

PEW CHARITABLE TRUSTS RFQ: SIMULTANEOUS INTERPRETATION

Company Overview

[REDACTED] legally [REDACTED], a subsidiary of [REDACTED] has been delivering Simultaneous Interpreting (SI) services since it was established in 2014 in Copenhagen, Denmark. We are proud to be among the first companies in the video conferencing sector to develop a simultaneous interpretation platform with all key functionalities available in one software solution.

Our cloudbased platform is built with professional conference interpretation in mind by placing interpreters at the forefront. Since the start of our journey, we have hosted over 2500 high-value multilingual meetings and, with simultaneous interpretation, have reached 196 countries all around the world.

Our SI-specialized team consists of 15 employees. With the recent merger with [REDACTED] (USA based and with over 100 employees) established in 2016, we have added more competencies that lift our service quality to higher heights.

[REDACTED] extensive experience with delivering over-the-phone interpretation and video remote interpretation, and by combining [REDACTED] and [REDACTED] service offerings, we are highly capable to provide professional simultaneous interpretation services globally in over 200 languages, including to and from English and French.

Over the years, we have built a highly varied client pool that includes large multinational organizations within the public and private sector, governmental and nongovernmental institutions, corporations, and more. [REDACTED] has the requisite experience, capability, knowledge, expertise, licenses, and financial strength to perform the requested services at a high professional level.

[REDACTED] utilizes a global staff, ensuring 24/7 support for all customers. We ensure that our operation and account managers support you from beginning to end. Customer feedback is of the utmost importance to us, and we use that to improve our services continually.

[REDACTED] is fully capable to deliver the requested simultaneous interpretation services which can be delivered through our ISO 24019-compliant cloud-based simultaneous interpretation delivery platform. [REDACTED]



Monitoring service delivery

██████████ is committed to providing our clients with the best interpretation services possible. We execute this through comprehensive monitoring and training programs built around our interpreters and technology. Our commitment to quality begins during the interpreter onboarding process. All interpreters are trained on company processes, policies, procedures, code of conduct and ethics, and of course, on the ██████████ RSI platform.

Examples of these processes and training include:

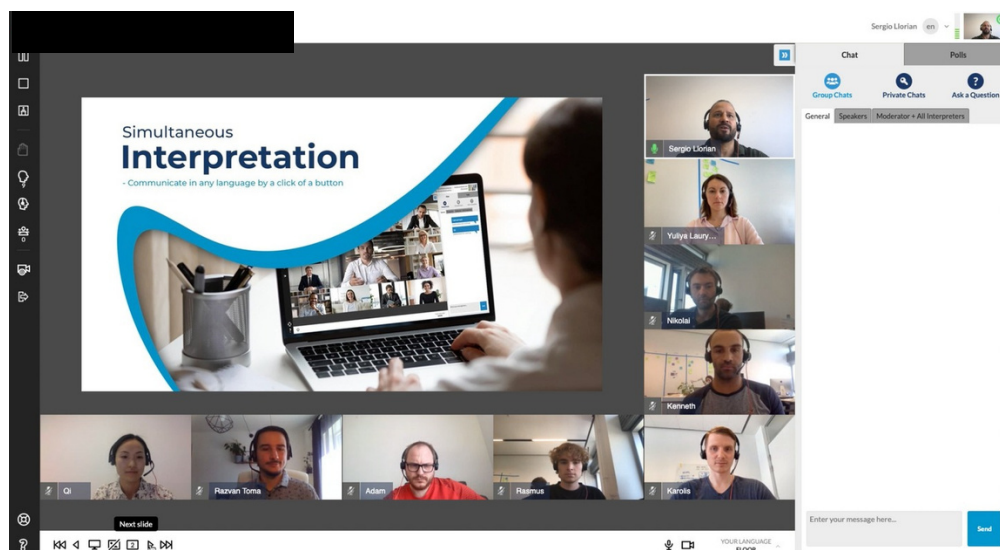
- Reviewing their backgrounds,
- Confirming workspaces,
- HIPAA training,
- Verifying interpreter credentials, and
- Communicating best practices for effective remote interpreting.

Effective use of customer feedback

Customer satisfaction and feedback are tracked and used continuously. ██████████ gathers clients' feedback following each event through varied modes of communication. In many instances, feedback is collected via email communications. However, feedback is also often collected during post-event debrief calls with respective client representatives.

Our customers' feedback and unique requirements are precious and routinely evaluated. Based on such evaluations, the management team determines the best action plans for future product and service development, and the COO ensures that they are properly implemented in due course. In addition, continuous process improvement will be achieved by running day-to-day operations and carefully monitoring any problems or insufficiencies that may occur during the operations.

Such problems and insufficiencies will be tackled by determining the root causes and identifying corrective actions to solve them. Furthermore, the goal will be to find a solution that will prevent any problems of such kind from reoccurring and not cause any other issues.



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Organizational Capabilities

Response to Appendix A, Section 1

██████████ uniquely positioned in the market as a unified interpretation solution. Our offering and expertise extend well beyond the scope of this RFP. This means we are a potential partner with which Pew can grow. ██████████ supports simultaneous interpretation and related multilingual functionalities through the ██████████ platform. ██████████ also provides remote on-demand interpreting solutions, such as Over the Phone Interpreting, Video Remote Interpreting, integrations with Zoom and Webex, as well as a robust scheduling tool for workforce management of staffed or contracted onsite interpreters. This is all housed under the ██████████ umbrella and would be available to Pew upon request.

██████████ is a virtual event platform that offers remote simultaneous interpretation services to assist you in reaching your target audience in any language, whether spoken or signed. It is multilingual at every touchpoint, including a range of multilingual features that ensure a robust and high-value experience for all participants, without regard to the language in which they engage. Other systems can handle several languages, but ██████████ is designed to promote inclusion, accessibility, and engagement for your whole audience.

Through most virtual event platform, users may simply host virtual conferences, meetings, webinars, and other events. ██████████ distinguishes itself from other event platforms by providing capabilities not seen in traditional video conferencing software. ██████████ supports virtual events and video conferences, but also onsite events and hybrid (onsite/online) events. ██████████ allows peer-to-peer and group interactions across language barriers, ensuring each participant can experience the event in any language, spoken or signed.

Our commitment to quality begins during the interpreter onboarding process. All interpreters with the requisite background and skills are trained on company processes, policies, procedures, and of course on the ██████████ platform. Examples of these processes and training include, but are not limited to, reviewing their backgrounds, confirming workspaces, HIPAA training, confirmation of interpreter credentials, and communication of best practices for effective remote interpreting.

Simultaneous interpreting capabilities and interpreter selection process

Our professional interpreter database is expanding continuously as we recruit new, skilled, and experienced interpreters, especially since we joined the [REDACTED] network and its language access resources.

We can navigate through the profiles of thousands of professionals to always find the best match for each project. We're committed to providing interpreters who possess language certification or, and are accredited by a professional language institution.

Selected interpreters will be working on the equipment compliant with ISO Standard 20109 to deliver the service of remote simultaneous interpretation. Further, interpreters and the assigned technician will be available before the event and will have the configuration of the equipment tested at least 30 minutes before the official start.

[REDACTED] interpreter procurement process includes a strict vetting process that involves the following:

1. All interpreters must be fully trained to use simultaneous interpretation equipment compliant with ISO Standard 20109.
2. Complete language fluency is required for both the target and source languages.
3. All interpreters must be able to perform bidirectionally if needed.
4. The candidates must have at least 3 years of experience with simultaneous interpretation and be able to perform remotely.
5. Having a higher education in professional conference interpretation is preferred.
6. Candidates must have all certifications relevant to the client's region and industry (e.g. HIPAA).
7. All interpreters must be contracted by [REDACTED] before performing any official assignments. In our standard agreement document, we include clauses that delineate the Independent Contractor Relationship, the required Connection and Equipment, Ownership of Property., Confidentiality (acts as NDA), the Governing Law. as well as other sections that respect the end-client policies.
8. The candidates must share updated versions of their CVs whenever changes are made to the files they initially submitted for their profile.
9. Interpreters must accept to be recorded.

Further selection criteria for the interpreters depend on a series of factors, such as the exact date, time, and duration of each assignment, the language pairs involved, the topic that will be discussed, and the experiences of the interpreters; the latter should be as close as possible to the event's configuration. For extra interpretation accuracy and quality on the terminology of the topic, we highly recommend to our clients share materials with us (e.g. agenda, presentations, glossaries with Canada School of Public Service acronyms/abbreviations) so that our professionals can study key terms thoroughly in advance before the official assignments.

Response to Appendix A, Section 2

██████████ is a cloud-based platform accessible anywhere with an internet connection. One of the core reasons for the creation of ██████████ was to make Simultaneous Interpreting (SI) a more accessible and cost-effective solution for events in any configuration. Though the use of our remote platform can be integrated and used with onsite equipment such as booths, headsets and other systems, our remote platform can also serve onsite events with minimal onsite equipment, reducing costs and streamlining processes.

This flexible capability ensures that any context and set-up can be addressed to accommodate any budget to effectively deliver SI in an onsite, hybrid, or fully remote environment. Since the interpreters are also remote, the use of the ██████████ system eliminates the additional expenditures for travel, lodging, and meals for interpreters.

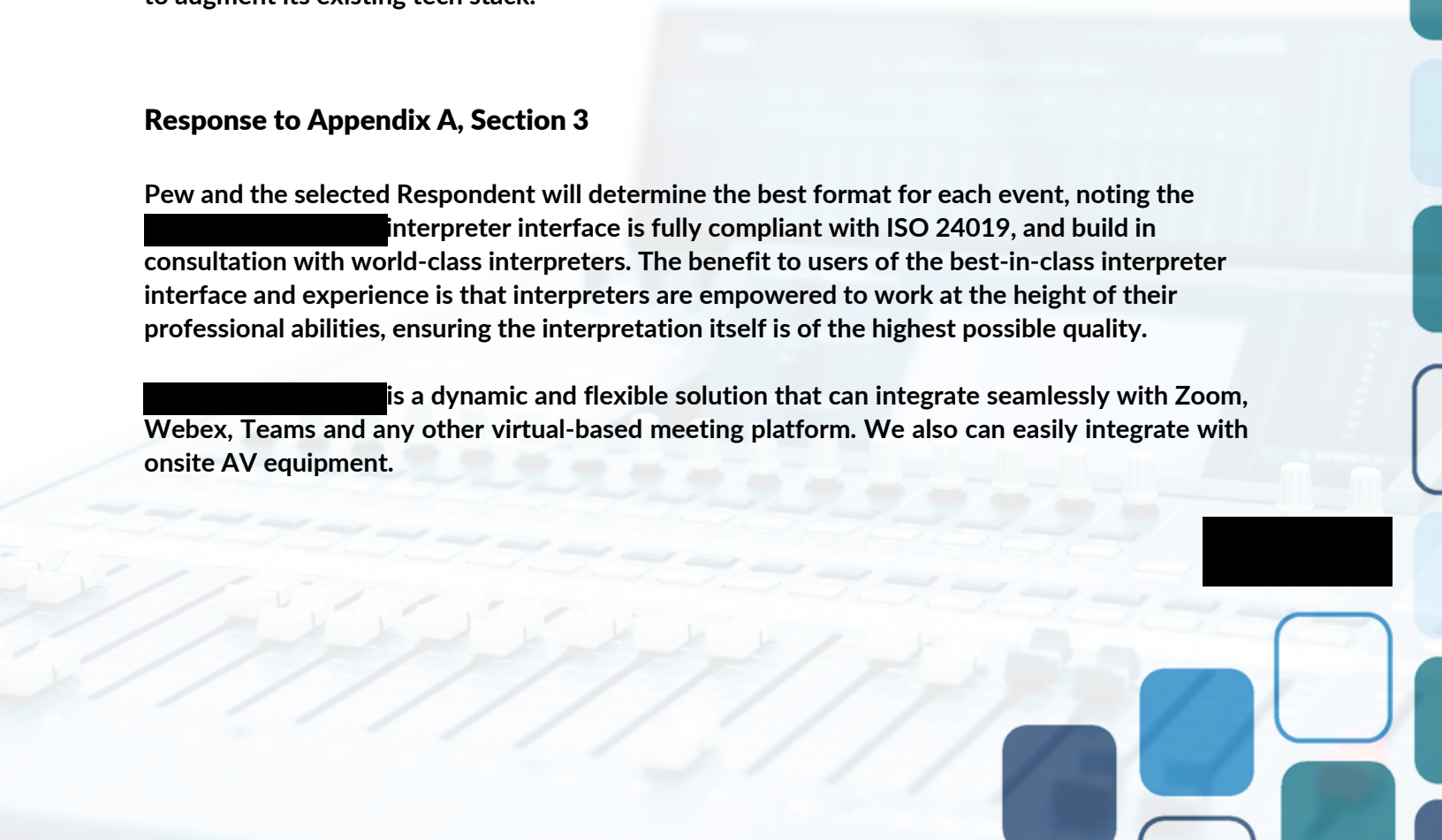
Onsite attendees can access ██████████ via smartphone, tablet, or laptop. Attendees then would simply select the language they desire and utilize their own headphones to consume the SI. In the post-covid world our solution allows attendees to safely and comfortably attend in- person events with a bring-your-own-device configuration.

██████████ can act as a stand-alone native platform for the delivery and consumption of SI, and it can integrate with any other meeting platform and/or onsite AV equipment. It's a flexible solution that can meet the needs listed in this RFP and provide Pew with new a solution to augment its existing tech stack.

Response to Appendix A, Section 3

Pew and the selected Respondent will determine the best format for each event, noting the ██████████ interpreter interface is fully compliant with ISO 24019, and build in consultation with world-class interpreters. The benefit to users of the best-in-class interpreter interface and experience is that interpreters are empowered to work at the height of their professional abilities, ensuring the interpretation itself is of the highest possible quality.

██████████ is a dynamic and flexible solution that can integrate seamlessly with Zoom, Webex, Teams and any other virtual-based meeting platform. We also can easily integrate with onsite AV equipment.

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Response to Appendix A, Section 4

Our technical support team has extensive experience providing technical support and is efficient and effective at communicating and problem-solving. All events on the Subsidiary [REDACTED] platform are monitored and supported by our tech team via our robust remote operator panel. Participants and interpreters with questions or problems can contact live tech support directly through an in-app tech support chat.

Technicians will be ready to intervene whenever required to prevent and resolve any detected issues. [REDACTED] staff are located worldwide, ensuring 24/7 support for our valued customers. Our technical staff are expert users of the Subsidiary Company technological solution. Continuous training on new platform features is provided on an ongoing basis.

This is done to ensure that our staff is constantly updated on the latest versions of the [REDACTED] platform. High attention to detail is maintained when actively monitoring and analyzing the service performance.

Response to Appendix A, Section 5

Working with [REDACTED] removes the need to incur costly expenses around travel, lodging and meals for interpreters. However, we do realize that sometimes having an interpreter onsite provides a different experience and might be required by Pew. If needed, we can offer onsite services and live tech support as well to support these events—we can support any configuration, whether onsite, online, or hybrid.

One of the main advantages of utilizing remote interpreters is you are not limited to the interpreters residing in the immediate area or country where the event is hosted. We have a global pool of professional interpreters from which to source. Finding the right interpreter for an event goes beyond just the language pair; we are able to source with specific focus on subject matter expertise as well. It also allows us to find multiple subject matter experts that reside in different countries or on different continents, to ensure the success of your event.

Response to Appendix A, Section 6

[REDACTED] offers flexible pricing options for one-time events and subscription-based packages based on the number of hours needed on the platform itself. We also offer prepaid options to reduce the costs of the actual interpretation. [REDACTED]

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Commitment to Diversity and Equity

██████████ always had the goal of respecting and empowering any individual's language rights; through our interpretation services, we strive to promote language justice in diverse ways. By promoting practices specified below, we aim to contribute to language justice and ensure that our services are inclusive, accessible, and effective in promoting multilingualism and linguistic diversity.

1. Wide range of languages available for interpretation: ██████████ provides interpretation to a very diverse range of languages to meet the needs of different communities.

2. Hiring qualified interpreters: Recruiting and training well-qualified interpreters who are experienced in simultaneous interpretation and knowledgeable about the cultures and languages they interpret.

3. Ensuring confidentiality and privacy: Maintaining the confidentiality and privacy of participants and their conversations during interpretation sessions, ensuring that sensitive information is not disclosed or misused.

4. Maintaining fair and equitable prices: Setting fair and equitable prices for interpretation services, based on the complexity and duration of the event, to ensure that clients are not overcharged and that interpreters are fairly compensated.

5. Our Accessibility Statement at [Company.com/accessibility](https://www.pewcharitabletrusts.org/accessibility) further contributes to ensuring all assignments are mindful of the circumstances in which they are used.

6. Continuous feedback review – We encourage individuals to always share their thoughts with us in how well we are supporting language justice – we remain committed to improving any of our activities to ensure the most equitable and inclusive experience we can.

██████████

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Critical Conditions of Agreement

Company reviewed and can accept the terms and conditions set forth in the following appendices:

Appendix C – Conditions of Agreement

Appendix D – Personal Data

Appendix E – International Requirements.

These terms would supplement Company's standard licensing terms (submitted with this RFP) that govern your use of the products and/or services.