAIMER: This email and any files transmitted with it contain confidential information that is intended solely for the use of the individual or entity to whom they are addressed and is protected by applicable laws. If you have received this email in error, please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

Complete Assignment & Send Completion Times



terpX™

Status Update

Job Started:

Job Ended:

Provider:

Mileage:

Travel Time:

Hours:

Minutes:

Continuation:

Yes No

[Update](#) [Cancel](#)

Email sent to client & interpreter with times entered by interpreter



3. Direct Engagement with the Management System Interpreters can directly engage with our user-friendly system. This allows for real-time monitoring as interpreters accept, decline, and provide feedback on work orders. Their input is invaluable, driving continuous improvement.

4. Complete Work Order Visibility Our system grants interpreters an all-encompassing view of their work orders. They can effortlessly track:

- **Completed Work Orders:** For reflection and learning.
- **Scheduled Work Orders:** To prepare and manage their time.
- **Pending Work Orders:** So they can make informed decisions about future assignments.

5. Transparent Payment History Access To champion transparency and maintain mutual trust, interpreters have access to their historical payment data. This feature ensures they have a clear understanding of all their financial transactions, fostering a sense of accountability and clarity. In essence, Volatia's Interpreter Management System is meticulously crafted, keeping interpreters at its core. By offering them an array of tools and resources, we ensure they can deliver their best, all the while maintaining transparency and fostering mutual growth. This intricate blend of technology and human-centric design positions us as the premier choice in the language access industry.

View Completed WO's & Payroll

Home > Interpreter Menu > My Payroll

Elizabeth Hord Payroll

Filter Options
 Select Year: 2023

Pay Period Ending	Work Orders	Actual Minutes	Payable Minutes	Earnings	Mileage	Cancellation	Total
1/15/2023	3	180	0	\$0.00	\$0.00	\$0.00	\$0.00
2/15/2023	3	120	0	\$0.00	\$0.00	\$0.00	\$0.00
3/15/2023	2	120	0	\$0.00	\$0.00	\$0.00	\$0.00
3/31/2023	1	150	0	\$0.00	\$0.00	\$0.00	\$0.00
4/15/2023	5	242	0	\$0.00	\$0.00	\$0.00	\$0.00
4/30/2023	1	60	0	\$0.00	\$0.00	\$0.00	\$0.00
5/15/2023	1	450	0	\$0.00	\$0.00	\$0.00	\$0.00
6/30/2023	2	120	0	\$0.00	\$0.00	\$0.00	\$0.00
8/31/2023	17	14	0	\$0.00	\$0.00	\$0.00	\$0.00
9/30/2023	1	1	0	\$0.00	\$0.00	\$0.00	\$0.00
10/15/2023	5	63	0	\$0.00	\$0.00	\$0.00	\$0.00
10/31/2023	9	1,801	0	\$0.00	\$0.00	\$0.00	\$0.00
	50	3,051	0	\$0.00	\$0.00	\$0.00	\$0.00

Home > Interpreter Menu > My Payroll > My Pay Period Detail

My Payroll Detail

Elizabeth Hord

Details for the Period From 10/16/2023 12:00:00 AM to 10/31/2023 11:59:00 PM

ID	Work Order	Date	Actual Minutes	Payable Minutes	Rate	Earnings	Mileage	Cancellation	Total
45254	187710172821 - Transportation & attendance reimbursement Plan	10/18/2023	114	0	\$0.0000	\$0.00	\$0.00	\$0.00	\$0.00
45265	187710172821 - We can help you in your language	10/18/2023	130	0	\$0.0000	\$0.00	\$0.00	\$0.00	\$0.00
45266	187710172821 - We can help you in your language	10/18/2023	130	0	\$0.0000	\$0.00	\$0.00	\$0.00	\$0.00
45267	187710172821 - We can help you in your language	10/18/2023	130	0	\$0.0000	\$0.00	\$0.00	\$0.00	\$0.00
45268	187710172821 - We can help you in your language	10/18/2023	130	0	\$0.0000	\$0.00	\$0.00	\$0.00	\$0.00
45269	187710172821 - We can help you in your language	10/18/2023	130	0	\$0.0000	\$0.00	\$0.00	\$0.00	\$0.00
45270	187710172821 - We can help you in your language	10/18/2023	130	0	\$0.0000	\$0.00	\$0.00	\$0.00	\$0.00
45271	187710172821 - We can help you in your language	10/18/2023	130	0	\$0.0000	\$0.00	\$0.00	\$0.00	\$0.00
45288	Real LSP	10/31/2023	789	0	\$0.0000	\$0.00	\$0.00	\$0.00	\$0.00
			1,811	0		\$0.00	\$0.00	\$0.00	\$0.00

- The system needs to be able to customize user roles and permissions with an audit trail visible from an activity log.

Volatia complies with this requirement.

- The system ideally, will support invoicing and payroll functions with either export or integration capabilities to the GL/Accounting system.

Volatia complies with this requirement.

TerpX currently creates a monthly invoice with work completed in the entire month that will be sent to the County.

With significant customization and subscriptions to Business Pro accounts, information from terpX could be exported into an accounting system. For example, if the County had an in-house interpreter who did \$100 worth of work, this would be exported into a QuickBooks account and assigned to that interpreter. The same is true with client invoices.

- The system needs to enable an Admin user to cancel an assignment and customize notifications of the canceled assignment.

Volatia complies with this requirement.

As referenced on page 30 of our proposal response, through access of the “Manage Work Orders” dashboard in terpX, details of a particular Work Order can be reviewed by clicking the hyperlinked LEP. Each work order allows you to do the following: unassign the currently scheduled interpreter, edit any information on the work order, add comments, enter rating and feedback, replicate the work order, or set the assignment as recurring.

- Automation and Integration: The system must be able to accommodate sophisticated automations and support the ability to integrate to third-party applications via API.

Volatia complies with this requirement.

- Vendor shall be able to offer at least 250 spoken languages and ASL services, via audio and/or video. Supporting services 24 hours a day, 7 days a week, and 365 days of the year.

Volatia complies with this requirement.

Found on page 22 of our proposal response, Volatia has built network structure of over 18,000 linguists. We are able to support high volume work order requests, in over 280 languages (<https://www.volatia.com/languages>), 24/7/365. There are over 7,000 languages on Earth. The dynamic workforce that Volatia employs is flexible to our workload. We can support core languages on-demand, and more rare languages on a scheduled basis.

With the simple access of our OPI services, the County will have on-demand coverage to all 280+ languages Volatia supports, with connectivity to an interpreter within 30 seconds of an on-demand request, 24/7/635.

Additionally, at Volatia, we equate promptness and timeliness to availability. Not only have we have mastered the art of making our VRI linguists available to the County through the “click of a button” via terpX, but we support 36 VRI languages on-demand 24/7/365, with more added as needed; all other languages are available on a scheduled basis.

- The system should support the ability to provide real-time feedback of call quality and interpretation quality for quality assurance purposes.

Volatia complies with this requirement.

Any comments or concerns with quality should be reported to Volatia as soon as possible. This can be done through the terpX platform, which will alert Volatia immediately, or through contacting our toll-free phone number. Once alerted, the County's Volatia Customer Service Representative will immediately contact the interpreter to find out what issues may have led to the reported inaccuracies. If further training is needed, Volatia will schedule the interpreter for any necessary training that is appropriate. Volatia will then make contact with the County to provide a solution. If it is determined by Volatia or the customer that another interpreter is needed, we will happily accommodate the request. Any invoicing will only occur after the conflict is resolved.

- **Simultaneous Interpretation Requirements (if requested):**

Volatia provides simultaneous interpreting in situations where speech needs to be interpreted for an audience, perhaps during an information session. Due to the fast-pace and exacting nature of this type of interpretation, two interpreters are normally involved for each language, as our benchmark is that each interpreter works in 15-to-30-minute increments.

- The system must be a secure, hosted cloud-based platform that facilitates the delivery of in-person and remote simultaneous interpretation supporting virtual, in-person, and hybrid meetings and events.

The terpX platform is proprietary cloud-based software that is hosted through Microsoft Azure, thereby meeting a broad set of international and industry-specific compliance standards, such as ISO 27001, HIPAA, FedRAMP, SOC 1, and SOC 2. More information can be accessed at: <https://azure.microsoft.com/en-us/industries/healthcare/>.

To schedule a linguist for simultaneous interpretation, for both on-site and video remote interpretation, the County may use any of the three methods beginning on page 24 of Volatia's proposal response.

Volatia supports simultaneous VRI, 24/7/365. It is important that the type of interpretation session (simultaneous) is identified prior to the scheduled appointment. Not only do we want to assure that the correct interpreters are assigned to your work order requests, but more importantly, there are technical requirements that must be set-up in advance to make it possible for an interpreter to simultaneously interpret via video platform.

- Virtual Platform Interpretation (VPI) – Though Volatia interpreters are available for on-demand VRI services through our terpX platform, we also support VPI through videoconferencing mediums such as Zoom, Microsoft Teams, Google Meets, Cisco WebEx, etc. When using a platform other than terpX, VPI services must be scheduled in advance, as our on-demand queue does not currently integrate with other

videoconferencing modules. Additionally, Volatia staff has extensive knowledge of videoconferencing technology, and will assist with coordinating and facilitating these types of events.

- The system should be compliant with all standards of ISO 24019 | :2020.

As previously stated, the terpX platform is a proprietary cloud-based software that is hosted through Microsoft Azure, thereby meeting a broad set of international and industry-specific compliance standards, such as ISO 27001, HIPAA, FedRAMP, SOC 1, and SOC 2. More information can be accessed at: <https://azure.microsoft.com/en-us/industries/healthcare/>.

In our continual efforts to set a precedent standard within the langue services community, Volatia has hired a third party body to certify our quality management and information security standards. By point of award, Volatia will be certified with both an ISO 9001 certification and an ISO/IEC 27001 certification. These ISO quality standards will enable us to improve Volatia's customer satisfaction and continue providing our business and clients a competitive edge.

In conjunction with Volatia's pending ISO certifications, we have been working with our software developers to implement a Single Sign-On (SSO) option for our terpX platform. This will aide in streamlining the authentication process for all platform users, adding further security features to the foundation Azure already captures.

Volatia is currently undergoing our annual HIPAA assessment. By point of award, Volatia's HIPAA certification will be renewed, which demonstrates that not only have we passed our HIPAA compliance audit, but our workforce has achieved the level of HIPAA knowledge required to comply with our stringent policies and procedures.

- The system should include the ability for users to connect remotely through a device-based live stream feed, as well as through remote interpretation receiver applications or hardware for in-person events.

Volatia: Revolutionizing Multilingual Communications

1. OnDemand Access Elevate your global communication experience with Volatia.

With the Volatia platform, terpX, client users can seamlessly connect remotely through a device-based live stream, ensuring real-time, meaningful engagement with multilingual attendees. Whether it's a spontaneous or planned meeting, we guarantee an uninterrupted audio and video stream experience for everyone involved.

2. Intuitive Session Administration One link. Infinite possibilities.

A session administrator can create links for both live and scheduled sessions. These links can be effortlessly shared via email, enabling remote users to connect without the need for any specific user credentials. As users join, the session administrator is instantly notified and retains the power to grant or deny access, ensuring complete control and security.

3. Dominant Speaker Detection See who's speaking. Engage accordingly.

One of Volatia's standout features is the Dominant Speaker Detection. By highlighting the participant with the loudest audio track, everyone in the room can visually and audibly align with the current speaker, fostering a more interactive and effective communication environment.

4. Endless Customization Tailored experiences. Meeting unique demands.

We recognize that every client is unique, and their needs might be as well. Leveraging the power of technology, we're ready to adapt and evolve. Here are some features that we can enable or further refine:

- **Multi-Party Video Chat:** Engage with multiple participants in a single video session.
- **Screen Sharing:** Enhance presentations by sharing your screen with attendees.
- **Adaptive Bitrate Streaming:** Ensures the best video quality regardless of the user's connection.

5. Commitment to Excellence Your vision. Our mission.

At Volatia, we're driven by our client's satisfaction. If there's a feature or adaptation you need, we're committed to implementing it. And the best part? In most cases, all these customizations come at no additional cost. We believe in delivering the best, and we're ready to prove it every step of the way.

- The system should support other ways to engage and communicate with multi-lingual attendees outside of the audio experience.

Volatia: Revolutionizing Multilingual Communications

6. OnDemand Access Elevate your global communication experience with Volatia.

With the Volatia platform, terpX, client users can seamlessly connect remotely through a device-based live stream, ensuring real-time, meaningful engagement with multilingual attendees. Whether it's a spontaneous or planned meeting, we guarantee an uninterrupted audio and video stream experience for everyone involved.

7. Intuitive Session Administration One link. Infinite possibilities.

A session administrator can create links for both live and scheduled sessions. These links can be effortlessly shared via email, enabling remote users to connect without the need for any specific user credentials. As users join, the session administrator is instantly notified and retains the power to grant or deny access, ensuring complete control and security.

8. Dominant Speaker Detection See who's speaking. Engage accordingly.

One of Volatia's standout features is the Dominant Speaker Detection. By highlighting the participant with the loudest audio track, everyone in the room can visually and audibly align with the current speaker, fostering a more interactive and effective communication environment.

9. Endless Customization Tailored experiences. Meeting unique demands.

1327 Grandin Rd. SW, Roanoke, VA 24015 | bids@volatia.com | 1 877-VOLATIA

We recognize that every client is unique, and their needs might be as well. Leveraging the power of technology, we're ready to adapt and evolve. Here are some features that we can enable or further refine:

- **Multi-Party Video Chat:** Engage with multiple participants in a single video session.
- **Screen Sharing:** Enhance presentations by sharing your screen with attendees.
- **Adaptive Bitrate Streaming:** Ensures the best video quality regardless of the user's connection.

10. Commitment to Excellence Your vision. Our mission.

At Volatia, we're driven by our client's satisfaction. If there's a feature or adaptation you need, we're committed to implementing it. And the best part? In most cases, all these customizations come at no additional cost. We believe in delivering the best, and we're ready to prove it every step of the way.

Interpreter and Translator Requirements

- Screened and tested for proficiency in both written English and the target language(s) with affiliation/accreditation by the American Translators Association (www.atanet.org) or have other credentials or certifications that are comparable to or exceed the standards of the American Translators Association.

Prior to hire, interpreter candidates follow a structured multi-step path to employment. After an online application/interpreter job preview, initial interview, and in-depth interview, Volatia conducts a language proficiency screening. Depending on the candidate's skills, language, and location, one of the following is given:

- a. **The Volatia Entrance Exam:** a three-component test with one component scored electronically and two via a human rater. The three components are written, Memory and Conversion Assessment (MCA), and language proficiency.
- b. **The Language Proficiency Test:** an oral proficiency test scored by a live rater. The candidate is tested both in English and in the target language.
- c. **The Interpreter Potential Exercise:** determines the potential to interpret at the required level. It includes workshops to practice skills and an evaluation.
- d. **The Preparation Class:** a five-day course on interpreter skills and Volatia's strict requirements. After completion, the candidate is tested.

After the screening, candidates must pass the Interpreter Skills Assessment (ISA). The ISA is a six-component rigorous, criterion-referenced test designed to evaluate a candidate's knowledge, skills and interpretation abilities. It is bidirectional – from English into the target language and from the target language into English – and is conducted in consecutive mode, mirroring content, as well as format, from the interpretation scenarios our interpreter's handle. The ISA is evaluated by both an objective and subjective scoring method, with an emphasis on the objective scores. Candidates are required to pass each of the six test components to be eligible for hire.

Each interpreter profile within terpX allows the addition of their certifications; when the

certification was obtained and when it expires. This benefits the County by allowing our client integration specialists to assign all certifications in which interpreters must hold in order to receive notifications or accept work orders for any of the County's service requests. We guarantee that this featured module will successfully source only those linguists who hold any of the licensure and/or certifications that may be requested, such as accreditation by the American Translators Association (ATA).

- Able to write at an appropriate reading level for target audience and are linguistically accurate, culturally appropriate, and technically consistent with the original documents and ensure that a single translator is used to complete each document to ensure continuity and consistency in terminology, syntax, and style.

Adhering to Volatia's translation guidelines, all documents are reviewed for the following:

- a. **Comprehension Level** – Unless otherwise specified, all documents are translated at the lowest comprehension level consistent with the original (source) document.
- b. **Default Dialect** – Unless a specific dialect is selected, all documents are translated so that the material is understandable to the broadest groups and greatest numbers of individuals speaking different dialects, or variants of the target languages, as is reasonably possible.
- c. **Legal Terminology, Medical Terminology, and HIPAA Compliance** – Volatia certifies that our translation division can accurately translate medial/HIPAA compliant and legal terminology, as needed. Our translators have completed 40 to 64 hours of in-house training on financial, legal, and medical terminology, as well as HIPAA compliancy. Translation services are available in all languages supported by Volatia.
- d. **Cultural Sensitivity** – Volatia provides culturally sensitive translations that will not offend the target populations.
- e. **Proofreading & Editing** – Volatia certifies that a second translator will manually proofread all translated documents to assure correct spelling, accuracy, and continuity.

Translators chosen for each project have industry-specific knowledge and are native speakers of the target language(s). Each translator receives, and then submits, one translated segment of text at a time. Many translators work at the same time, on different segments of the document.

Volatia employs a Computer-Assisted Translation (CAT) tool that utilizes Translation Memory (TM) to collect previously translated segments of repetitive content, from previous translated text, to aide in price reduction. TM works at the sentence level. The CAT tool breaks down source documents into component sentences or segments. The segment is the smallest reusable chunk of text. Words are not used for this purpose because different contexts require different translations.

As the translator works, the current segment is compared to those in the TM, and if it has something very similar, the CAT tool will automatically show this to the translator. Identical source segments

are called 100% matches. This means that somebody in the past had already translated that exact segment. There are also 101% and 102% matches, which means that not only the current segment, but also one or both segments before and/or after it are the same as stored in this TM entry. Matches below 100% are called fuzzy matches. These are ranked from 0% to 99%. A 99% match means that the segments differ by at least one character. Matches below 70% are often considered useless and might not show up, depending on the settings.

The project manager can see the progress of the County's translations in real-time and has full visibility into every single sentence that is translated. She/he can comment, ask for changes, download the deliverables at any stage, and can manage all aspects of the translation in real-time.

- Knowledgeable about U.S. domestic culture. Translators utilized from a foreign country are not acceptable unless the potential translator was raised within the U.S. or has spent significant recent time in this country and is directly knowledgeable regarding U.S. domestic culture. Any potential issue regarding this requirement/prohibition for a particular translation request must be brought to the County or Participating Public Agency for resolution.

Volatia complies with this requirement.

We provide culturally sensitive translations that will not offend the target populations.

All translators as part of Volatia's linguist network have undergone the same vetting, training, and continual education courses as our interpreters. Confidence is a major theme surrounding our workforce, and we provide that confidence in every service touch point.

Linguist for Volatia have been vetted and screened to ensure language proficiency and have completed 40 to 64 hours of interpreter training in the following areas:

- Interpreting skills
- The four roles of an interpreter
- Consecutive vs. simultaneous interpretation
- Ethical standards
- Medical terminology
- Legal terminology
- Financial terminology
- Working in collaborative vs. adversarial environments
- Professional handling of proprietary and confidential information, including HIPAA compliance

Volatia interpreters / translators:

- Have extensive experience in working with students, teachers, and other members in educational institutions.
- Have experience in the law enforcement environment.

- Adhere to the National Association of the Deaf (NAD)/ Registry of Interpreters for the Deaf (RID) Code of Professional Conduct.
- Have experience in various healthcare settings, including behavioral and social services.
- Adhere to the code of conduct as set forth by the TEC Unit and endorsed by the National Cued Speech Association.
- Are familiar with the Americans with Disabilities Act (ADA), as amended.

All interpreters must attend regularly offered classes in confidentiality compliance as well as the professional handling of proprietary, confidential and Protected Health Information.

- Interpreters who can act as a bridge, providing the County or Participating Public Agencies with feedback not only on grammatical and linguistic accuracy, but also on cultural appropriateness.

Volatia's interpreters are trained and coached to primarily serve as a conduit interpreter, where they actively listen to the message being said from one language and interpret the same message into the target language. Interpreters will occasionally step out of this role and into one of the other three roles: clarifier, cultural broker, and advocate. Additionally, our interpreters are trained to communicate with the County when there is a need for one of these other three roles.

- Knowledgeable of and compliance with HIPAA related privacy guidelines.

All staff and linguist have been fully trained and must attend regularly offered classes in Family Educational Rights and Privacy Act (FERPA), Protection of Pupil Rights Amendment (PPRA), HIPAA confidentiality compliance, as well as the professional handling of proprietary, confidential, and Protected Health Information. Our training is based on the US Department of Health and Human Services, and the US Department of Education training module, and is part of the compulsory training that all of our linguists and employees must take prior to engaging in the performance of any of our contracts

- Aware of affidavits and statements of truth in reference to the validity of the translation.

Volatia certifies that our translation division can accurately translate a variety of documents, needed.

During the translation Quality Assurance (QA) review, one last check is performed to ensure consistency and accuracy through a separate QA tool and process.

Volatia editors review the translations by comparing the target language to the source language provided. They check grammar, spelling, if the language is appropriate for the audience, and how the translation "flows".

At that time, a separate team of proofreaders closely review the finished product and make any final suggestions on how to improve style and expression. Volatia will always provide the County with the most accurate and affordable translation available.

- Simultaneous Interpretation – should have at minimum two years of experience with simultaneous interpreting and should have at minimum five years of experience with conference based interpreting.

Volatia agrees to comply with this requirement.

When scheduling the interpretation assignment, the County is provided the option to enter any specific client details or special requests. Prior to submitting the Work Order request, the County would provide these details so Volatia’s fulfillment specialists can ensure the correct linguists are paired with the requested services.

Medical Interpreters

- Annual proof of HIPAA-compliance training
- Proof of Medical Terminology (including Behavioral Health and medications) training in addition to the 40-hour basic medical interpreter training
- 3+ years of experience in medical interpreting
- Medically specialized interpreters must also be familiar with and adhere to the appropriate code of ethics and standards of practice for the geographic region where the interpreting session takes place.

Volatia complies with this requirement.

Client Certifications – Volatia’s intuitive terpX platform allows our client integration specialists to assign all certifications in which interpreters must hold in order to receive notifications or accept work orders for any of the County’s service requests. We guarantee that this featured module will successfully source only those linguists who hold any of the licensure and/or certifications that may be requested (HIPAA-compliance training, proof of Medical Terminology, etc.).

Interpreter Certifications – To successfully alert credentialed interpreters to the County’s work order requests, each interpreter profile allows the addition of their certifications; when the certification was obtained and when it expires. When a work order comes through our terpX assignment queue, only the interpreters who meet the designated requirements will be alerted. There is no limit to the number of certifications our interpreters can hold, and if there is a requested certification that is not a current designation, it can be added to the linguist’s profile, after completion of training.

Legal Interpreters

- Proof of Legal Terminology Training
- 3+ years of experience in legal interpretation
- For legal encounters, legally specialized interpreters must also be familiar with and adhere to the legal code of ethics and standards of practice for the United States.

As stated above, Volatia complies with this requirement.

Client Certifications – Volatia’s intuitive terpX platform allows our client integration specialists to assign all certifications in which interpreters must hold in order to receive notifications or accept work orders for any of the County’s service requests. We guarantee that this featured module will successfully source only those linguists who hold any of the licensure and/or certifications that may be requested (HIPAA-compliance training, proof of Medical Terminology, etc.).

Interpreter Certifications – To successfully alert credentialed interpreters to the County’s work order requests, each interpreter profile allows the addition of their certifications; when the certification was obtained and when it expires. When a work order comes through our terpX assignment queue, only the interpreters who meet the designated requirements will be alerted. There is no limit to the number of certifications our interpreters can hold, and if there is a requested certification that is not a current designation, it can be added to the linguist’s profile, after completion of training.

Telephone Services

- Provide telephone equipment with a single, toll-free, nationwide 800-number to access all services and have conference-calling services and capabilities.

As detailed beginning on page 24 of Volatia’s proposal response, OPI services can be accessed through the following methods:

- **Website** – Select “On Demand OPI And VRI” tab from the Management Menu and follow menu prompts.
- **Mobile App** - Select your desired language and connection type by following the menu prompts.
- **Toll-free** - Through the use of a toll-free number and access code(s), the County will have the ability to assign an unlimited number of access codes to their facilities, departments, and/or individuals who will be utilizing these services. Clients dial the toll-free number, say their desired language, enter their access code, and are connected to an interpreter in 30 seconds or less. A QRG with all access codes will be provided to the County that will outline this step-by-step process.

Even with the ability to connect up to 250 participants to a single phone session, Volatia pledges to maintain a 99.5% successful connection rate with 5% or less calls exceeding 120 seconds or terminated without an interpreter in languages supported for OPI. This is in large part due to the abundance of our linguist network, and the reliability of our services.

- **Emergency Interpretation Services:** Provide interpretation services in an emergency such as a natural disaster, during or after regular hours. Emergency situations including but are not limited to the capacity to support an increased volume of calls and provide accurate information to callers from the general public that may call the County or Participating Public Agencies for information. The Offeror must be willing and able to participate in briefing activities related to emergency operations when/if it becomes activated.

Volatia complies with this requirement.

Our CEO, Baraka Kasongo, has a degree in Emergency Management, hence, all processes and procedures have been designed with continuity of operation in mind. The terpX platform is hosted on Microsoft Azure. With datacenters in more regions than any other cloud provider, Azure provides a global reach with local presence. This structure allows Volatia to provide the reduced cost, time, and complexity of operating a global infrastructure while meeting local data residency needs.

In the event of a public health emergency or catastrophic event, Volatia will respond with its Interpreter Response Unit. Upon request, Volatia is prepared to deploy as many interpreters as needed from the appropriate staging location, each equipped with:

- VRI equipment
- Interpreters in the top 5 or more languages based on region affected
- Other equipment such as those needed for simultaneous interpretation
- Broadcast equipment that enables interpreters to broadcast source messages into 14 languages with linking capabilities to as many as needed, upon request. Both digital and FM broadcasting capability is available.

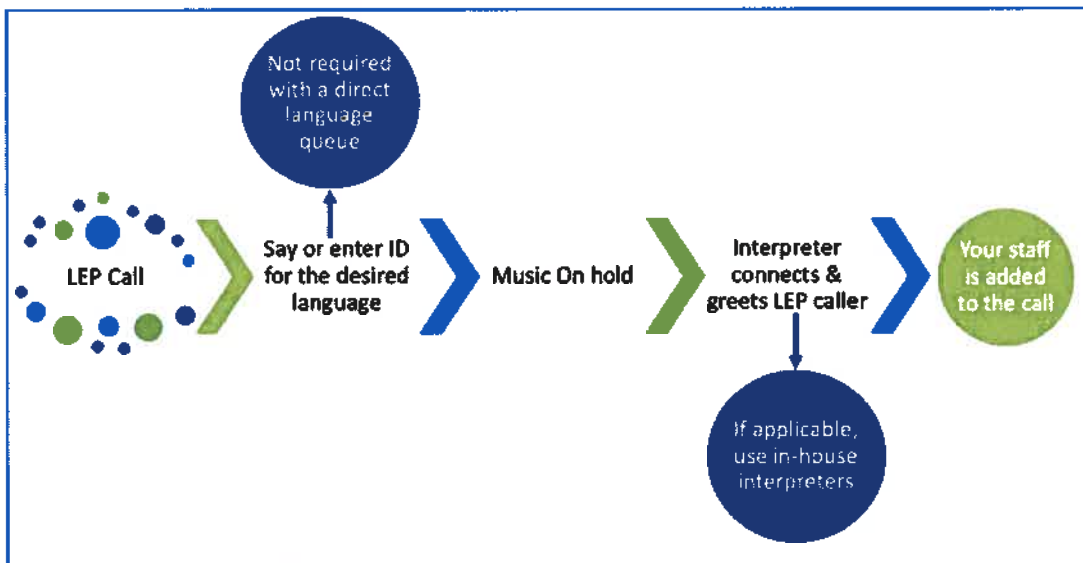
Piggybacking off of the OPI section of our proposal response, we'd like to introduce the County to Volatia's innovative LEP Call-in Line.

LEP Call-In Line

When asked, Baraka Kasongo, founder and CEO of Volatia, will tell you, he is most proud of Volatia's bidirectional call-in line.

To have the most effective and inclusive Language Access Program, access to interpreters must be bidirectional. In many organizations that have a Language Access Program, connection to an interpreter can only be initiated by the organization's staff. This limited process, although better than nothing, results in tentacles of disparities or gaps in service delivery.

Through a partnership with Volatia, the County will have the ability to empower your LEP clients to access your services whenever they want. With a LEP Call-In Line, your clients will be able to connect to an interpreter of his or her native language first, and then connect to your staff. This intuitive approach helps put your LEP families in control, when it matters.



Areas that the County could see improvements in, thanks to the innovation and responsiveness of Volatia's call-in line are:

- Creating confidence between the County and your LEP population by providing them a voice, when it matters the most.
- Connecting LEP clients with the Health Department, Healthy Start Program Staff, the Municipal Courts, District Courts, and other program/government coordinators in real-time.
- Encouraging your LEP population to ask questions and get answers during emergencies related to your County.

For further information on how our LEP Call-In Line can benefit your organization can be found by engaging the following link: <https://www.volatia.com/lep-call-in-line>.

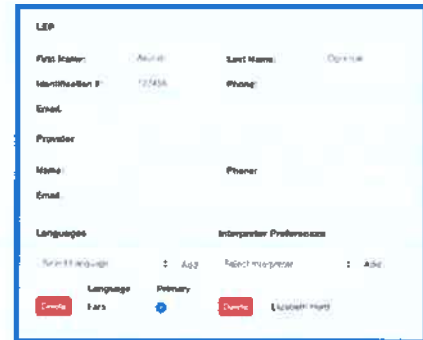
Please note, the LEP Call-In Line is an add-on/supplemental service to over the phone interpretation. The County will be billed OPI rates for calls made using the LEP Call-In Line.

Onsite Services

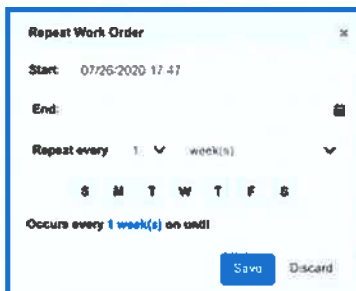
- Provide interpreters in person, on site or otherwise, when required. The requirement for in person interpreters will be scheduled in advance and the Offeror should provide services within forty-eight (48) hours unless otherwise scheduled later.

Volatia has the network capacity and ability to plan for and anticipate the on-site interpretation needs of the County. With nationwide access to over 18,000 linguists 24/7/365, there will never be an instance where a regularly scheduled service or event would commence without a credentialed interpreter present and presentable for the occasion.

One of the many ways we accomplish this task is by enlisting the talents of those credentialed linguists in the local communities of Chesterfield/Chesterfield County. Not only does Volatia's local job creation boost the County's economy and provide localized support for ease of assignment availability, but it also places our professional partnership at the forefront of a more diverse, inclusive, and unified society.



Volatia has integrated an intuitive module within our terpx



platform that confirms localized interpreter availability. When a work order is submitted by the County, only those credentialed interpreters who are available for the scheduled services will be alerted.

In most cases, interpreters sourced for the County's work orders will be located no more than 100 miles from the service location. All interpreters are asked to report to on-site assignments about 15 minutes early to ensure they are at the correct location and have made it through all necessary security requirements. Interpreters have an

electronic badge that they will show to the County contact upon arrival as proof of identity.

As an added bonus, the County can also offer a dedicated on-site interpreter to any client or group of clients. This solution has the greatest benefit when:

- LEPs need access to the same interpreter for all or most of their language needs.
- Familiarization of previous interpreted sessions is required or preferred.
- A bilingual point of contact is needed between your organization and the customer.

This feature ensures that notifications are only sent to the preferred interpreter(s) when a new request for the specific LEP is submitted.

The County also has the option to schedule multiple appointments at one time by using the "Set as Recurring" feature when creating a work order. This can help lock in the continual availability of your dedicated interpreters and help Volatia further anticipate the needs of your LEP clients.

In most cases, work orders in frequently requested languages, such as Spanish, are guaranteed to have an interpreter available, regardless of the time and urgency of the request. If there is a scheduling conflict with an on-site interpreter, a live Volatia Customer Service Team member will work with the County to find an alternative solution, such as using VRI, or rescheduling the appointment. Our goal is to provide the County with the best quality of services, when requested, by any means necessary.

Continuity of service excellence and linguist quality will always be a competitive advantage Volatia brings to the County. Our appreciation of your partnership will continually be met with the high

standards we set for all members of our workforce community.

- If it is anticipated that interpreter services will be needed more than eight (8) hours for a single session, the County or Participating Public Agency and the Offeror will mutually determine if more than one interpreter shall be required.

Most consecutive interpreter assignments will require the use of one interpreter; however, in the event Volatia feels that an assignment would benefit from having two interpreters, we will work with the County to mutually agree upon that increase.

- Be proficient in consecutive interpretation in which the interpreter listens to spoken statements of varying length in one language, and at the conclusion of the statement, translates it orally into another language. The interpreter must be proficient in absorbing the information, mentally retaining it, and accurately transferring it into another language from which it is spoken.

Volatia interpreters are trained and coached to primarily serve as a conduit interpreter, where they actively listen to the message being said from one language and interpret the same message into the target language. Interpreters will occasionally step out of this role and into one of the other three roles: clarifier, cultural broker, and advocate. Additionally, our interpreters are trained to communicate with the District when there is a need for one of these other three roles.

If necessary, during our hiring process, linguists must go through a Language Proficiency Screening. Part of this screening includes a three-component test with one component scored electronically and two via a human rater. The three components are written, Memory and Conversion Assessment (MCA), and language proficiency.

One point that Volatia has continually built our reputation on is the professionalism and experience of our linguist network. The trust and value we place in our linguist qualifications, the training programs we have implemented to keep interpreter certifications relevant, all coupled with our state-of-the-art terpx platform, allows us to keep our costs competitive, with exceptional service.

- When more than one interpreter is available for an assignment, the Offeror shall assign the interpreter closest to the site where services are needed, unless a specific interpreter is requested by the County or Participating Public Agency.

Volatia complies with this requirement.

In most cases, interpreters sourced for the County's work orders will be located no more than 100 miles from the service location, depending on language, availability, and assignment guidelines.

- Expedited onsite interpreter services shall be provided by the Offeror for requests received with less than forty-eight (48) hours' notice.

In most cases, work orders in frequently requested languages, such as Spanish, are guaranteed to have an interpreter available, regardless of the time and urgency of the request. If there is a

scheduling conflict with an on-site interpreter, a live Volatia Customer Service Team member will work with the County to find an alternative solution, such as using VRI, or rescheduling the appointment. Our goal is to provide the County with the best quality of services, when requested, by any means necessary.

- An interpreter should be physically present at the location specified by the County or Participating Public Agency, including locations with security or other special requirements, and shall abide by all such security or special requirements.

Volatia complies with this requirement.

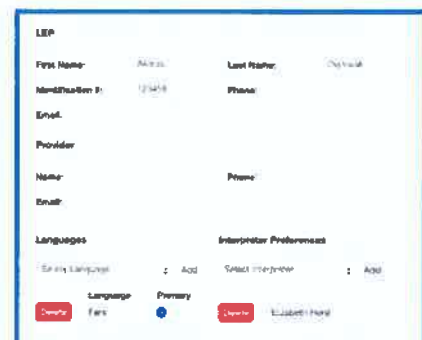
All interpreters are asked to report to on-site assignments about 15 minutes early to ensure they are at the correct location and have made it through all necessary security requirements. Interpreters have an electronic badge that they will show to the County contact upon arrival as proof of identity.

- The County Participating Public Agency should have the ability to request a specific interpreter for a specific language interpretation for onsite service if the request is placed in advance of the actual time it is needed, in the manner detailed in Offeror’s proposal.

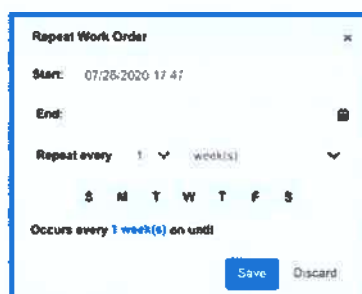
Volatia complies with this requirement.

The County can also offer a dedicated on-site interpreter to any client or group of clients. This solution has the greatest benefit when:

- LEPs need access to the same interpreter for all or most of their language needs.
- Familiarization of previous interpreted sessions is required or preferred.



- A bilingual point of contact is needed between your organization and the customer.



This feature ensures that notifications are only sent to the preferred interpreter(s) when a new request for the specific LEP is submitted.

The County also has the option to schedule multiple appointments at one time by using the “Set as Recurring” feature when creating a work order. This can help lock in the continual availability of your dedicated interpreters and help Volatia further anticipate the needs of your LEP clients.

Written Services

- Provide written document translation services for the languages it offers and provide a listing of any additional languages it offers. The Offeror should provide document translation services from English to source language and/or source language translation to English.

Translation services are available in all languages supported by Volatia.

A listing of these languages can either be found on page 22 of our proposal response, or by engaging the following link: <https://www.volatia.com/languages>.

- Provide review, editing, and proofreading services for previously translated documents.

Volatia complies with this requirement at a reduced rate.

- Manage document translations electronically.

Volatia complies with this requirement.

When submitting a work order request for translation services in terpX, the County will be provided the selectable option to "Upload Attachments". The client user will then attach all applicable documents requiring translation services and select the preferred translation delivery date and time.

- Be capable of receiving source language documents by e-mail, facsimile, or other electronic means (i.e. PDF or flat files, standard word processing languages, etc.), U.S. postal service or courier delivery. The typical delivery is expected to be by e-mail, facsimile, or other electronic means.

Volatia complies with this requirement.

To note, the method in which the source documents are submitted, is how Volatia will return the documents back to the County.

- Completed orders should be returned electronically, preferably by email, to the address specified in the request. If the resulting document is too large to be transmitted via email or in a compressed format, documents will be accepted on a flash drive. Rarely, a printed copy may be requested by mail or overnight courier. Overnight courier charges will be reimbursed by the County or Participating Public Agency only when pre-approved and a result of the request.

Volatia will then return the documents back to the County through the medium used to submit the initial translation request.

- Translators must translate the written word accurately and in the same spirit and style as it appears in the original text. Translators must ensure accuracy of nuances, subject-matter detail and retain fluency. The Offeror should also provide translated materials that meet the following requirements:
 - accurate content
 - correct spelling
 - correct grammar
 - correct language structure (while remaining faithful to English content)
 - appropriate manner for the target audience, taking into consideration:
 - a. reading level
 - b. culturally appropriate terminology & content

- c. clarity of message (easy-to-read)
- d. regional dialect and idiomatic differences

During translation, all documents adhere to the following Volatia processing guidelines:

- a. Comprehension Level – Unless otherwise specified, all documents are translated at the lowest comprehension level consistent with the original (source) document.
 - b. Default Dialect – Unless a specific dialect is selected, all documents are translated so that the material is understandable to the broadest groups and greatest numbers of individuals speaking different dialects, or variants of the target languages, as is reasonably possible.
 - c. Legal Terminology, Medical Terminology, and HIPAA Compliance – Volatia certifies that our translation division can accurately translate medial/HIPAA compliant and legal terminology, as needed. Our translators have completed 40 to 64 hours of in-house training on financial, legal, and medical terminology, as well as HIPAA compliancy.
 - d. Cultural Sensitivity – Volatia provides culturally sensitive translations that will not offend the target populations.
 - e. Proofreading & Editing – Volatia certifies that a second translator will manually proofread all translated documents to assure correct spelling, accuracy, and continuity.
- The translated document(s) should be checked by proficient translators before delivery for quality assurance. Acceptable methods include:
 - review by a proofreader or editor
 - peer review of the draft
 - field-testing of drafts (as appropriate)
 - testing in a sampling of the potential target audience of material in both language and imagery

After document completion, one last check is performed to ensure consistency and accuracy through a separate QA tool and process.

Volatia editors review the translations by comparing the target language to the source language provided. They check grammar, spelling, if the language is appropriate for the audience, and how the translation “flows”.

At that time, a separate team of proofreaders closely review the finished product and make any final suggestions on how to improve style and expression. Volatia will always provide the County with the most accurate and affordable translation available.

- The time frame for completion of routine written translations of source documents requiring twenty (20) or fewer pages of target language translation, the translation should be completed within five (5) business days from the day the County or Participating Public Agency sends the source language

electronically to the Offeror or seven (7) business days from the date Region 4 or Participating Public Agency sends the source language via overnight delivery such as priority U.S. Mail, UPS, FedEx, etc. The time frame for more than 20 pages of target language translation should be one (1) week, plus one (1) additional day for each additional ten (10) pages, or portion thereof, of target language translation.

Volatia's standard translation policy is one (1) business day for every 500 words. This approach guarantees that we are able to maintain our quality commitments with every translation output.

- **Expedited Translation Services:** Provide expedited written translation services when requested by the County or Participating Public Agency. Expedited written document translation shall be continuously available for languages. Expedited written translation documents shall be completed within one (1) day from the day the Participating Public Agency sends the source language electronically or two (2) days from the day the County or Participating Public Agency sends the source language via overnight delivery such as U.S. Mail, UPS, FedEx, etc. to the Offeror for up to ten (10) pages of target language translation. One additional day shall be permitted for each additional 10 pages, or portion thereof, of target language translation. In the event of an emergency "event" (e.g., natural disaster, bioterrorism, or other public safety related emergencies) the Contractor should provide expedited written translation services for press releases within the following timeframes:

Volatia's expedited translation policy is one (1) hour for every 500 words.

Please note that it is not a best practice to rush translation projects that are received on an on-demand basis. With every process, the translation must go through a proofreading phase, and if errors are found, sufficient time must be allowed for editing, followed by a final review of the project. When strict timelines are imposed, these processes are rushed, thereby contributing to lower quality standards.

- Translate up to ten (10) press releases (each up to 1 page in length) per month in Spanish with under three (3) hours of turnaround time; and

Volatia's expedited translation policy is one (1) hour for every 500 words.

Please note that it is not a best practice to rush translation projects that are received on an on-demand basis. With every process, the translation must go through a proofreading phase, and if errors are found, sufficient time must be allowed for editing, followed by a final review of the project. When strict timelines are imposed, these processes are rushed, thereby contributing to lower quality standards.

- Translate up to ten (10) press releases (each up to 1 page in length) per month in other core and non-core languages with under five (5) hours of turnaround time.

Volatia's expedited translation policy is one (1) hour for every 500 words.

Please note that it is not a best practice to rush translation projects that are received on an on-demand basis. With every process, the translation must go through a proofreading phase, and if errors are found, sufficient time must be allowed for editing, followed by a final review of the project. When strict timelines are imposed, these processes are rushed, thereby contributing to lower quality standards.

Video Remote Services

- Provide video remote interpreting Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m. Local Time, upon request by the County or Participating Public Agency for languages within 45 minutes of the time services are requested.

Volatia complies with this requirement.

Through access of our terpX platform, the County has the option to both schedule an assignment and connect with a VRI interpreter on-demand, in emergent and non-emergent situations. All linguists, when logged in to our on-demand queues, are ready and available to take video calls.

Coupled with the local job creation in the communities of Chesterfield County, Volatia also places ample focus on our equal opportunity philosophy. As a company, we do not recognize national holidays, but rather allow our linguists to self-manage their schedules to promote a healthy work-life balance. This not only creates a stronger alliance of linguists who have confidence in Volatia, but it also creates a progressive work environment that allows flexibility and further retention in our network. This scheduling flexibility benefits the County two ways:

1. VRI services through Volatia are available 24/7/365.
2. We are able to support 36 languages on-demand, with more added as needed; all other languages are available on a scheduled basis.

At Volatia, we equate promptness and timeliness to availability. Not only have we mastered the art of making our VRI linguists available to the County through the “click of a button” via terpX, but they are intentional, ready, and anticipating your video connectivity.

- The Video Remote Interpreting system must be compatible with desktop and laptop computers and one 2-megapixel or better camera (built in or clip on) or complementary equipment, as approved by the County or Participating Public Agency. Video Remote Interpreting should be the most cost-effective or logistically reasonable solution for interpretation needs.

Volatia makes it possible for clients to access video services by either downloading our mobile application from either the Apple or Google Play store, or by using our cloud-based web platform.

There is no fee associated with app download or platform access when using Volatia’s language services. We aim to provide our clients with the most comprehensive and cost effective products and services. Our focus is to place value where it is most important, and that is by bridging language barriers and providing meaningful connection between all citizens.

Statement of Qualifications and Capacity

History

Volatia's beginnings can be traced back to the personal experiences of founder and CEO, Baraka Kasongo. Born in Rwanda Africa, Baraka became a refugee at the age of eight and lived in refugee camps for seven years in five different countries. In 2001, Baraka and his family arrived in the United States and began their immigration journey to citizenship.



Within two years, Baraka had learned enough English that local hospitals and government agencies would use him to interpret for others who spoke his native languages, Kinyarwanda and Swahili. Baraka became the point of contact for many organizations. His passion to help people moved him to create a network of volunteers that provided community interpretation and translation services.

This was the impetus for a corporation that has at its foundation the vision to create a world with no language barriers, a world with cultural harmony, and the mission to bridge linguistic and cultural barriers.

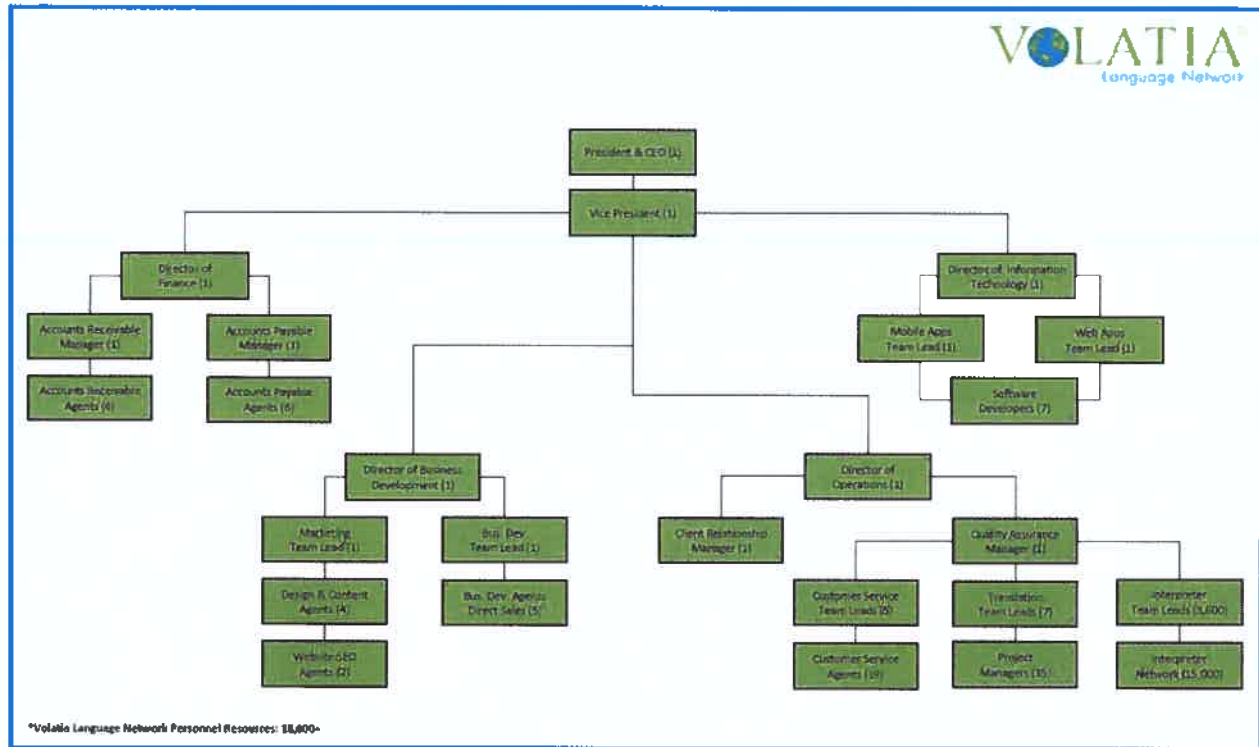
Due to Baraka's experiences, at Volatia, our main focus is to foster an inclusive workplace to unleash the synergy of diversity. We pride ourselves on being an Equal Opportunity Employer that will not discriminate against qualified applicants or employees. Our philosophy is that people should be treated fairly, with dignity; and upon the belief that citizens in a free society have the right to self-determination without fear of discrimination as to personal preference or characteristics beyond their control.

Volatia continues to transform the language industry through its innovative approach to meeting customer requirements while helping them discover the tools and services that fulfill hidden needs to deliver the most value.

Organization

It is no secret that Volatia is a small organization. We operate via a lean staffing model, which simply means there are not many layers of bureaucracy to peel through before reaching the top. Our business model is never to hire more corporate workforce members than necessary. In lieu of that, we automate those processes. Our solution is in the technology of our terpx platform and the robust linguist network that we so confidently stand behind.

THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK



Service Catalog

Reliable language solutions in crucial industries are what establish Volatia as a leading innovator in the language services industry. As an integrated network of linguists and language service providers, we support more than 280 languages that are the driving force behind our interpreter (video remote, over the phone, and on-site), document translation, and audiovisual translation solutions.

In addition to our language services, Volatia also provides educational classes, diversity training, workshops, program courses, coaches, and keynote speeches on topics such as diversity, equity, inclusion, how to work with an interpreter, laws, and regulations (Title VI, Executive Order 13166, ACA Section 1557, etc.).

Through our innovations and strategic partnerships, we are on the cutting edge of delivering cultural equality in a rapidly changing industry. Our clients enjoy a combination of the latest technology, data privacy, and security, plus a network of thousands of professional interpreters, translators, cultural coaches and trainers who are fully tested and trained to ensure reliability, confidentiality, and ease of access. Our services are available throughout the United States of America and in key markets around the world.

Qualifications

As an established and certified small, micro, minority owned business, Volatia is proud to say that as a language service provider, we are able to aptly meet the experience benchmarks of other industry

leaders. In our mission to create a people-centric culture, Volatia has always found that sharing our resources with other companies would not only maintain retention within our linguist networks, but help build each organization up, to support our common goal of inclusivity.

Focusing on our presence in Virginia, Volatia participates in speaking engagements for local Society for Human Resource Management (SHRM) chapters, the VA Language Access Conference hosted by the Virginia Department of Behavioral Health and Developmental Services, and other local conferences. Additionally, our CEO Baraka, is President of the Virginia Interpreters and Translators Association.

In addition to our focal points with industry partnerships and local involvement, Volatia maintains current memberships with the American Translators Association (ATA) and the National Association of Judiciary Interpreters and Translators (NAJIT). These two organizations allow Volatia to set the highest professional standards for our linguists and provide continuing education for their professional growth.



Experience

Eight years after its humble beginnings in 2003, Volatia was restructured into the corporation we know it as today. Our portfolio of language services (interpreter solutions, translation solutions, audiovisual translation services, access plan add-ons, LEP call-in lines, and diversity and inclusion solutions) over the past 20 years have provided continuous improvement to over 10,000 clients with an annual client satisfaction rate of 99%.

Volatia thrives on providing solutions that meet and exceed the needs of our clients. We are driven to provide an exceptional experience for every individual we serve. Entrepreneurs at heart, we strive for perfection and aspire to lead the way in everything we do. With a strong leadership model that is invested in cultural equality, we listen to the needs of our clients and rely on the synergy of our people to develop language and cultural solutions that are second to none.

Organizations of all kinds entrust Volatia to meet, and often times exceed, the expectations of their Language Access Plans. We touch every point of the consumer engagement market through industries such as communications, hospitality, insurance, real estate, retail, transportation, etc. With equal importance, Volatia is grateful to also have a presence in the industries that contribute to and drive the economy. We provide continuous training to our linguistic network that reinforces terminology and ethical codes found in education, government, healthcare, and legal, among many others.

Government Contracts

Volatia's extensive experience in serving government agencies is a testament to our long-standing commitment and expertise in this sector. With a history dating back to 2003, we have successfully provided language and translation services to a wide range of government entities at the local, state, and federal levels. Here's a detailed description of Volatia's experience in working with the government sector based on the information provided:

- **History and Longevity:** Volatia's establishment in 2003 highlights our enduring presence in the government sector. With over two decades of experience, we have witnessed the evolving needs and challenges that government agencies face, allowing us to adapt and provide innovative solutions.
- **Broad Client Base:** Our extensive client base within the government sector spans various agencies, including 911 systems, health departments, Fire-EMS, Police Departments, Social and Human Service Agencies, School Systems, and Court Systems. This diverse portfolio reflects our ability to tailor our services to meet the specific requirements of different government bodies.
- **National Reach:** While Volatia's roots are in Virginia, our reach extends far beyond state borders. We have provided services to clients in all 50 states, showcasing our capability to operate on a national scale. Our nationwide presence demonstrates our commitment to addressing the linguistic and translation needs of government agencies across the entire United States.
- **Active Clientele:** Currently holding active clients in 32 states, Volatia continues to maintain strong and ongoing relationships with government agencies throughout the country. Our ability to retain and expand our client base demonstrates our reliability, quality of service, and the trust that government entities place in us.
- **Adaptability:** Given the wide range of government agencies we've served, we understand the unique demands and regulations associated with each sector. We are well-versed in the strict requirements of public service, ensuring that our language and translation services are compliant with governmental standards and policies.
- **Industry Expertise:** Our extensive experience has allowed us to gain a deep understanding of the intricacies of the government sector. We are familiar with the terminology, procedures, and protocols specific to various agencies, which enables us to provide accurate and effective language services.
- **Innovation:** As a long-standing player in the industry, Volatia has continuously adapted to advancements in language technology and translation services. We are equipped to leverage cutting-edge tools and methodologies to enhance the efficiency and effectiveness of our language services for government clients.

In conclusion, Volatia's history, nationwide presence, and diverse client base within the government

sector underscore our expertise and dedication to providing high-quality language and translation services. Our commitment to delivering tailored solutions and our ability to navigate the complexities of government work make us a reliable partner for government agencies seeking language support.

THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK

Key Individuals

Project Team

In anticipation that Volatia's solutions will far exceed the needs of your Language Access Plan, we are presenting the County with all Volatia team members who will hit every touch point of your language service contract.

- Elizabeth Hord, Director of Operations
- Joshua Kasongo, Client Relationship Manager
- Anna Hirshfield, Customer Service Team Lead
- Nancy Reichard, Customer Service Agent
- Alia Magaña, Customer Service Agent
- Jerome Thomas - ASL Division Manager
- Pricilla Yum - Interpreter Team Lead
- Camilia Freitas Kalaitzidakis - Bilingual Fulfillment Specialist
- Diego Studart - Bilingual Fulfillment Specialist
- Marc Kasongo - Bilingual Fulfillment Specialist
- Mia Magaña, Translation Team Lead
- Kerem Önen, Translation Project Manager
- José Guedes, Translation Project Manager
- Omowali Isidore - Spanish Interpreter & Project Manager
- Bertha Quartey - Spanish Interpreter & Translator
- Sherry Isidore - Spanish Interpreter & Translator

The confidence Volatia carries for our interpreter network creates a lean staffing model within the doors of our corporate headquarters. We are able to place and hire the right men and women to support our daily operational functions, while investing the bulk of our resources into the growing language needs of our clients.

Additionally, our management team and support staff has been specifically trained to respond to the intricacies related to languages, linguists, and cross-cultural awareness found in the language industry. With over 20 years of experience and our proprietary innovations, Volatia has streamlined our processes and procedures to respond to client needs in the most efficient and effective way possible.

The following pages of our response provide the County with the resumes of our key team members and the experience they will bring to the County and your service requests.

THE REMAINDER OF THIS PAGE IS INTENTIONALLY LEFT BLANK

Elizabeth Hord, Director of Operations

Volatia Experience

Elizabeth's passion for the language industry resulted from her experience of being hospitalized while traveling abroad and seeing first-hand the breakdown in service delivery due to language and cultural barriers. Her energy and support is often referred to by all of her peers as the "connecting link" to most successful initiatives throughout the organization. In her role as a Director of Operations, Elizabeth's primary objective is to ensure that every client experience is in line with our mission and fulfills our vision. She thus interacts with every division within *Volatia* with a focus on continual improvements of our services and products.



Client Experience

Elizabeth provides excellent service to large, enterprise-level clients, including:

- Government agencies
- Healthcare contracts
- Virginia Department of Health
- Virginia Judicial System

Training & Certifications

- Leading a Winning Team
- Bridging the Gap for Medical Interpreters
- Customer Service
- Quality Assurance
- HIPAA Compliance

Education

Bachelor of Arts

Psychology, Sociology, concentration in Anthropology
Roanoke College, Roanoke, VA

Joshua Kasongo, Relationship Manager

Work Experience

Relationship Manager

- Day-to-day recruitment and interpreter compliance
- Prepare daily and monthly interpreter reports to ensure 24/7 coverage for all languages
- Manage interpreter recruitment, hiring, and onboarding process
- Manage interpreter compliance team to meet all client compliance requirements
- Coach interpreters through the National Standards of Practice, the Interpreter Code of Ethics, and Volatia Policy
- Weekly communication with related departments to map out recruiting needs
- Report monthly to the Operations Director with progress on goals, direction for department, and department challenges
- Oversee current practices with the objective of developing written guidelines, standardized policies and procedures documents, and keeping them current



Volatia Language Network
2008 to Present

Core Skills / Languages

English
Spanish
French
Lingala
Kinyarwanda

Anna Hirshfield, Customer Service Team Lead

Volatia Experience

Anna is a driven, goal-oriented individual who thrives on new challenges. She is friendly and enjoys serving the needs of others. Anna has an international flavor and loves learning about history and cultures. Her Career with Volatia fulfills her desire to meet global needs while working locally. As a member of the customer service team, Anna serves multiple initiatives that touch every division of the company. Her enthusiastic and reliable nature is felt in every interaction that she has with her colleagues and our clients.



Client Experience

- Bridging the Gap for Medical Interpreters
- Customer Service
- Quality Assurance
- HIPAA Compliance

Education

Bachelor of Arts

English, Minor: Women's & Gender Studies
University of South Carolina, Columbia, SC

Nancy Reichard, Customer Service Agent

Professional Summary

A dependable, enthusiastic individual with 20 plus years of customer service experience, Nancy is a highly personable multitasker capable of answering phone calls, guiding clients and maintaining general office security in accordance with established procedures.

Nancy's core competencies included creative problem-solving skills, organization, computer skills, and ability to teach as well as excellent communication and time management skills.



Client Experience

- Respond to customer requests for projects, services, and company information
- Assist in the fulfillment of work orders
- Answer and dispatch clients to needed language queue via Contact Center
- Follow up with customers regularly regarding services scheduled

Education

Pharmacy Technician

Blue Ridge Community College, Weyers Cave, VA

Alia Magaña, Customer Service Agent

Professional Summary

With exceptional skill sets and knowledge as a freelance interpreter, Alia exemplifies the knowledge to provide service as a message converter, message clarifier, and cultural clarifier in the English <> Spanish working language pair.



Client Experience

- Respond to phone and email inquiries
- Dispatch client calls to correct language queues via Contact Center
- Collaborate with other team members and interpreters to fill pending work orders
- Provide needed support to interpreters and translators
- Interpret on-demand phone and video calls via Contact Center

Education

Core Certification Healthcare Interpreter

Certification Commission for Healthcare Interpreters (CCHI)

Arizona Court Interpreter Tier 1

Arizona Supreme Court

ADVANCED-HIGH Level Oral Proficiency Interview of ACICP American Council on the Teaching of Foreign Languages (ACTFL)

Jerome Thomas, ASL Division Manager

Work Experience

ASL Division Manager

- Provide leadership to the ASL Division of Interpreting
- Recruit/retain ASL Interpreters
- Work with LSPs/Clients needing interpreting services

Volatia Language Network, Inc.
2022 to Present



Coordinator of Deaf and Hard of Hearing Services and Disability Services Specialist

- Served as Coordinator of Deaf and Hard of Hearing Services, providing classroom/testing accommodations
- American Sign Language (ASL) Interpreter
- C-Print Captionist
- Responsible for supervising wage interpreters
- Managed interpreting/vendor budgets
- Website Manager

Radford University
2018 to 2022

Freelance Interpreter
Volatia Language Network
2017 to Present

Medical ASL Interpreter
Carillion Clinic
2016 to 2017

Coordinator of Deaf and Hard of Hearing Services
Radford University
2014 to 2016

Center Director
Sorenson Communications
2008 to 2014

Staff Interpreter / C-Print Captionist
Virginia Polytechnic Institute and State University
2006 to 2009

Educational Interpreter
Montgomery County Public Schools
2000 to 2006

Education

Bachelor of Science
Interdisciplinary Studies, Minor in Peace Studies
Radford University

Associate of Applied Science
American Sign Language – English Interpretation
New River Community College

Career Studies Certificate
Interpreting for the Deaf
New River Community College

Career Studies Certificate
Educational Interpreting
New River Community College

Priscila Yum, Interpreter Team Lead

Work Experience

Human Resource Specialist

- Manage interpreter recruitment, hiring, and onboarding process
- Manage interpreter compliance team to meet all client compliance requirements
- Coach interpreters through the National Standards of Practice, the Interpreter Code of Ethics, and Volatia Policy
- Weekly communication with related departments to map out recruiting needs.
- Report monthly to the Operations Director with progress on goals, direction for department, and department challenges.
- Oversee current practices with the objective of developing written guidelines, standardized policies, and procedures document, and keeping them current.



Remote Portuguese Interpreter

- Service as a medical interpreter for patients and staff by delivering accurate skilled interpretation
- Provide oral and video interpretation for patients during medical appointments maintaining pace with native speakers

Volatia Language Network
2021 to Present

Barista

Starbucks
2021 to 2022

Freelance Interpreter

Specialized Language & Translation
2020

Private Tutor

Sao Paulo, Brazil
2014 to 2015

Education / Professional Course

Occupational Therapy

University of Sao Paulo
2015

Breaking Boundaries in Health Care

Alta Language Services, Inc.

Medical Interpreter Training

40-hours

Core Skills

English, Portuguese and Korean
Accurate and skilled interpretation
Capable for problem solving

Time management
Personnel management

Client compliance requirements

Camila Freitas Kalaitzidakis, Bilingual Fulfillment Specialist

Work Experience

Interpreter & Fulfillment Specialist

- Remote Medical interpreting
- Remote Community interpreting
- Able to break down communication barriers in a wide range of industries such as but not limited to: Healthcare, Government, Financial, Utilities, Travel & Hospitality.

USCIS Documents Portuguese Translating and Interpreting

- Translation of legal immigration forms
- Sight translation for clientele as well as interpreting on site of interviews

Volatia Language Network
2021 to Present

Management & Sales Consultant

Nova Mobile, Inc.
2018 to Present

Sales Representative

Real Wireless, Inc.
2009 to 2014

Education / Professional Courses

Portuguese Community Interpreting Training

Language Connections, LLC
2019

Business Management Program

ULBRA University – Rio Grande do Sul, Brazil
2008 to 2011

HIPAA Certification

2021

English as a Second Language Certificate

Approach International Student Center
2006

Portuguese Medical Interpreting Training

2021

Core Skills

Portuguese, English and Spanish
Professional remote and on-site interpreting
Energetic and organized
Capable for problem solving
Professional medical interpreting

Translation of documents of general subjects
Recruiting
Employee training
Sales Consultant
Store Management



Diego Studart, Bilingual Fulfillment Specialist

A hardworking and reliable linguistic expert focused on going above and beyond to support the team and serve customers and students alike. An experienced Portuguese instructor certified in medical and legal Interpretation.

Work Experience

Interpreter and Fulfillment Specialist

- Provide the highest level of customer service during interpreting sessions.
- Provide cultural input to speakers to help parties who do not speak similar languages communicate with and understand one another.
- Provide accurate and complete interpretation without paraphrasing.
- Flexible and willing to make changes as necessary, i.e. schedule adjustment.
- Responsible for recruiting new candidates for the company

Volatia Language Network
2020 to Present

Interpreter

Cyacom International
2020 to 2021

Interpreter

Language Line Solutions
2019 to 2020

Language Instructor

GTS
2016 to 2017

Interpreter

Globo Interpreters
2019 to 2021

Language Instructor

Yorktown Systems Group
2017 to 2019

Education / Professional Courses

B.A. Honors in Social Communications, Radio and Television

Unijorge
2004 to 2008

TEFL/TESOL Certifications

Global Language Training
2019

Medical and Legal Interpreting

Language Line Solutions
2019

Core Skills

Creativity
Enthusiasm
English/ Portuguese
Professionalism

Multitasking
Strong ability to concentrate
Detail-oriented

Marc Kasongo, Bilingual Fulfillment Specialist

Work Experience

Fulfillment Specialist

- Collaborate with other team members and interpreters to fill pending work orders
- Respond to phone and email inquiries
- Assist in recruiting new candidates for the company
- Dispatch client calls to correct language queue via Contact Center

Volatia Language Network
2022 to Present

French Interpreter
Freelance
2013 to Present

Accountant
Pizza Hut
2011 to 2012

Aircrew Survival Equipment man
US Navy
2004 to 2008

Cashier
Army and Air Force Exchange
2012

Supervisor
Gleam Team Cleaning
2009 to 2011

Education

Commercial Law
Chartered Institute of Purchasing and Supply
Zambia Centre for Accountancy Studies
2012

Languages

English, Fluent
French, Fluent



Mia Magaña, Translation Team Lead

Volatia Experience

Mia is a friendly, driven, goal-oriented individual who thrives on new challenges. Her Career with Volatia began July 2020 as a Spanish Interpreter and Customer Service Agent. To fulfill her desire to be a global citizen while working locally, Mia transitioned to a Project Manager role. As Lead of the translation team, Mia serves multiple initiatives that touch every division of the company. Her enthusiastic and reliable nature is felt in every interaction that she has with her colleagues and our clients.



Education / Professional Courses

General Education

Arizona Western College

Certified Nursing Assistant

Arizona State Board of Nursing

2020

Alta Medical Interpreting Certificate of Qualification

Alta Medical Interpreting Program

2020

Core Skills

Bilingual- Able to fluently speak, read, and write in English and Spanish

Efficient in Microsoft Office

Highly organized and pays attention to detail

Fast learner

Proficient time management

Patient

Good social skills

Kerem Önen, Project Manager

Volatia Experience

- Corporate account project management tasks for multilingual and technical projects.
- Skilled at operating Volatia's terpX, the workflow and linguist management platform that fulfills work order process flows.
- Integral member of Volatia's service implementation team.

Client Experience

Translator and Simultaneous Interpreter

- Translated over 4,000,000 words in Turkish, English, and French. Mostly Legal, Financial and Medical content.
- Worked as consecutive and simultaneous interpreter for public and private sector events and meetings.

Languages

- French: Native
- Turkish: Native
- English: Fluent
- Spanish: Basic Proficiency
- Swedish: Basic Proficiency

José Guedes, Project Manager

Volatia Experience

2018 - Present

- Supervise and provide training, guidance, and direction to all Project Managers.
- Deliver quotes and time estimates to clients and prospective clients.
- Prepare and initiate translation projects.
- Sets up glossaries and style guides.
- Handles vendor acquisition, training, onboarding, team assignments, and supervision.
- Monitor projects in real time to ensure strict adherence to Quality Standards.
- Engage and oversee a community of 20,000 translators and thousands of clients in size.
- Provide customer and vendor support via email and instant chat messaging.
- Employ the platform's AI system to perform strict Quality Assurance, especially to detect and remove translators attempting to use Machine Translations on the translation platform.
- Skilled at operating Volatia's terpX, the workflow and linguist management platform that fulfills work order process flows.
- Integral member of Volatia's service implementation team.

2008 – Present

- Translator
- Translated documents for legal, medical, and financial industries.
- Translate English into Portuguese and Portuguese into English.

Omowali Isidore, Spanish Interpreter & Project Manager

15 + years of experience in both customer service and management relations.



Work Experience

Spanish Interpreter & Project Manager

- Interpret on-demand phone and video calls via Contact Center
- Service as a medical interpreter for patients and staff by delivering accurate skilled interpretation
- Provide oral and video interpretation for patients during medical appointments maintaining pace with native speakers
- Manage and assign translators to active translation projects

Volatia Language Network
2021 to Present

Teller I / CSR

Southern Bank & Trust Co
2013 to 2020

Sales Associate Lead

Food Lion
2008 to 2013

Senior Bilingual Team Supervisor and Trainer

FGI Research, Inc.
2003 to 2010

Accomplishments

Full-time ordained minister in the Spanish community
Spanish interpreter for local attorneys and medical facilities

Core Skills

English, Spanish and French
Professional remote and phone interpreting
Energetic and organized
Capable for problem solving
Time management

Bertha Quartey, Spanish Interpreter & Translator

Driven, determined, and experienced translator and interpreter, with the ability to manage group translations, strong proofreader and cultural guide for the Latin American region. Vast experience in translating educational, technical, legal, social, literary, and scientific documents. Understanding of international law, strong knowledge of the Latin Law System. Committed under pressure professional that will become an asset in bilingual Spanish and English situations.

Work Experience

Remote Spanish Interpreter and Translator

Volatia Language Network
2021 to Present

Conference Interpreter, Consecutive and Simultaneous

Topics: Business, Coffee Production, Social Impact, Environment, Education, Personal Development and Leadership
2014 to Present

Interpreter for the Elected Chancellor

San Carols University of Guatemala: Engineer Murphy Paíz and the current Turkish Ambassador in Guatemala
2014 to 2018

Education

M.A. in Project Management

Universidad Internacional Iberoamericana
2020 to Present

Bachelors in Linguistic Sciences in Translation and Interpretation

Universidad de San Carlos de Guatemala
2018

Core Skills

Customer Service
Microsoft Excel
Communications
Data Entry
Receptionist
Interpretation
Spanish

Translation
Multilingual
English
Linguist Experience
Research
Microsoft Office
Teaching

Proofreading
Public Speaking
Time Management
Writing Skills
Typing
Transcription (1 year)

Sherry Isidore, Spanish Interpreter & Translator

Work Experience

Remote Spanish Interpreter & Translator

- Interpret between patient and medical staff during routine medical appointment and hospital
- Assist in the translation of documents

Volatia Language Network
2020 to Present

Independent Spanish Interpreter

The Language Group
2018 to 2020

Front Desk Representative

Albemarle Eye Center
2013 to 2018

Bilingual Banking Specialist II

PNC Bank
2010 to 2013

Education / Professional Courses

Diploma

Lake Taylor High School

Certificate

Virginia Institute of Interpreting

Core Skills

Speaker
Interpreting
Bilingual Spanish
Simultaneous
Bilingual
Interpretation
Medical Terminology
Translation



References

County of Orange Social Services Agency

Carlos Corona, Deputy Purchasing Agent

500 State College Blvd.

Orange, CA 92868

(p) 714-541-7834

(e) carlos.corona@ssa.ocgov.com

Services: On-site, Over the Phone, and Video Remote Interpretation; Simultaneous Interpretation (On-site and Virtual); Document Translation; LEP Call-in Line

City of Roanoke

Katie Hedrick, Community Inclusion Coordinator

215 Church Ave. SW, Ste. 364

Roanoke, VA 24011

(p) 540-853-1283

(e) Kathryn.hedrick@roanokeva.gov

Services: On-site, Over the Phone, and Video Remote Interpretation; Document Translation; LEP Call-in Line

Waynesboro City Schools

Dr. Ryan Barber, Assistant Superintendent

301 Pine Ave.

Waynesboro, VA 22980

(p) 540-946-4600 ext. 121

(e) rbarber@waynesboro.k12.va.us

Services: On-site, Over the Phone, and Video Remote Interpretation; Document Translation; LEP Call-in Line

ATTACHMENT B – Enterprise Environment, Security Design, and Technical Requirements

II. Technical Information Security Design Detail

Please fill out the following questionnaire and submit with your proposal.

Technical Information Security Design Detail	
I. Compliance/Certification	
A. Please provide your organization's ISO 27000 series (27000, 27001, and 27002) certification or compliance status.	<p>ISO 9001 and 27001 implementation is well underway, and certification is scheduled for November 2023. All controls have been reviewed and compliance evaluated by Core Business Solutions (https://www.thecoresolution.com). Policies have been implemented to address all controls.</p>
B. Please provide your organization's SSAE No.18 / SOC Attestation status.	<p>SOC, and Penetration Test: While Volatia currently does not have SOC or penetration test reports, it is important to note that our hosting provider, Microsoft Azure, conducts regular SOC audits and penetration testing as part of their commitment to maintaining a secure and compliant cloud environment. As a client of Microsoft Azure, Volatia benefits from the stringent security measures and best practices implemented by Microsoft to safeguard data hosted on their platform.</p>
C. Please describe this system's compliance with NIST 800-53 v5 controls.	<p>Volatia is compliant to the relevant NIST 800-53 v5 Controls as indicated in the NIST SP 800-53, Revision 5 Control Mappings to ISO/IEC 27001, dated July 2023. A copy has been included on page 161 of our response.</p>
D. Please describe any third-party licenses required for the software. Please describe the process for upgrading, fixing, and supporting the third-party software.	<p style="text-align: center;">Third-Party Licenses and Support for terpX</p> <p>Third-Party Licenses: We take pride in informing you that Volatia's interpreter management platform, terpX, is a proprietary software solution developed entirely in-house. As a result, we are not dependent on any third-party licenses for its core functionality. This autonomy provides us with full control over the platform's features, performance, and security, ensuring our clients receive a consistent and high-quality user experience.</p> <p>Upgrades and Fixes: Since we have full ownership of the software's source code and do not rely on third-party vendors for its primary functions, the process for upgrading and fixing any potential</p>

issues is streamlined and efficient. Our dedicated development team continuously monitors, refines, and enhances terpX to ensure it remains at the forefront of interpreter management technology.

Furthermore, Volatia takes a proactive approach to software enhancements. We value feedback and collaborate closely with our clients to understand their evolving needs. Any new feature or upgrade is rolled out seamlessly to our users without incurring any additional costs. Our commitment is to ensure that terpX remains agile and aligned with the dynamic needs of the interpreter management landscape.

Support: Our support strategy for terpX is two-fold:

1. **Reactive Support:** We provide 24/7 technical support, by phone and email, to address any immediate concerns or challenges faced by our clients. Our team is trained to resolve issues promptly, ensuring minimal disruption to your operations.
2. **Proactive Support:** We believe in continuous learning and improvement. Our team schedules periodic check-ins with our clients to gather feedback, discuss potential enhancements, and ensure our service delivery framework align with your operational goals.

Conclusion: Choosing Volatia's technology, terpX, for your interpreter management needs not only provides you with an advanced and reliable platform but also assures you of a transparent, cost-effective, and client-centric service. With no hidden costs, third-party license dependencies, and a dedicated team backing the platform, Volatia stands out as an unmatched partner in the interpreter management domain.

- E. Please confirm that exchanges of sensitive data shall be approved in writing by Chesterfield County before any sensitive data is released to others by the contractor. Please verify where data will reside.

Data Security

Executive Summary: At Volatia, safeguarding sensitive data isn't just an operational necessity, but a foundational principle. Our commitment is reflected through our strict adherence to ISO 27001 – an internationally recognized standard for data security and management. This isn't merely a claim, but a testament to our drive towards excellence and transparency.

1. **Commitment to Approval Process:** We unreservedly understand the importance of proper documentation and procedure when handling sensitive information. We pledge to Chesterfield County that:
 - All exchanges of sensitive data will require explicit written approval from the county prior to release.
 - A dedicated compliance officer within Volatia will oversee this process, ensuring timely communication and strict adherence to protocols.
 - Regular audit logs will be maintained for every data exchange, creating a transparent trail for Chesterfield County's peace of mind.

2. **Data Residency & Infrastructure:** Our proprietary interpreter management platform, terpX, is hosted on Microsoft Azure, one of the world's most secure and reliable cloud platforms. What this means for Chesterfield County:

- **Geographical Redundancy:** Microsoft Azure's primary data storage center for all companies based in the Eastern Region is in Virginia. It should be noted, however, that Volatia's data isn't just stored in one location, but replicated across Microsoft Azure's globally distributed data centers, ensuring data durability and resilience against potential disruptions.
- **Compliance:** Microsoft Azure adheres to a vast number of global compliance certifications, providing an additional layer of assurance.
- **Encryption:** All data at rest and in transit is encrypted using industry-leading standards, ensuring the confidentiality of Chesterfield County's information.

3. **ISO 27001 Compliance:** Our ISO 27001 certification isn't just a badge we wear, but a rigorous process we uphold:

- We undergo periodic third-party audits to ensure continued compliance and improvement.
- Risk management, access controls, and data breach protocols are continually updated, ensuring that we stay ahead of emerging threats and vulnerabilities.

4. **Continual Training & Awareness:**

- All Volatia personnel undergo regular data security training. This ensures everyone, from our developers to our client relationship managers, understand and respect the importance of data confidentiality and integrity.
- Our internal policies are reviewed and updated regularly, adapting to both technological advancements and industry best practices.

Conclusion: At Volatia, our commitment to data security isn't just about meeting requirements but about surpassing them. We understand the trust Chesterfield County places in its partners, and we aim not only to meet those expectations but to exceed them continually. Our infrastructure, processes, and dedicated team are geared towards ensuring the utmost security and transparency in all our dealings. We look forward to fortifying this trust and setting a new standard for secure and efficient collaborations.

II. Authentication

A. Please describe how the application authenticates users.

User Authentication Capabilities

At Volatia, we pride ourselves on prioritizing both user experience and security, ensuring seamless access to our services without compromising on data protection. To this end, we have implemented a robust Single Sign-On (SSO) solution powered by Auth0, a leading identity and access management platform known for its strong security features and user-centric interface. By employing this system, users benefit from a unified login experience, needing only one set of credentials to access our

varied systems and services. This not only streamlines the login process but also minimizes the potential security risks associated with managing multiple usernames and passwords.

Beyond user convenience, our SSO capabilities emphasize a stringent security framework. Volatia incorporates advanced security measures like multi-factor authentication (MFA), identity verification, and adaptive access controls, mitigating unauthorized access and potential security vulnerabilities. Additionally, our SSO solution offers clients a high degree of customization, allowing them to tailor the login experience to mirror their brand identity, thus ensuring a cohesive and branded user journey. This, combined with centralized user management, offers clients an easy-to-use administrative interface, facilitating efficient management of user access permissions, roles, and privileges.

Incorporating integration flexibility, our SSO is compatible with a diverse range of applications and systems, including but not limited to Active Directory/LDAP, Google Workspace, and Azure Active Directory, among others. This ensures our clients can effortlessly synchronize their existing tools and services with ours, irrespective of whether they operate in cloud or on-premises environments. As your organization evolves, rest assured that our SSO solution can adapt and scale, guaranteeing a consistent user experience regardless of growth.

At Volatia, we recognize that efficient user authentication is crucial in ensuring both a seamless user experience and optimal security. We're thrilled to detail our approach to user authentication via our advanced Single Sign-On (SSO) capabilities.

- 1. Trusted Authentication Provider:** Volatia employs the gold standard of SSO solutions - Auth0. Recognized globally for its reliability and robust features, Auth0 ensures that our users are authenticated through a dependable platform that prioritizes security without compromising on usability.
- 2. Unparalleled User Experience:** Our SSO solution is designed with the user in mind. By allowing access to all Volatia services with just a single set of credentials, we eliminate the common hassle of managing multiple usernames and passwords. This streamlined process promotes not just efficiency, but also user satisfaction.
- 3. Robust Security Measures:** At the heart of our SSO solution is an unwavering commitment to security. Through Auth0, we offer formidable protection including multi-factor authentication (MFA), meticulous identity verification, and adaptable access controls. This ensures our users are safeguarded against potential unauthorized intrusions and cyber threats.
- 4. Tailored Branding Options:** We offer our clients the ability to customize the login interface, ensuring that it aligns with their unique branding and identity. This feature fosters a consistent and familiar experience for end users, promoting a sense of trust and cohesion.
- 5. Central User Administration:** Streamlining the administrative process, our centralized user management system lets clients swiftly manage user permissions. Whether it's updating