

**AGREEMENT BETWEEN
LAKE COUNTY, FLORIDA AND
VOIANCE LANGUAGE SERVICES, LLC
LANGUAGE INTERPRETATION SERVICES FOR EMERGENCY 9-1-1 CALLS
RFP #14-0026**

This is an Agreement between Lake County, Florida, a political subdivision of the State of Florida, hereinafter referred to as the COUNTY, by and through its Board of County Commissioners, and Voiance Language Services, LLC, an Arizona corporation, its successors and assigns, hereinafter referred to as CONSULTANT.

WITNESSETH:

WHEREAS, the COUNTY has publicly submitted a Request for Proposals (RFP), #14-0026, for procurement of a firm to provide on-demand telephone based language interpretation service for Emergency 9-1-1 calls based on six (6) emergency agencies within Lake County, Florida; and

WHEREAS, the CONSULTANT desires to perform such services subject to the terms of this Agreement; and

NOW, THEREFORE, IN CONSIDERATION of the mutual terms, understandings, conditions, promises, covenants and payment hereinafter set forth, and intending to be legally bound, the parties hereby agree as follows:

Article 1. Recitals

1.1 The foregoing recitals are true and correct and incorporated herein.

Article 2. Scope of Professional Services

2.1 On the terms and conditions set forth in this Agreement, COUNTY hereby engages CONSULTANT to provide language interpretation services for COUNTY as identified in **Exhibit A**, attached hereto and incorporated herein by reference. The CONSULTANT hereby agrees and acknowledges that the services, representations and warranties set forth in the CONSULTANT'S Proposal dated June 11, 2014 are contained in **Exhibit B** and are a material part of this Agreement. **Exhibit B** is attached hereto (on CD) and is hereby incorporated herein by reference. CONSULTANT shall provide all services, honor all representations and honor all warranties contained within **Exhibit A** and **Exhibit B**. Any conflicts between the terms of this Agreement, and the Exhibits shall be interpreted in a manner most favorable to the COUNTY, in the COUNTY'S sole opinion.

2.2 This Agreement shall be effective for the twelve (12) month period immediately following the date of execution of the Agreement by the COUNTY. Prior to or upon completion of the initial term of this Agreement, the COUNTY reserves the sole right to renew this Agreement for four (4) additional twelve (12) month periods. The COUNTY reserves the unilateral right to extend this Agreement ninety (90) calendar days beyond the Agreement period. In such event, the COUNTY will notify the CONSULTANT in writing of such extensions. This Agreement may be extended beyond the initial ninety (90) day extension upon mutual agreement of the COUNTY and CONSULTANT. Exercise of the extension periods requires the prior approval of the County's Procurement Services Manager. The Agreement prices shall prevail for the full duration of the initial term and any renewal term(s) subsequently exercised.

2.3 CONSULTANT acknowledges that nothing herein shall be deemed to preclude the COUNTY from retaining the services of other persons or entities undertaking the same or similar services as those undertaken by the CONSULTANT or from independently developing or acquiring materials or programs that are similar to, or competitive with, the services provided under this Agreement.

2.4 CONSULTANT agrees that this shall be an open quantity contract. The COUNTY shall not guarantee to the CONSULTANT any minimum amount of work throughout the term of this Agreement. Furthermore, CONSULTANT agrees and acknowledges that in the event CONSULTANT cannot meet the COUNTY'S specifications, the COUNTY reserves the sole right to offer the individual project to the COUNTY's alternate consultant(s).

2.5 Pursuant to Section 119.0701, Florida Statutes, the CONSULTANT shall comply with the Florida public Records' laws, and shall:

- A. Keep and maintain public records that ordinarily and necessarily would be required by the COUNTY in order to perform the services identified herein.
- B. Provide the public with access to public records on the same terms and conditions that the COUNTY would provide the records and at a cost that does not exceed the cost provided for by law.
- C. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law.
- D. Meet all requirements for retaining public records and transfer, at no cost, to the COUNTY all public records in possession of the CONSULTANT upon termination of the contract and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored electronically must be provided to the COUNTY in a format that is compatible with the information technology systems of the COUNTY.

Failure to comply with this section shall be deemed a breach of this Agreement and enforceable as set forth in Section 119.0701, Florida Statutes.

Article 3. Payment

3.1 CONSULTANT shall bill for interpretation services as set forth in **Exhibit C**, attached hereto and incorporated herein by reference. No other fees or charges shall be permitted under this Agreement.

3.2 Invoices shall be submitted in duplicate to the County by the tenth (10th) calendar day of each month. The invoices shall be submitted to the Public Safety Department, Attention Greg Holcomb, P.O. Box 7800, Tavares, Florida 32778. Each invoice shall contain the RFP number, a detailed description of services and fees, dates and locations of services.

3.3 The COUNTY shall make payment on all invoices in accordance with the Florida Prompt Payment Act, Chapter 218, Part VII, Florida Statutes. Failure to submit invoices in the prescribed manner will delay payment, and CONSULTANT may be considered in default of contract and the contract may be terminated.

3.4 Other than the approved rates as set forth in **Exhibit C**, the CONSULTANT shall not be entitled to payment for any expenses, fees, or other costs it may incur at any time and in any connection with its performance hereunder. The CONSULTANT hereby agrees that its hourly billing rates are fully loaded and includes all overhead and administrative expenses.

3.5 In the event any part of this Agreement is to be funded by federal, state, or other local agency monies, the CONSULTANT hereby agrees to comply with all requirements of the funding entity applicable to the use of the monies, including full application of requirements involving the use of minority firms, women's business enterprises, and labor surplus area firms. The CONSULTANT is advised that payments under this Agreement may be withheld pending completion and submission of all required forms and documents required of the CONSULTANT pursuant to the grant funding requirements. A copy of the requirements shall be supplied to the CONSULTANT by the COUNTY upon request.

3.6 CONSULTANT shall utilize the U.S. Department of Homeland Security's E-Verify system in accordance with the terms governing use of the system to confirm the employment eligibility of:

- A. All persons employed by the CONSULTANT during the term of this Agreement to perform employment duties within Lake County; and
- B. All persons, including subcontractors, assigned by the CONSULTANT to perform work pursuant to the contract.

Article 4. County Responsibilities

4.1 COUNTY shall promptly provide direction to CONSULTANT as needed.

4.2 COUNTY shall reimburse CONSULTANT, in accordance with the provisions of Article 3 above, for required services timely submitted and approved and accepted by COUNTY in accordance with the terms of this Agreement.

Article 5. Special Terms and Conditions

5.1 **Qualifications.** Firms or individuals will be registered with the State of Florida and have obtained at least the minimum thresholds of education and professional experience required by the statutes to perform the services contained herein.

5.2 **Termination.** This Agreement may be terminated by the COUNTY upon thirty (30) days advance written notice to the other party; but if any work hereunder is in progress but not completed as of the date of termination, then this Agreement may be extended upon written approval of the COUNTY until said work is completed and accepted.

A. Termination for Convenience. In the event this Agreement is terminated or cancelled upon the request and for the convenience of COUNTY with the required thirty (30) day advance written notice, COUNTY shall reimburse CONSULTANT for actual work satisfactorily completed and reasonable expenses incurred.

B. Termination for Cause. Termination by County for cause, default, or negligence on the part of CONSULTANT shall be excluded from the foregoing provision. Termination costs, if any, shall not apply. The 30-day advance notice requirement is waived in the event of termination for cause.

C. Termination Due to Unavailability of Funds in Succeeding Fiscal Years. When funds are not appropriated or otherwise made available to support continuation of performance in a subsequent fiscal year, this Agreement shall be canceled and the CONSULTANT shall be reimbursed for services satisfactorily performed and the reasonable value of any non-recurring costs incurred but not amortized in the price of the supplies or services delivered under this Agreement.

5.3 Assignment of Agreement This Agreement shall not be assigned except with the written consent of the COUNTY'S Procurement Services Manager. No such consent shall be construed as making the COUNTY a party to the assignment or subjecting the COUNTY to liability of any kind to any assignee. No assignment shall under any circumstances relieve the CONSULTANT of liability and obligations under this Agreement and all transactions with the COUNTY must be through the CONSULTANT. Additionally, unless otherwise stipulated herein, the CONSULTANT shall notify and obtain prior written consent from the COUNTY prior to being acquired or subject to a hostile takeover. Any acquisition or hostile takeover without the prior consent of the COUNTY may result in termination of this Agreement for default.

5.4 Insurance. CONSULTANT shall purchase and maintain, at its expense, from a company or companies authorized to do business in the State of Florida and which are acceptable to COUNTY, policies of insurance containing the following types of coverage and minimum limits of liability protecting from claims which may arise out of or result from the performance or nonperformance of services under this Agreement by the CONSULTANT or by anyone directly or indirectly employed by CONSULTANT, or by anyone for whose acts CONSULTANT may be liable. Failure to obtain and maintain such insurance as set out below will be considered a breach of contract and may result in termination of the contract for default. CONSULTANT shall not commence work under the Agreement until COUNTY has received an acceptable certificate or certificates of insurance evidencing the required insurance, which is as follows:

(i) General Liability insurance on forms no more restrictive than the latest edition of the Commercial General Liability policy (CG 00 01) of the Insurance Services Office or equivalent without restrictive endorsements, with the following minimum limits and coverage:

Each Occurrence/General Aggregate	\$1,000,000/\$2,000,000
Products-Completed Operations	\$2,000,000
Personal & Adv. Injury	\$1,000,000
Fire Damage	\$50,000
Medical Expense	\$5,000
Contractual Liability	Included

(ii) Automobile liability insurance, including owned, non-owned and hired autos with the following minimum limits and coverage:

Combined Single Limit	\$1,000,000
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(iii) Workers' compensation insurance in accordance with Chapter 440, Florida Statutes, and/or any other applicable law requiring workers' compensation (Federal, maritime, etc). If not required by law to maintain workers' compensation insurance, the CONSULTANT must provide a notarized statement that if he or she is injured, he or she will not hold the COUNTY responsible for any payment or compensation for that injury.

(iv) Employer's liability insurance with the following minimum limits and coverage:

Each Accident	\$1,000,000
Disease-Each Employee	\$1,000,000
Disease-Policy Limit	\$1,000,000

(v) Professional liability and/or specialty insurance (medical malpractice, engineers, architect, consultant, environmental, pollution, errors and omissions, etc.) as applicable, with minimum limits of \$1,000,000 and annual aggregate of \$2,000,000.

(vi) **Lake County, A Political Subdivision Of The State Of Florida, And The Board Of County Commissioners**, shall be named as additional insured as their interest may appear on all applicable liability insurance policies.

(vii) Certificates of insurance shall provide for a minimum of thirty (30) days prior written notice to the COUNTY of any material change or cancellation of the required insurance. It is the CONSULTANT's specific responsibility to ensure that any such notice is provided within the stated timeframe.

(viii) Certificates of insurance shall identify the RFP number, contract, project, etc., in the Description of Operations section of the Certificate.

(ix) The Certificate holder shall be: LAKE COUNTY, A POLITICAL SUBDIVISION OF THE STATE OF FLORIDA, AND THE BOARD OF COUNTY COMMISSIONERS, P.O. BOX 7800, TAVARES, FL 32778-7800

(x) Certificates of insurance shall evidence a waiver of subrogation in favor of the COUNTY, that coverage shall be primary and noncontributory, and that each evidenced policy includes a Cross Liability or Severability of Interests provision, with no requirement of premium payment by the COUNTY.

(xi) CONSULTANT shall be responsible for subcontractors and their insurance. Subcontractors are to provide certificates of insurance to the CONSULTANT evidencing coverage and terms in accordance with the CONSULTANT's requirements.

(xii) All self-insured retentions shall appear on the certificate(s) and shall be subject to approval by the COUNTY. At the option of the COUNTY, the insurer shall reduce or eliminate such self-insured retentions, or the CONSULTANT or subcontractor shall be required to procure a bond guaranteeing payment of losses and related claims expenses.

(xiii) The COUNTY shall be exempt from and in no way liable for any sums of money which may represent a deductible or self-insured retention in any insurance policy. The payment of such deductible or self-insured retention shall be the sole responsibility of the CONSULTANT and/or subcontractor providing such insurance.

(xiv) Neither approval by the COUNTY of any insurance supplied by the CONSULTANT, nor a failure to disapprove that insurance, shall relieve the CONSULTANT of full responsibility of liability damages, and accidents as set forth herein.

(xv) If it is not possible for the CONSULTANT to certify compliance, on the certificate of insurance, with all of the above requirements, then the CONSULTANT is required to provide a

copy of the actual policy endorsement(s) providing the required coverage and notification provisions.

5.5 Indemnity. The CONSULTANT shall indemnify and hold the COUNTY and its agents, officers, commissioners or employees harmless for any damages resulting from failure of the CONSULTANT to take out and maintain the above insurance. The CONSULTANT agrees for good and valuable consideration in the amount of ten dollars (\$10.00) to indemnify, and hold the Board of County Commissioners, Lake County, Florida, and its officers, commissions, and employees free and harmless from and against any and all losses, penalties, damages, settlements, costs, charges, professional fees or other expenses or liabilities to the extent resulting from the negligent act, error or omission of the CONSULTANT, its agents, employees or representative, in the performance of CONSULTANT'S duties set forth in this Agreement.

5.6 Independent Contractor. CONSULTANT agrees that it shall be acting as an independent contractor and shall not be considered or deemed to be an agent, employee, joint venturer, or partner of COUNTY. CONSULTANT shall have no authority to contract for or bind COUNTY in any manner and shall not represent itself as an agent of COUNTY or as otherwise authorized to act for or on behalf of COUNTY.

5.7 Ownership of Deliverables. Upon completion of and payment for the services identified hereunder, CONSULTANT agrees all services under this Agreement, and other data generated or developed by CONSULTANT under this Agreement or furnished by COUNTY to CONSULTANT shall be and/or remain the property of COUNTY. CONSULTANT shall perform any acts that may be deemed necessary or desirable by COUNTY to more fully transfer ownership of services and deliverables to COUNTY, at COUNTY'S expense. Additionally, CONSULTANT hereby represents and warrants that it has full right and authority to perform its obligations specified in this Agreement. CONSULTANT and COUNTY recognize that CONSULTANT'S work product, if any, submitted in performance of this Agreement is intended only for the project described in this Agreement. COUNTY'S alteration of CONSULTANT'S work product or its use by COUNTY for any other purpose shall be at COUNTY'S sole risk.

5.8 Return of Materials. Upon the request of the COUNTY, but in any event upon termination of this Agreement, CONSULTANT shall surrender to the COUNTY all memoranda, notes, records, drawings, manuals, computer software, and other documents or materials pertaining to the services hereunder, that were furnished to the CONSULTANT by the COUNTY pursuant to this Agreement. CONSULTANT may keep copies of all work product for its records.

5.9 Intentionally Deleted.

5.10 Retaining Other Consultants. Nothing herein shall be deemed to preclude the COUNTY from retaining the services of other persons or entities undertaking the same or similar services as those undertaken by the CONSULTANT or from independently developing or acquiring materials or programs that are similar to, or competitive with, the services provided under this Agreement.

5.11 Accuracy and Warranty. The CONSULTANT is responsible for the professional quality, technical accuracy, timely completion and coordination of all the services furnished hereunder. The CONSULTANT shall, without additional compensation, correct or revise any errors, omissions or other deficiencies in its designs, drawings, reports or other services. Any corrections shall be made within thirty (30) calendar days after such deficiencies or non-conformances are verbally reported by the COUNTY. CONSULTANT agrees that the products and services provided under this Agreement shall be covered by

the most favorable commercial warranty that CONSULTANT gives to any customer for comparable products and services.

5.12 Truth in Negotiation Certificate. If applicable, for all lump-sum or cost-plus fixed fee agreements exceeding \$195,000, the firm awarded the agreement must execute a truth in negotiation certificate stating that the wage rates and other factual unit costs are accurate, complete and current, at the time of contracting. Any agreement requiring this certificate shall contain a provision that the original agreement price and any additions shall be adjusted to exclude any significant sums by which the COUNTY determines the agreement price was increased due to inaccurate, incomplete, or non-current wage rates and other factual unit costs. All such agreement adjustments shall be made within one (1) year following the end of the contract. Execution of this Agreement constitutes execution of the Truth in Negotiation Certificate.

5.13 Codes and Regulations. All work completed under this Agreement shall conform to all applicable federal, state and local statutes, codes, regulations and ordinances.

5.14 Public Entity Crimes. A person or affiliate who has been placed on the convicted vendor list following a conviction of a public entity crime may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity in excess of the threshold amount provided in Florida Statutes, section 287.017 for Category Two for a period of thirty-six (36) months from the date of being placed on the convicted vendor list.

5.15 Prohibition Against Contingent Fees. CONSULTANT warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for CONSULTANT, to solicit or secure this Agreement and that it has not paid or agreed to pay any person, company, corporation, individual, or firm, other than a bona fide employee working solely for the CONSULTANT, any fee, commission, percentage, gift or other consideration contingent upon or resulting from the award or making of this Agreement.

5.16 Conflict of Interest. CONSULTANT agrees that it will not engage in any action that would create a conflict of interest in the performance of its obligations pursuant to this Agreement, or which would violate or cause others to violate the provisions of Part III, Chapter 112, Florida Statutes, relating to ethics in government. Further, CONSULTANT hereby certifies that no officer, agent, or employee of COUNTY has any material interest either directly or indirectly in the business of CONSULTANT conducted here and that no such person shall have any such interest at any time during the term of this Agreement unless approved by the COUNTY.

5.17 Copyrights. Any copyright derived from any agreement derived from this Agreement shall belong to the author. The author and the CONSULTANT shall expressly assign to the COUNTY nonexclusive, royalty free rights to use any and all information provided by the CONSULTANT in any deliverable and/or report for the COUNTY'S use which may include publishing in COUNTY documents and distribution as the COUNTY deems to be in the COUNTY'S best interests. If anything included in any deliverable limits the rights of the COUNTY to use the information, the deliverable shall be considered defective and not acceptable and the CONSULTANT will not be eligible for any compensation.

5.18 Right to Audit. The COUNTY reserves the right to require CONSULTANT to submit to an audit by any auditor of the COUNTY'S choosing. CONSULTANT shall provide access to all of its records which relate directly or indirectly to this Agreement at its place of business during regular business hours. CONSULTANT shall retain all records pertaining to this Agreement and upon request make them

available to the COUNTY for five (5) years following expiration of the Agreement. CONSULTANT agrees to provide such assistance as may be necessary to facilitate the review or audit by the COUNTY to ensure compliance with applicable accounting and financial standards. Additionally, CONSULTANT agrees to include the requirements of this provision in all contracts with subcontractors and material suppliers in connection with the work performed hereunder.

If an audit inspection or examination pursuant to this section discloses overpricing or overcharges of any nature by the CONSULTANT to the COUNTY in excess of one percent (1%) of the total contract billings, in addition to making adjustments for the overcharges, the reasonable actual cost of the COUNTY'S audit shall be reimbursed to the COUNTY by the CONSULTANT. Any adjustments and/or payments which must be made as a result of any such audit or inspection of the CONSULTANT'S invoices and/or records shall be made within a reasonable amount of time, but in no event shall the time exceed ninety (90) days, from presentation of the COUNTY'S audit findings to the CONSULTANT.

Article 6. General Conditions

6.1 This Agreement is made under, and in all respects shall be interpreted, construed, and governed by and in accordance with, the laws of the State of Florida. Venue for any legal action resulting from this Agreement shall lie in Lake County, Florida.

6.2 Neither Party may assign any rights or obligations under this Agreement to any other party unless specific written permission from the other party is obtained.

6.3 The captions utilized in this Agreement are for the purposes of identification only and do not control or affect the meaning or construction of any of the provisions hereof.

6.4 This Agreement shall be binding upon and shall inure to the benefit of each of the parties and of their respective successors and permitted assigns.

6.5 This Agreement may not be amended, released, discharged, rescinded or abandoned, except by a written instrument duly executed by each of the parties hereto.

6.6 The failure of any party hereto at any time to enforce any of the provisions of this Agreement will in no way constitute or be construed as a waiver of such provision or of any other provision hereof, nor in any way affect the validity of, or the right thereafter to enforce, each and every provision of this Agreement.

6.7 During the term of this Agreement CONSULTANT assures COUNTY that it is in compliance with Title VII of the 1964 Civil Rights Act, as amended, and the Florida Civil Rights Act of 1992, in that CONSULTANT does not on the grounds of race, color, national origin, religion, sex, age, disability or marital status, discrimination in any form or manner against CONSULTANT employees or applicants for employment. CONSULTANT understands and agrees that this Agreement is conditioned upon the veracity of this statement of assurance.

6.8 CONSULTANT shall at all times comply with all Federal, State and local laws, rules and regulations.

6.9 The employee(s) of CONSULTANT shall be considered at all times its employee(s) and not an employee(s) or agent(s) of COUNTY. CONSULTANT shall provide employee(s) capable of performing the work as required. The COUNTY may require CONSULTANT to remove any employee it deems unacceptable. All employees of the CONSULTANT shall wear proper identification.

6.10 Any individual, corporation, or other entity that attempts to meet its contractual obligations with the COUNTY through fraud, misrepresentation or material misstatement, may be debarred for up to five (5) years. The COUNTY as a further sanction may terminate or cancel any other contracts with such individual, corporation, or entity. Such individual or entity shall be responsible for all direct or indirect costs associated with termination or cancellation, including attorney's fees.

6.11 CONSULTANT shall act as the prime consultant for all required items and services and shall assume full responsibility for the procurement and maintenance of such items and services. CONSULTANT shall be considered the sole point of contact with regards to all stipulations, including payment of all charges and meeting all requirements of this Agreement. All subcontractors will be subject to advance review by the COUNTY in terms of competency and security concerns. No change in subcontractors shall be made without consent of the COUNTY. CONSULTANT shall be responsible for all insurance, permits, licenses and related matters for any and all subcontractors. Even if the subcontractor is self-insured, the COUNTY may require the CONSULTANT to provide any insurance certificates required by the work to be performed.

6.12 With the consent of CONSULTANT, other agencies may make purchases in accordance with the contract. Such purchases shall be governed by the same terms and conditions as stated herein with the exception of the change in agency name.

6.13 The invalidity or unenforceability of any particular provision of this Agreement shall not affect the other provisions hereof, and this Agreement shall be construed in all respects as if such invalid or unenforceable provisions were omitted.

6.14 Wherever provision is made in this Agreement for the giving, service or delivery of any notice, statement or other instrument, such notice shall be in writing and shall be deemed to have been duly given, served and delivered, if delivered by hand or mailed by United States registered or certified mail or sent by facsimile, addressed as follows:

If to CONSULTANT:

Todd Torman, Sr. Vice President
5780 N. Swan Road
Tuscan, Arizona 85718

If to COUNTY:

County Manager
Lake County Administration Building
315 West Main Street, Suite 308
Post Office Box 7800
Tavares, Florida 32778-7800

Each party hereto may change its mailing address by giving to the other party hereto, by hand delivery, United States registered or certified mail notice of election to change such address.

Article 7. Scope of Agreement

7.1 This Agreement is intended by the parties hereto to be the final expression of their Agreement, and it constitutes the full and entire understanding between the parties with respect to the subject hereof, notwithstanding any representations, statements, or agreements to the contrary heretofore made.

7.2 This Agreement contains the following Exhibits:

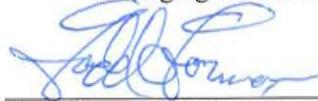
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Exhibit A Scope of Services
Exhibit B Consultant's Proposal dated June 11, 2014
Exhibit C Consultant's Pricing

IN WITNESS WHEREOF, the parties hereto have made and executed this Agreement on the respective dates under each signature: COUNTY through its Procurement Services Manager and by CONSULTANT through its duly authorized representative.

CONSULTANT

Voiance Language Services, LLC
By: Cyracom International, Inc.,
 Managing Member



Todd Torman, V.P.

This 22 day of August, 2014.

COUNTY



Barnett Schwartzman, Manager
Procurement Services

This 12th day of September, 2014.

Approved as to form and legality:



Sanford A. Minkoff
County Attorney

EXHIBIT A: SCOPE OF SERVICES

- Provide on-demand telephone based Language Interpretation Service for Emergency 9-1-1 Calls to be used by six (6) Emergency 9-1-1 Agencies within Lake County. The Consultant shall provide unscheduled over-the-phone language interpretation services twenty-four (24) hours a day, seven (7) days per week for agencies needing immediate interpreter assistance.
- Provide access to interpreters who can interpret to and from English in a minimum of 150 languages.
- Determine language and provide an appropriate interpreter within one (1) minute of call being answered for emergency calls.
- The Consultant shall utilize company employees bound by the policies, procedures, rules, confidentiality, and code of conduct exercised by the Consultant and approved by Lake County.
- Provide a policy that stipulates the requirement of random drug and alcohol testing of their employees.
- Translate Pre-Arrival Medical and Post-Dispatch Medical Instructions verbatim for emergency calls.
- Provide an Emergency Management Plan to guarantee continued services and /or limited disruptions during and following natural disasters or other potentially disrupting events. Emergency Management Plans shall be made available upon request.
- A unique toll-free number for each sub-account which shall not change for the life of the contract.
- Less than a minute billing. There shall be no monthly service fees charged for services pursuant to this agreement.

"Exhibit B"



VOIANCE®

a CyraCom International company

Response to

Lake County, Florida
Request for Proposal
Language Interpretation Services
for Emergency 9-1-1 Calls

RFP No.: 14-0026

June 11, 2014

3:00pm

Todd Torman
Senior VP of Sales
(866) 742-9080 x1657
ttorman@voiance.com

Voiance
5780 N Swan Rd
Tucson, AZ 85718
www.voiance.com

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Executive Summary & Corporate Background

Who We Are

Our Company has been at the forefront of the Language Interpretation Services Industry since 1995. We originally founded under the name KevMark Industries with the US patent submission of a single-line multi-handset telephone that enables natural face-to-face communication between two people who speak different languages, but are able to talk to one another through an interpreter who connects remotely.

Prior to patent approval (USPTO# 5784456), the Company changed its name to CyraCom International and began offering language interpretation solutions with a rationed staff and a handful of foreign languages. Today we have over 1,200 employees providing our clients the following language solutions in over 200 languages and dialects 24/7/365: Over-the-Phone Interpretation (OPI), Video Remote Interpretation (VRI), On-Site Interpretation (OSI), Document Translation and Localization (DT), and Language Assessment and Training (LAT).

Our organization comprises CyraCom International, Inc. as the parent company of Voiance Language Services, LLC and CyraCom, LLC with all operations managed at the parent company level. Private and public clients in the Healthcare Community know our Company under our CyraCom subsidiary. In fact, CyraCom received an exclusive endorsement from the American Hospital Association for its interpretation and translation solutions. We created Voiance Language Services, LLC in 2008 to service our government sector clients.

Our 3,000+ clients represent a wide variety of industries – including some of the largest municipal governments, health plans, hospitals, property & casualty insurances, and banking organizations in the United States.

Currently, our Company is the only Phone Interpretation provider to operate large-scale interpreter contact centers in the US and we are the first major US OPI provider to receive ISO 9001-2008 Certification. Our unique service provider model enables us to hold long-lasting trustworthy partnerships with our clients. Today, our Company is the largest Over-the-Phone Interpretation provider that operates solely in the US and we are the 2nd largest provider of Over-the-Phone Interpretation (OPI) in the world.

All Operations Located in United States

Our organization developed the first extensive network of US-based, large-scale interpreter contact centers. We control and operate over 160,000 square feet of contact center space in Houston, Texas; Las Cruces, New Mexico; Phoenix, Arizona and Tucson, Arizona. These facilities house employee interpreters, live operators, client services, and back-office functions.

The large-scale onshore contact centers became Voiance's most impactful qualifying feature because it allows us to concentrate on employing onshore interpreters and operators to work from our centers. Our interpreter contact centers are open 24/7/365 and we offer over 200 languages and dialects and guarantee an Average Speed of Answer (ASA) by an interpreter in 10 seconds or less across all languages for emergency calls; standard calls ASA is 15 seconds across all languages.

Voiance Locations



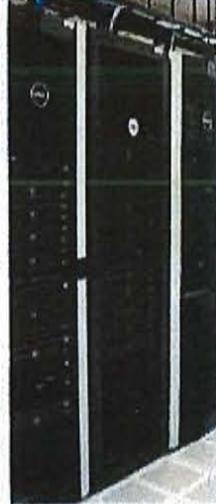
Tucson Foothills
5780 North Swan Road
Tucson, Arizona 85718



Tucson Pioneer
101 North Stone Avenue, No. 902
Tucson, Arizona 85701



Houston Southwest
5950 Corporate Dr., Ste. 1400 & 1600
Houston, Texas 77036
62,000 sq. ft.



Data Centers
Our data centers are located within the Tucson and Phoenix central offices with a third location in a dedicated facility located in Phoenix.



Los Cruces Center
2303 Dinet Drive, Suite 1
Las Cruces, New Mexico 88001
7,500 sq. ft.



Tucson Airport
2801 East Hlbra Road,
Tucson, Arizona 85756
39,000 sq. ft.



Phoenix Chandler
14415 South 50th Street, Ste. 100
Phoenix, Arizona 85044
55,000 sq. ft.

Financial Capability



Inc. 500/5000 named CyraCom International, Inc., Voiance's parent company, to the list of fastest growing private companies in the US in 2004, 2007, 2009, 2010, 2011, 2012, and 2013.

Company Revenue

2009: \$25.4m 2010: \$37.4m 2011: \$43.7m 2012: \$48.7m 2013: \$61.8m

Languages

Our Company began nearly 19 years ago by offering clients interpretive language services in a handful of languages with a rationed staff. Today, we provide innovative and quality services to clients in over 200 languages and have over 1,200 employees. Our language list includes Spanish, Creole, French, Japanese, Vietnamese, Portuguese, Cantonese, and Mandarin to accommodate the top languages required for Lake County to have consistently reliable communication access with your LEP composition. As Lake County continues to grow in diverse LEP constituency and cultures, Voiance's suite of language interpretation services will continue to progress, mirroring Lake County's current and future requisites and more.

Our Languages Include:

Afghan	Czech	Ibo	Mandinka	Slovakian
Afrikaans	Danish	Ilocano	Marathi	Slovenian
Akan	Dari(Afghanistan)	Ilonggo	Marshallese	Somali
Akateko	Dinka (Sudan)	Indonesian	Mien	Soninke
Albanian	Dutch	Iraqi Arabic	Mirpuri	Soninke (Maraka)
Amharic (Ethiopia)	Ebon	Italian	Mixteco	Soninke
Arabic	Edo	Japanese	Mixteco Alto	(Sarahuleh)
Armenian	Egyptian Arabic	Jingpho	Mixteco Bajo	Soninke (Sarakole)
Armenian (Eastern)	Eritrean	Jula	Mola/Mossi	Spanish
Armenian (Western)	Estonian	Kachchi	Moldovan	Sudanese Arabic
Ashanti	Ethiopian	Kamba	Mongolian	Swahili
Assyrian	Ewe	Kanjobal	Montenegrin	Swahili (Kibajuni)
Azerbaijani	Fanti	Karen	Moroccan Arabic	Swedish
Bambara	Farsi	Karenni/Kayah	Navajo	Sylheti
Belorussian	Filipino	Kashmiri	Neapolitan	Tadzhik
Bemba (Zambia)	Finnish	Kazakh	Nepali	Taechew
Bengali	Flemish	Khmer	Nigerian English	Tagalog
Berber	Foochow	Kikuyu	Pidgin	Taiwanese
Bhutanese/Dzongkha	French	Kinya/Rwanda	Norwegian	Tamil
Borana	French Cajun	Kirundi	Nuer (Sudan)	Telegu
Bosnian	French Canadian	Kiswahili	Oromo (Ethiopia)	Thai
Brazil-Portuguese	French Creole	Kizigua	Ouatchi	Tibetan
Bulgarian	Fukienese	Kongo	Pashto	Tigrigna (Eritrea)
Burmese	Fulani	Korean	(Afghanistan)	Toisan
Cambodian	Fuzhou	Krahn	Persian	Toishanese
Cantonese	Ga	Kunama	Pidgin English	Tongan
Cape Verdean	Garri	Kurdish	Polish	Trukese/Chuukese
Cebuano	Georgian	Kurdish (Badini)	Portuguese	Turkish
Chaldean	German	Kurdish (Kurmanji)	Portuguese Creole	Twi
Chamorro	Greek	Kurdish (Sorani)	Punjabi	Ukrainian
Chao Chow	Guamanian	Kyrgyz	Quechua	Urdu
Chin	Gujarati	Lao	Quiche	Uzbek
Chin (Falam)	Gulf Arabic	Levantine Arabic	Romanian	Vietnamese
Chin (Hakha)	Haitian Creole	Lingala	Russian	Visayan
Chin (Tedim)	Hakka	Lithuanian	Samoan	Waray-Waray
Chin (Zophei)	Hamer-Bana	Luo	Saudi Arabic	Wolof
Chinese	Hausa	Maay Somali	Serbian	Wuxinese
Chui Chow	Hebrew	Macedonian	Serbo-Croatian	Yemeni Arabic
Chungshan	Hindi	Malay	Shanghainese	Yiddish
Chuukese	Hmong	Malayalam	Sichuan/Szechuan	Yoruba
Crioulo	Hokkien	Malinke	Sicilian	Yugoslavian
Croatian	Hunanese	Mandarin	Sinhala	Zambal
	Hungarian	Mandingo	Slovak	

Price

Pricing Program for Phone Interpretation (OPI)

Service Feature	Charge
Per-Minute Price for all languages 24/7/365	\$0.65 per minute
Interpreter Contact Centers Located Exclusively in the United States	Included in Price Per Minute
Professional Interpreters Trained with Proprietary 120 hour program that includes 911 Training	Included In Price Per Minute
Account Setup: toll-free number, training and implementation	Waived
Monthly Minimum	None
Billing and reporting: Online and custom reports	Waived
Dedicated account manager and 24/7 client support	Waived
Cordless Phones (Optional Add-on)	\$5.95 per month



Service Provider Model

Our Company's US-based interpreter contact centers are open 24/7/365 and rely on hiring onshore, direct employees. Unlike other language providers who predominantly use offshore interpreters, Voiance offers large-scale physical structures (over 160,000 sq. feet of interpreter workspace). Our large-scale facilities provide clients with the ability to become acquainted with our employee interpreters and support staff, while meeting strict regulatory requirements from Federal and State agencies. Lake County has complete access to schedule a visit, audit, and site certify our onshore interpreter contact centers and operations.

Voiance's service model of operating US-based contact centers and applying contact center best practices permits us to scale operations with very little advance notice and ensure those service levels. We are able to handle a 20% increase in volume with as little as one week's notice.

We offer over 200 languages and dialects 24/7/365. Our language list includes Spanish, Creole, French, Japanese, Vietnamese, Portuguese, Cantonese, and Mandarin to accommodate the top languages required for Lake County to have consistently reliable communication access with your LEP composition. As Lake County continues to grow in diverse LEP constituency and cultures, Voiance's suite of language interpretation services will continue to progress, mirroring Lake County's current and future requisites and more.

We employ over 1,000 interpreters to handle the vast majority of calls from our onshore interpreter contact centers.

Interpreter contact centers house critical business functions and are regularly toured and audited by our clients.

24/7 Live Operators and Interactive Voice Recognition (IVR)

The majority of our customers use our automated system, which lets them quickly navigate call flow by voice command, while always having the option to connect to live operators 24/7 who can respond to interpretation requests. We typically recommend the use of live operators for call flows where longer, customer specific information needs to be collected (e.g. Employee ID, etc.). However, the automated call flow usually leads to a faster connection to an interpreter. Our automated calling platform can easily reduce the amount of time to an interpreter by streamlining connections. Using this method, we use our technology to accurately identify callers and automatically program their calls to bill to a particular account.

Below is an illustration of typical connection times to an interpreter and live operator.

	Automated System (IVR)	Live Operator
Connection Time to Voiance	Instantly	All Calls: 5 Seconds (average)
Account Data Verification	Client Specific (Can be Pre-Programed)	Client Specific (Can be Pre-Programed)
Language Selection	Direct Connect to Most Common Language- No code entry needed (enter code or go to Operator for all other languages)	Conveyed to Operator
Average Speed of Answer (to an Interpreter for 911)	10 Seconds	10 Seconds or less after Operator selects Language
Average Speed of Answer (to an Interpreter non-911)	15 Seconds	15 Seconds after Operator selects Language
Total Time on Average for Most Common Language	911: 10 Seconds Non-911: 15 Seconds	911: 15 Seconds Non-911: 20 Seconds

Guaranteed 10-second Average Speed of Answer (ASA) to an Interpreter for 911 Calls

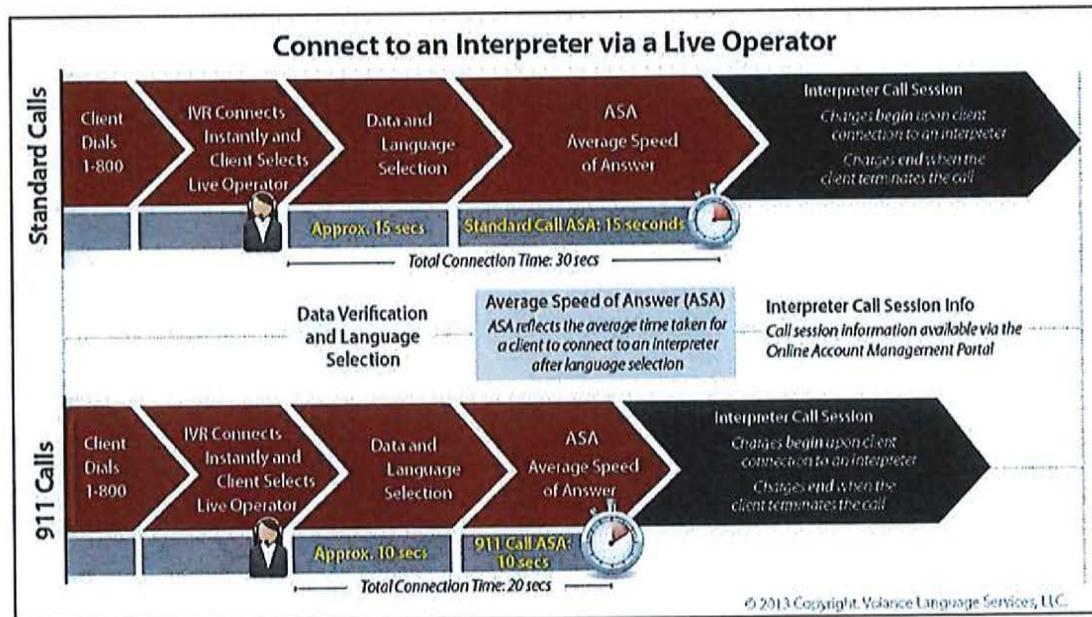
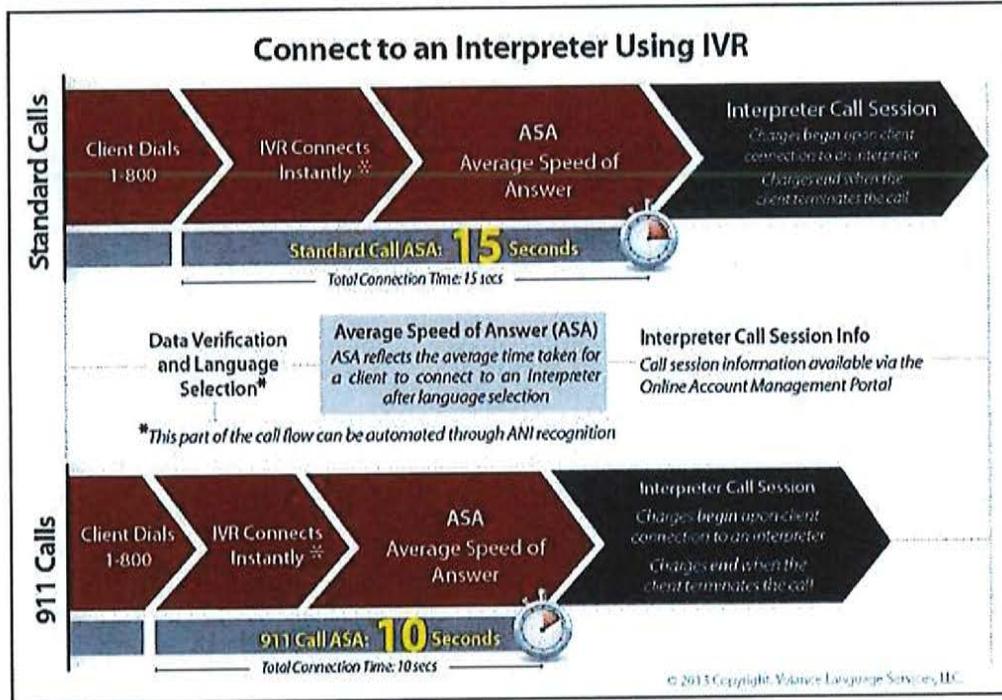
Dedicated 911 Queues - We guarantee 911 calls will receive an interpreter in 10 seconds or less, on average. We measure ASA as the time between language selection and the moment in time when an interpreter gets on the line. A recent 3rd party audit concluded that we can and do provide the ASA's as claimed. The 3rd party audit was for our ASA data overall and not just 911 ASA's. Our 911 ASA's are faster than our overall ASA's because we give 911 calls priority routing and have dedicated 911 interpreters.

Guaranteed 15-second Average Speed of Answer (ASA) to an Interpreter for all other Calls

Over-the-Phone Interpretation - OPI is a three-way call between our bilingual interpreter, an English-speaking representative of our client, and their non-English speaking customer. We have approximately 1,000 interpreter-employees (and growing) that service over 200 languages and dialects 24/7/365. Average Speed of Answer is 15 seconds or less across all languages.



Voiance Connection Times for Standard Calls and 911 Calls



Comparable Projects / Top Customers

We have relevant experience implementing service for our government organizations, as well as our clients with call centers. We earned lasting trustworthy partnerships with over 3,000 clients in North America, and we service clients in various industries – including some of the largest municipal governments, health plans, hospitals, property, and casualty (P&C) insurances and banking organizations in the United States. We expect the monthly call volume generated by Lake County to represent well under .25% of our overall volume.



911 / Emergency Interpretation Service Experience

We are the only Phone Interpretation provider that services emergency calls primarily through onshore interpreter contact centers featuring dedicated 911 interpreters.

We support hundreds of emergency service clients, including PSAPs, emergency communication centers, police departments, fire and rescue agencies, hospital emergency departments, and countywide / statewide emergency response organizations.

Federal Government Experience

We work with the Department of Defense, US Customs & Border Protection, the Federal Reserve, the Department of Education, the US Federal Courts, the Veterans Administration, and other federal agencies.

211 and 311 Services

We service a variety of non-emergency government call centers in some of the most linguistically diverse areas of the United States.

Health Departments and Public Health Centers

We service public health departments or hospitals at the federal, state, and local level, including the National Institutes of Health (NIH).

Our Company has worked with government clients that include:

- USPS
- Montgomery County 911 and HHS
- Prince George 911 and HHS
- Knox County Health Department
- City of Austin 911
- Department of Education
- Defense Language Institute
- Department of the Army
- Department of the Navy
- U.S. Coast Guard
- Department of Veterans Affairs
- Department of State
- Bureau of Customs and Border Protection
- Department of Education
- Internal Revenue Service
- Federal Reserve Bank
- International Monetary Fund
- State of Vermont
- Pima County
- Hillsborough County 911

Experience and Expertise

Our Company began nearly 19 years ago by offering clients interpretive language services. Today, we provide innovative and quality services to clients in over 200 languages. We developed the first – and currently only – large-scale interpreter contact centers located in the United States. All other Phone Interpretation providers primarily rely on offshore or at-home interpreters.

Voiance will provide Lake County with a dedicated toll free number that delivers direct access to Voiance Client Services Representatives (Live Operators) and Interpreters 24/7/365. Live Operators answer calls within 5 seconds on average, and we guarantee Lake County the following:

- General Calls: We guarantee an Average Speed of Answer by an Interpreter in 15 seconds or less (across all languages)
- Emergency Calls: We guarantee an Average Speed of Answer by an Interpreter in 10 seconds or less (across all languages)
- Our interpreter contact centers are available 24/7/365; this includes Client Services.
- On-line portals for account management and reporting for OPI are available 24/7/365.
- Account Managers are available during normal business hours (8am-5pm, M-F).

Voiance Emergency and Non-Emergency Interpreters are Available 24/7/365

Voiance offers Lake County on-demand Over-the-Phone Interpretation services in over 200 languages and dialects, 24/7/365. Our language list includes Spanish, Creole, French, Japanese, Vietnamese, Portuguese, Cantonese, and Mandarin to accommodate the top languages required for Lake County to have consistently reliable communication access with your LEP composition. As Lake County continues to grow in diverse LEP constituency and cultures, Voiance's suite of language interpretation services will continue to progress, mirroring Lake County's current and future requisites and more. Our employee-interpreters work within 160,000 sq. ft. of Company operated contact center space and they are available to answer on-demand calls 24 hours a day, 7 days a week, all year long.

Demonstrating Adherence to Security and Privacy Regulations:

- Voiance personnel assigned to Lake County calls receive training that includes 911, HIPAA, and Confidentiality Agreements.
- Our Company is committed to maintaining a work environment that is free of illegal drugs and alcohol. All Voiance employees working on Lake County projects comply with current Company employee regulations of maintaining a drug-free work place.
- As part of the employment process, interpreters must pass reference checks and multiple background checks that include County Criminal Checks, Social Security Number Trace (Address History Search), E-Verify, and the Sex Offender Registry.

Quality Assurance

Two cornerstones of our Quality Assurance program are: 1) our ISO 9001:2008 certification and 2) our continuous monitoring of our interpreters.

We are currently the only major Over-the-Phone interpretation provider operating solely in the U.S. that received ISO 9001:2008 certification. Our Company developed an ISO 9001:2008 certified quality management system in 2009 to adopt international quality standards. We recognize Confidentiality and Privacy as priority parameters of this framework and closely supervise these factors. Through regular audits, we continuously demonstrate our commitment to provide excellent service. In addition, we have received consistently high scores in ISO's yearly customer satisfaction survey.

Our organization maintains a team of dedicated interpreter quality monitors. Interpreter team supervisors and dedicated quality monitoring staff randomly monitor employee Interpreters at a target frequency of 16x a month for interpreters with less than 90 days of service, and 12x a month for all interpreters with more than 90 days of service.

The outcome of a monitoring session is that the interpreter receives a rating of either Meeting Expectations (ME) or Needs Improvement (NI). 98% of monitored calls meet expectations.

Strength of Transition

In the last 15 months, we have managed hundreds of implementations. We have experience in all kinds of implementations, ranging from multiple large federal agencies to smaller facilities requiring on-site staff training. An initial meeting will determine how best to transition our services with Lake County agencies and various emergency and non-emergency response departments.

We provide direct training to your agents if required and have created several tools that help our customers and their constituents understand the call flow process. Available material includes:

- Training Video
- Phonetic Charts
- Language Access Instruction Cards
- Tips on how to work effectively with an interpreter

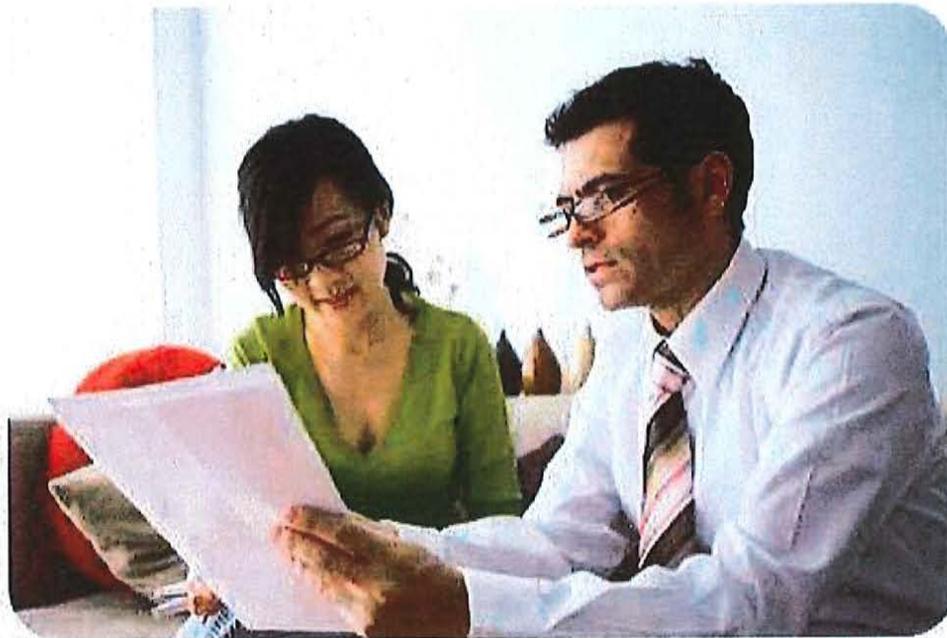
Voiance Implementation Process

Voiance has a dedicated team of regional implementation specialists that can come on site and provide support with telecommunication configuration and training. We provide implementation support to all locations that will access our service and can implement service at each location in as little as 30 days. Depending on our first meeting, it is quite likely that the dedicated Account Management team assigned to the countywide contract can complete implementation remotely.

Voiance provides all the necessary resources and training, including educational materials, to ensure Lake County staff can use the service effectively. Images of these resources are on the following page. Client specific glossaries and scripts are optional.

On the following page is a summary table of our Implementation Process.

Note: For multiple departments or locations with varying requirements, we typically conduct this implementation process for each department or location, either simultaneously or over an extended period, based on Lake County's preference.



Step	Description	Responsible	Due	
1.	Initial Meeting	Phone meeting discussing operational requirements and outlining follow-up tasks.	Voiance and Lake County key staff	Day 1
2.	Communication plan	Voiance sends completed communication and training plan to Lake County for review	Voiance	Day 3
3.	Provide follow-up items	Lake County provides necessary information such as ANI numbers, glossaries, or scripts	Lake County	Day 3-5
4.	Technology Set-up and testing	Voiance implements the follow-up items from Lake County, completing the technological implementation and testing the process to ensure it functions correctly. We also encourage Lake County to conduct tests as well.	Voiance and Lake County	Day 5-7
5.	Communication plan approval	Lake County approves the communication and training plan and provides Voiance with the necessary resources (designated training material contact, supervisor email addresses, scheduled time, or other information)	Lake County	Day 5-7
6.	Communication and Training	Voiance provides the necessary communication and training, including educational materials, to ensure Lake County staff can use the service effectively. Formal training is typically not required; usually the distribution of training materials is sufficient.	Voiance	Day 8-15
7.	Launch Day	The first day of transitioned calls	Voiance and Lake County	Day 16
8.	Performance Monitoring	Performance is heavily monitored during the first week, with regular performance checks afterward.	Voiance	Day 16-30+
9.	30 day review	After 30 days of the service, a 30-day review is conducted with Voiance and Lake County	Voiance and Lake County	~Day 45
10.	Regular Meetings	Monthly, quarterly, or yearly reviews – in person or over the phone	Voiance and Lake County	Ongoing

Step 1	Responsible	Due
Initial Meeting	Voiance and Lake County's key staff	Day 1

The transition process begins with a planning meeting.

The initial meeting focuses on gathering information to ensure Voiance understands all relevant aspects of Lake County's operations, preferences, and requirements. A mix of management, supervisors, and users are often included.

Information gathering at the initial meeting covers multiple topics:

- **Operations and Call Flow:** Service access and call flow requirements (PIN numbers, other call flow data) and any desired improvements; call types and subject matter expertise needed by interpreters.
- **Reporting and Invoicing** : preferences and desired improvements.
- **Communication and Training:** Lake County and Voiance areas of responsibility; timeframe for training; best methods for communicating with staff.
- **Follow-up Items:** Formal communication plan; technical information based on setup preferences (ANI numbers, glossaries, scripts); launch date and time; follow-up meeting date and time.

Step 2	Responsible	Due
Communication Plan	Voiance	Day 3

Voiance will provide a detailed communication plan. The plan serves two primary purposes:

1. Demonstrate understanding of all requirements and deadlines so that implementation continues smoothly
2. Establish process for assisting Lake County staff in transitioning to Voiance

In the communication plan, Voiance uses feedback provided by Lake County to show what types of training materials we will provide, how these materials will be used, the responsibilities of Voiance and Lake County staff members, and important dates and times.

Step 3	Responsible	Due
Provide Follow-up Items	Lake County	Day 3-5

Based on discussions in the initial meeting, Lake County will provide information necessary to continue implementation. These items usually include:

- Billing contact information, including mailing address and email
- If applicable, ANI, caller ID, or trunk numbers for contact center
- If applicable, glossaries of terms or sample call flow "scripts"
- Review sample invoices provided by Voiance

Step 4	Responsible	Due
Technology set-up and testing	Voiance and Lake County	Day 5-7

Once Voiance receives the necessary technical setup requirements, we construct a working call flow that meets all Lake County requirements.

Voiance tests the access process to an interpreter to ensure everything functions smoothly. Lake County also tests the toll free numbers and call flow to ensure everything meets expectations.

Step 5	Responsible	Due
Communication plan approval	Lake County	Day 5-7

Any suggestions and ultimately final approval of the communication plan are completed at this step.

Voiance ensures that the requirements of the communication plan are met and begins working with indicated Lake County staff to distribute training materials and provide any formal training.

Step 6	Responsible	Due
Communication and Training	Voiance	Day 8-15

Voiance's communication and training comes at no cost to Lake County. We will provide Lake County with support materials at the required quantities, and the following materials are available free of charge:

- Language Cards
- Phonetic Chart
- Notification Signs
- Tips on working effectively with an interpreter
- Regularly generated educational material

Account managers also conduct live webinars (recordings also provided) where training materials and additional training topics covered, including:

- When to use an interpreter
- How to identify and address issues of cultural competency
- Tips for working effectively with an interpreter
- How to access an interpreter
- How to provide feedback to Voiance on interpreter performance or technical issues

Voiance account managers also provide train-the-trainer instruction on an as-needed basis, and additional webinars and resources are available for this purpose.

Administrators of the Phone Interpretation account receive in-depth training on Voiance's reporting suite.

Language Access Instruction Card

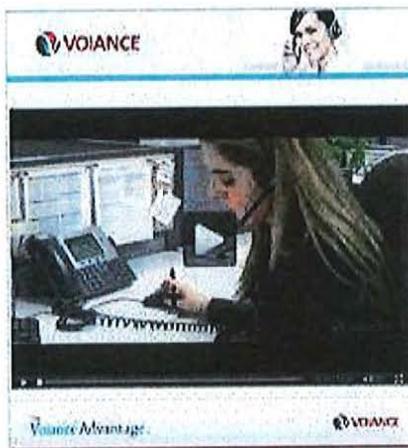
Language Access Instructions

1. Dial **1-877-715-5502**
2. Enter Account # _____
3. Enter PIN _____
4. **Request and confirm the language**
Say the language requested -or- Enter the 3 digit language code
5. **Hold temporarily as you connect to an interpreter**
Brief the interpreter on the nature of the call and begin your conversation

Need assistance?
Call **800-481-3289** 24/7 to be connected with a Client Services Representative.



Training Video



Working Effectively with an Interpreter




Working Effectively with an Interpreter

1. Review suggested practices and a practice manual document
2. Identify common phrases to be used for interpretation (e.g. common)
3. Establish a common ground of meaning of the idiom
4. Address common misconceptions about interpretation
5. Speak clearly, slowly, and use simple words and phrases
6. The interpreter will provide a summary of the conversation in the language
7. Ask for clarification
8. Avoid using jargon or idioms
9. Address concerns about the interpreter's performance
10. Summary of suggested practices and best practices

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Phonetic Guide to "One moment, please" in multiple languages




Phonetic Chart

English	Phonetic	One moment, please
Arabic	أنا لحظة	لحظة، من فضلك
Armenian	Իմ մոմենտը	Մեկ րոպե
Chinese	请稍候	请稍等
Dutch	Wacht even	Even wachten, alstublieft
Spanish	Un momento, por favor	Un momento, por favor
Haitian	Alas yon moman	Alas yon moman
Japanese	しばらくお待ちください	しばらくお待ちください
Korean	잠시만 기다려주세요	잠시만 기다려주세요
French	Un instant	Un instant, s'il vous plaît
Portuguese	Um momento, por favor	Um momento, por favor
Russian	Пожалуйста подождите	Пожалуйста подождите
Swedish	En ögonblick	En ögonblick, tack
Vietnamese	Chờ một chút	Chờ một chút

Step 7	Responsible	Due
Launch Day	Voiance and Lake County	Day 16

After double-checking all technical infrastructures and communicating with Voiance's workforce management team to ensure proper staffing, implementation culminates in the launch day.

This is the first day of transitioned calls, and both Voiance account managers and workforce management specialists pay close attention to incoming Lake County calls to ensure calls are processed according to plan.

Voiance has a dedicated workforce management team, which forecasts volume and schedules interpreters accordingly. During the implementation process, account managers discuss day-to-day and seasonal volume trends so that workforce management can schedule based on the needs of Lake County. Workforce management continually monitors all calls as they transition over to the platform and ensures timely connection to interpreters throughout the migration.

Step 8	Responsible	Due
Performance Monitoring	Voiance	Day 16-30+

Performance is heavily monitored on the first week, with regular performance checks afterward.

Monitoring focuses on inbound Lake County calls, Lake County performance metrics like Average Speed of Answer, and trends and forecasting for staffing purposes.

Step 9	Responsible	Due
30 Day Review	Voiance and Lake County	~Day 45

Voiance account managers proactively propose regular review meetings with clients to request feedback, discuss business metrics, and discover areas to create customer satisfaction. The 30 day review is the first of such meetings.

Based on feedback during the first 30 days, Voiance provides any additional assistance as needed. Reporting and performance for the first 30 days are also reviewed.

Step 10	Responsible	Due
Regular Meetings	Voiance and Lake County	Ongoing

In order to ensure an active and healthy working partnership, Voiance account managers work to ensure regular meetings with Lake County. These may be monthly, quarterly, biannually or yearly. At least once a year, Voiance offers to travel to Lake County locations for in-person meetings, additional training, and to conduct formal business reviews.

Our Company's Interpreter Qualifications and Training

All Voiance interpreter candidates must demonstrate adequate mastery of industry-recognized, baseline competencies necessary to perform interpretation accurately. Candidates who receive an offer for an employee interpreting position must successfully complete 120 hours of training, including 40 hours of a supervised interpretation practicum involving actual clients. This exceeds the training requirements to sit for CCHI (Certification Commission for Healthcare Interpreters) certification by 80 hours.

Other providers **require less than 40 hours of training** before they allow their associates to begin work as an "interpreter," and routinely refer to their call takers as "certified interpreters."

CCHI is a vendor neutral program that is a recognized industry standard for healthcare interpreters; healthcare is a highly regulated industry that is consistently confronted with compliance, governance, and risk management challenges. Thus, it makes sense for Voiance to use CCHI as an industry benchmark.

Before trainees at Voiance can move on to employee interpreter status, they must pass a rigorous performance exam designed to measure the equivalent knowledge, skills, and abilities as those on the CCHI certification exams. Our organization's ongoing training and monitoring requirements exceed those required to maintain the CCHI credential. We take linguistic resource training seriously, given the high stakes in the emergency (911), Health and Human Services, and overall health/medical industries, and we have a dedicated team for linguistic resource training.

Language Assessment

Candidates looking for employment in our state-of-the-art US interpreter contact centers must demonstrate substantive bilingual capabilities by scoring highly on our language assessment.

Industry experts developed our language assessment based on the Interagency Language Roundtable (ILR) scale. Candidates must score the equivalent of a "Level 3 – Professional Working Proficiency" on the ILR scale. We keep interpreter language assessment scores on file.

In-depth Screening Interview and Interpreter Qualification Test

Candidates receive an in-depth screening interview conducted by a professional recruiter. Our three-step Interpreter Qualification Test identifies aptitude for becoming an interpreter and consists of the following components:

1. *Oral Language Proficiency Test* for English and target language
2. *Scripted Language Conversion Aptitude Test* with bilingual interpretation scenarios
3. *Bilingual Vocabulary Test* (Up to 50 terms with increasing complexity)

In the Interpreter Qualification Test, our professional examiners rate candidates based on:

- *Pronunciation* – clear and understandable
- *Syntax* – proper grammatical arrangement
- *Fluency* – smooth, minimal interruptions in flow
- *Listening comprehension*
- *Terminology* – breadth, accuracy and relevance

Pre-Hire Requirement: Background Checks and Screening

As part of the hiring process, interpreters must pass multiple background checks:

- Social Security Number Trace/Address History – includes address history and alias names
- MVR when number provided
- 10 years where allowed by law; seven (7) where restricted Countywide Felony/Misdemeanor Criminal Record Search
- National Criminal Database Search
- Sex Offender Registry Search
- Two (2) work references
- Two (2) most recent Employers -Employment Verification
- All post HS Education Verification
- Office of Inspector General/EPLS Search – Identifies individuals that are barred from working with government-reimbursed expenses
- Homeland Security Check (OFAC Compliance)

All candidates receive information about and must agree to sign our interpreter code of ethics and multiple confidentiality and compliance documents as well as a number of initial and annual compliance testing/training exercises.

Structure for Interpreter Training

Voiance employees can lawfully receive rigorous, continuous training, including curriculum specific to customers. Other OPI providers substantially use contractors, which according to IRS, cannot lawfully receive training by the provider.

Moreover, in a decisive departure from current language industry practices, we employ onshore interpreters to work from one of four US located contact centers exclusively operated by our Company. The premise of operating our own Interpreter Contact Centers pertains directly to providing highly qualified interpreters in multiple industry sectors.

Voiance employee-interpreters receive 120-hours of proprietary training. Currently, there is no single vendor-neutral Over-the-Phone Interpreter certification for multiple industries. We believe that our training program is one of the most extensive and rigorous within the OPI industry. Training includes healthcare and industry specific terminology that is pertinent to governmental agencies, such as terminology for 211, 311, 911, Health and Human services, HIPAA, legal, insurance, and more.

We train our interpreters within our advanced US-based contact centers, where we have multiple self-contained training classrooms in which live instructor/student teaching takes place. Dedicated training teams consisting of training experts, qualified instructors, training assistants, and interpreter coaches lead our classroom-based training programs.

120-Hour Proprietary Training for 911 and Medical Interpreters

We are the only major Phone Interpretation provider that delivers in-class and instructor-led 911 interpreter training in onshore contact centers.

Our dedicated 911 Interpreters undergo 120 hours of initial training that prepares them for 911 calls.

The 120-hour initial training program, and our ongoing coaching, continuing education, and skills training, reflect the needs of PSAPs. We base our training on national training standards from APCO and NENA, research into common problems for specific immigrant groups, and site visits to PSAP clients.

40-hour Interpreter Practicum

Week 3 of the 120-hour training program takes instructors, students, and experienced interpreter mentors onto the call center floor. Interpreter candidates take calls under the direct supervision and tutelage of dedicated interpreter coaches.

During the 40-hour practicum, interpreter coaches can take over the call if needed, and additional coaching and training can take place immediately for trainees. Failure to demonstrate mastery of interpreter training competencies results in disqualification from the program.

Medical Interpreter Training

Interpreters not only speak the language of your customers, but also the language of the medical/healthcare industry. Voiance's 120-hour interpreter training program familiarizes interpreters with terminology and situations specific to hospitals and healthcare organizations. We currently serve six of the top ten health plans and two of the top four largest property & casualty insurers in the US.

Interpreters receive healthcare interpreting instruction throughout their 120-hour training program from instructors in a classroom environment. Classroom training covers initial application and enrollment processes, teaching interpreters the terms and context of healthcare calls, including:

- Anatomical Terminology
- Medical Procedure Terminology
- General inquiries
- Enrollment
- Copayment
- Insurance applications
- Plan Eligibility
- Medicare/Medicaid
- Prescription drug coverage

Focused Skills for 911 Interpreters

Emergency Interpretation is the most demanding form of interpretation. We have dedicated significant amounts of time to train interpreters for 911 interpretations, including the use of client-provided recorded 911 calls. In addition to 120 hours of initial training, our dedicated 911 Interpreters receive ongoing training and skills development.

Topics Emphasized in 911 Interpreter Training

Our training covers various topics, including:

- Medical emergencies and ambulatory situations.
- An unknown address that needs to be obtained.
- Speaking with children.
- Identifying dead bodies and completing missing persons' reports.
- Non-English callers with impaired mental states (intoxication, mental illness, etc.).
- Domestic violence and other violent crime.
- Accidents (vehicular or otherwise).
- Stolen property (burglary, reporting stolen goods).
- Using PSAP-provided high rate of occurrence street names, areas, and landmarks for each PSAP's service area (our new 911 Call Location Aid)
- Extracting address information from non-English callers, when asked by the call taker.
- Following a dispatcher's lead in the tone, intensity, and urgency of a call.
- Interpreting pre-arrival instructions, including CPR.
- Mitigating cross-cultural communication barriers.

Emergency Interpretation Service Experience

We are the only Phone Interpretation provider that services emergency calls primarily through onshore interpreter contact centers featuring dedicated 911 interpreters.

We support hundreds of emergency service clients, including PSAPs, emergency communication centers, police departments, fire and rescue agencies, hospital emergency departments, and countywide/statewide emergency response organizations. Our Introduction to OPI participants receive approximately 4 hours of 911-specific training. In other medical and protocol-related units, we also address how to handle crisis/emergency scenarios (e.g., ER encounters). Post Introduction to OPI, they receive periodic refreshers that highlight necessary skills:

- Relate 911 call types to other common interpreting scenarios and identify potential challenges
- Follow the 911 dispatcher's lead adapting to the pace and tone of the dispatcher
- Begin sessions quickly and be succinct
- Provide accurate and appropriate interpretation for all 911 calls
- Remain calm in all 911 call situations
- Interpret primary 911 information-gathering questions

Quality Monitoring

Four-Time Weekly Quality Monitoring Sessions with In-Person Follow-up

Our organization maintains a team of dedicated interpreter quality monitors to ensure interpreters follows our Code of Ethics and Professional Conduct.

Interpreter team supervisors and dedicated quality monitoring staff randomly monitor employee interpreters at a target frequency of 16 times per month, and failure to meet expectations in quality monitoring sessions can result in a range of consequences including coaching, retraining or termination. Our quality monitoring procedures ensure that interpreters follow our standards. The Quality Monitoring Form measures adherence to ensure our interpreters maintain fluency in English and their target languages. We monitor the following standards:

Interpreting Proficiency
• Accuracy and completeness
• Appropriate mode
• Fluidity and minimal hesitancy when switching languages
• Effective short-term memory
• Accurate and concise notes
Language Proficiency
• Communicate proficiently in English and ASL
• Communicate proficiently in the target language
Essential Protocols and Best Practices
• Follow established protocols and best practices with emphasis on job aids
• Perform an appropriate pre- and post-session
• Perform the principle roles of an interpreter appropriately
• Provide excellent customer service for all clients and call types

We identify twenty-five essential competencies for each sub-category, which map to competencies taught in our 120-hour proprietary training program, ensuring all ongoing training matches initial training standards.

Continuing Education and Client-Specific Training in our US Contact Centers

Continuing educational opportunities include routine workshops, industry training, focused coaching, internal newsletters, and other methods as appropriate. We also identify interpreter education and coaching opportunities as a result of our quality monitoring.

Qualified vs. Certified Interpreters Across all Industry Sectors

There is currently no vendor-neutral Over-the-Phone Interpreter certification for multiple industries. Voiance ensures that our interpreters possess the equivalent of certification as defined by the CCHI (Certification Commission for Healthcare Interpreters). All Voiance interpreter candidates must demonstrate adequate mastery of industry recognized, baseline competencies necessary to perform interpretation accurately. Candidates must successfully complete 120 hours of training. As of 2014, this exceeds training requirements to sit for the CCHI certification by 80 hours.

Our proprietary interpretation qualification process meets or exceeds the available certifications:

Certifying Body:	National Board of Certification for Medical Interpreters (NBCMI)	Certification Commission for Healthcare Interpreters	Federal/State Court Certifications	CyraCom International/ Voiance Language Services
Industry Focus	Medical	Medical	Court	Multiple Industries
Languages	Spanish, Russian, Cantonese, and Mandarin	Spanish, Arabic, and Mandarin	Spanish, Navajo and Haitian Creole	Over 200 languages and dialects
Primarily intended for:	On-Site Interpreters	On-Site Interpreters	On-Site Interpreters	Over-the-Phone Interpreters based in centralized call centers.
Recommended prerequisites:	40 hours of training	40 hours of training	"...educated, native-like mastery of both English and a second language."	120 hours of training
Test Details:	Written and Oral Exams	Written and Oral Exams	Written and Oral Exams	Written, Oral, and Live Practicum Exams

It is very apparent that no all-encompassing certification program for Over-the-Phone Interpreters exists, which is why we typically speak of OPI staff members as "qualified interpreters." Even the Federal Courts find it necessary to categorize polyglots not certified under Spanish, Navajo, and Haitian Creole categorized as "Professionally Qualified" interpreters.

World Class Service and Quality

Voiance follows the ISO 9001 Total Quality Management Philosophy that emphasizes consistent quality and continuous improvement.



ISO 9001:2008

We are the first – and currently only – major Phone Interpretation provider in the US with ISO certification. ISO 9001:2008 certification means that we have passed rigorous quality processes and independent external audits that demonstrate our focus on quality. Other Phone Interpretation providers use subjective measures to support their quality and excellence statements. In contrast, Voiance developed an ISO 9001:2008-certified quality management system in 2009 to adopt international quality standards.

Company-Wide and Audited Procedures

All major Voiance departments have ISO-audited procedures, which have been regularly revised over the past four years. These procedures and their audits ensure consistent levels of service for all Voiance clients.

ISO and CMS Audits

TUV SUD, our external auditor, conducts a complete audit of our Quality Management System every year.

The ISO standard also call for documenting all steps required for a successful operation and for implementing automatic checkpoints. Documentation is regularly reviewed by supervisors and in regular internal audits. When the checkpoints flag an error, employees find the cause of the deviation, and provide corrective resolutions.

3rd Party Accolades for 120-Hour Training Course:

- **Department of Defense** – We created the current Department of Defense interpreter training standards; we use the same training standards in our 120-hour training course.
- **Certification Commission for Healthcare Interpreters (CCHI)** – Our 120-hour interpreter-training course materials were used to inform the vendor-neutral medical interpreter certification program.
- **University of Arizona** – The UA's National Center for Interpretation students attend our training program and work in our Tucson contact center as part of a strategic partnership.

Background and Security

As part of the employment process, employees must pass reference checks and multiple background checks.

We conduct background screenings on all employees:

- Social Security Number Trace/Address History – includes address history and alias names
- MVR when number provided
- 10 years where allowed by law; seven (7) where restricted Countywide
- Felony/Misdemeanor Criminal Record Search
- National Criminal Database Search
- Sex Offender Registry Search
- Two (2) work references
- Two (2) most recent Employers -Employment Verification
- All post HS Education Verification
- Office of Inspector General/EPLS Search – Identifies individuals that are barred from working with government-reimbursed expenses
- Homeland Security Check (OFAC Compliance)

All candidates receive information about and must agree to sign our interpreter code of ethics and multiple confidentiality and compliance documents as well as a number of initial and annual compliance testing/training exercises.

Candidates receive information about and must agree to sign our interpreter code of ethics and multiple confidentiality and compliance documents.

Voiance's Designated Privacy Officer

Voiance's designated Privacy Officer Jonathan Bank coordinates and manages our compliance to all relevant privacy standards including:

- The Privacy Act of 1974
- Federal Acquisition Regulation
- Code of Federal Regulations, Title 41 Social Security Administration Security and Confidentiality of Beneficiary Data
- Internal Revenue Service (IRS), Privacy and Disclosure Clauses
- Standards for Privacy of Individually Identifiable Health Information ("Privacy Standards") under the Health Insurance Portability and Accountability Act (HIPAA) for the US Department of Health and Human Services
- Voiance International Confidentiality Standards

Voiance requires Interpreters to understand and adhere to Federal laws and regulations surrounding confidentiality and personal information. Confidentiality applies equally, without exception, to all information obtained from all Voiance clients, and remains in effect without time limit, regardless of the employee's employment or contract status with Voiance.

Our staff discuss in detail during the initial orientation Voiance's International Confidentiality Agreement and Code of Ethics. These documents require employees' signatures. We monitor and evaluate our Interpreters their compliance with each of these policies.

Our organization adheres to the requirements of the HIPAA and other Federal regulations for protecting and storing protected health information (PHI). As part of our ISO 9001:2008 certification, review of our processes for compliance and effectiveness take place incrementally.

Confidentiality and Security Audits

We recognize Security, Confidentiality, and Privacy as priority parameters of our ISO 9001:2008 certification framework and we closely supervise these essential factors. Through regular audits, we continuously demonstrate our commitment to provide excellent service. In addition, our Company has received consistently high scores in ISO's yearly customer satisfaction survey.

We fully understand that Lake County's supported agencies are responsible to ensure protection of the private and confidential information of its customers. With a vendor partner like Voiance, we work with federal agencies that audit our operations for compliance with consumer privacy laws. With security audits like these, HC can expect a successful business relationship where customers' confidential information remains protected.

Audits, therefore, become a daily task at Voiance, one we take seriously.

We regularly support CMS-audited health plan clients with auditing, flow-down, or other reporting requirements. CMS does not directly audit our Company. CMS-audited clients typically verify the following:

- Interpreter training and annual Medicare and Medicaid compliance course completion
- Interpreter adherence to confidentiality processes for PHI/PII and fraud, waste and abuse awareness training
- HIPAA compliance
- Physical security
- Information Security

In 2012, our Company successfully completed two (2) CMS level audits including the review of our processes relative to HIPAA training and awareness, as well as Privacy and Confidentiality for our large Fortune 15 and Fortune 50 healthcare provider customers.

Interpreter Best Practices

Voiance has developed a code of ethics for healthcare Interpreters based on industry best practice, and we ensure that all Interpreters abide by it. Our interpreter code of ethics ensures that our employees follow interpreter protocols of courtesy, impartiality, cultural brokering, confidentiality, and meaning-for-meaning interpretation.

During initial interpreter training, employee interpreters are required to complete training on the interpreter code of ethics and other privacy regulations through an instructor led, classroom setting.

Training modules include:

- Updates to the standard training curriculum
- Customer specific protocols / terminology
- Fraud, Waste and Abuse training (CMS flow-down requirement)
- Annual Confidentiality training
- Annual HIPAA training

Training is delivered in a variety of methods:

- Online training modules
- Classroom workshops
- Training through video conference
- Focused, individual coaching
- Internal newsletters and information bulletins

Reliable, Secure Technology & Disaster Recovery Plan - *Confidential*

Voiance maintains full-time staff IT auditors responsible for data security and business continuity / disaster recovery. We invite Lake County to come on site for a visit/audit of our interpreter work locations.

Network Overview

Our multi-million dollar data center and communication platform focuses on business continuity and system redundancy. **We guarantee 99.999% system availability.** Our fault-tolerant telephone and networking systems have not experienced any downtime since the implementation of this architecture. Our system has no single point of failure.



We regularly test our systems, and within the last few years, our system has successfully withstood vendor failure and external damage to telecommunication lines with no downtime. Our data centers are located in the secure American Southwest, with extremely low occurrences of natural disasters.

We maintain three data centers that process and manage all of our incoming interpretation calls. Two of these data centers are within our contact centers, and another is in a secure collocation facility in Denver.

Our network infrastructure can withstand multiple component failures with no interruption in service.

All sites utilize a 100% Cisco end-to-end network infrastructure connected through multiple point-to-point circuits for communication lines. We also maintain a redundant set of communication lines over a private Multiprotocol Label Switching (MPLS) cloud network built on different hardware, featuring diverse connectivity and transport technology. Routing between the two networks is automatic and designed to endure a vendor or equipment failure.

Redundancy in our Data Centers & Communications Platform

Our data center and communication platform focuses on business continuity and system redundancy. Our data centers process and manage all of our incoming interpretation calls.

We have a network with three regionally diverse data center entrances. Each of our data centers has been built with redundant infrastructure. With all three facilities operating, we are able to handle **1.8 times** our current peak call volume (**more than 4 times** our average call volume). Our platform only needs two of these entrances to handle **1.2 times** our current peak call volume (**triple** our average call volume).

Disaster Recovery Plan

Our business continuity and disaster recovery plans are tested continually as part of the standard daily business operational flow. Our plan covers all areas of our business and operations.

Our multi-million dollar data center and communication platform focuses on business continuity and system redundancy. We guarantee 99.999% system availability. Our fault-tolerant telephone and networking systems have not experienced any downtime since the implementation of this architecture. Our system has no single point of failure.

Within the last few years, our system has successfully withstood vendor failure and external damage to telecommunication lines with no downtime. Our data centers are located in the secure Southwest, with the extremely low occurrences of natural disasters.

Our proprietary, confidential business continuity and disaster recovery plan accounts for a variety of potential disasters, including:

- Air Conditioning Failure
- Aircraft Accident
- IT – Operational (Human) Error
- Bomb Threats
- Chemical Spills
- IT – Viruses
- Communications Loss
- IT – Hacking, Unauthorized Intrusions
- Pandemic
- Data Destruction
- Earthquakes
- Fire
- Flooding / Water Damage
- Nuclear Mishaps
- Power Loss / Outage
- Sabotage / Terrorism
- Storms / Hurricanes
- Vandalism / Rioting

Failover Process in the Event of a Disruption

Our Telecom Failover Strategy fully engages our three data centers to process all incoming calls, configured to split between the three data centers. A telecommunication disruption in one data center automatically forwards calls to the two remaining data centers with virtually no interruption or degradation in service. If our Automatic Call Distributor platform experiences a disruption in one of the data centers, all calls to that data center will be automatically rerouted to the two data centers still in production with virtually no interruption or degradation in service. All of our Data Centers and Contact Centers are connected using two different transport technologies (MPLS and Point to Point). Our network infrastructure is designed to withstand multiple component failures with automatic failovers and virtually no interruption or degradation in service.

As part of our disaster recovery and business continuity plan, we have implemented a 3rd party crisis notification system in the event that email or other communications are down across our multiple locations and data centers and normal emergency communications may otherwise be unavailable. We currently deploy an IT Alert notification system by which IT staff members immediately provide emergency company-wide alerts on various disasters, outages, or other issues immediately on a 24/7 basis. Our client services and account management team members alert clients with this information with clients as needed 24 hours per day, 7 days a week, 365 days per year.

Backup Power

Our contact centers and data centers utilize hot-block diesel power generators for backup power, with 24 hours of energy capacity. We add more diesel fuel as needed to maintain power. Within the last few years, our system has successfully withstood vendor failure and external damage to telecommunication lines with no downtime. Our data centers are located in the secure Southwest, with the extremely low occurrences of national disasters.

Our multi-million dollar data center and communication platform focuses on business continuity and system redundancy. We guarantee 99.999% system availability. Our fault-tolerant telephone and networking systems have not experienced any downtime since the implementation of this architecture. Our system has no single point of failure.

Emergency Notification System

As part of our disaster recovery and business continuity plan, we have implemented a 3rd party crisis notification system in the event that email or other communications are down across our multiple locations and data centers and normal emergency communications may otherwise be unavailable.

We currently deploy an IT Alert notification system by which IT staff members immediately provide emergency company-wide alerts on various disasters, outages, or other issues immediately on a 24/7 basis. Our client services and account management team members alert clients with this information with clients as needed 24 hours per day, 7 days a week, 365 days per year.

Location & Quality

All Operations Located in United States

Our organization developed the first extensive network of US-based, large-scale interpreter contact centers. We control and operate over 160,000 square feet of contact center space in Houston, Texas; Las Cruces, New Mexico; Phoenix, Arizona and Tucson, Arizona. These facilities house employee interpreters, live operators, client services, and back-office functions.

The large-scale onshore contact centers became Voiance's most impactful qualifying feature because it allows us to concentrate on employing onshore interpreters and operators to work from our centers. Our interpreter contact centers are open 24/7/365 and we offer over 200 languages and dialects and guarantee an Average Speed of Answer (ASA) by an interpreter in 10 seconds or less across all languages for emergency calls; standard calls ASA is 15 seconds across all languages.

Voiance Locations



US Contact Center Operations

We operate solely onshore in the United States. Our organization developed the first – and currently only – large-scale interpreter contact centers located in the US. All other Phone Interpretation providers primarily rely on offshore or at-home interpreters. Maintaining over 160,000 sq. ft. of contact center floor space, Voiance qualifies, trains, schedules, and provides ongoing monitoring and coaching to interpreters within these contact centers. This allows us to oversee confidentiality and privacy laws, provide an optimal environment for sound quality, and provide in-person continuing education and training to interpreters.

We employ over 1,000 employees, and we operate on over 160,000 square feet of contact center space located solely in the US. Our organization focuses on client support. Finance, IT, Marketing, Operations, and of course, interpreters themselves provide support for clients. In our interpreter contact centers, we recruit and train employee interpreters for our top client-demanded languages that comprise over 90% of our call volume.

What can US contact centers do for you?

- **Confidence:** Physical infrastructure that enables oversight of security and confidentiality practices to ensure compliance with increasingly rigorous consumer privacy laws and protocols.
- **Accountability:** Auditable and interpreter work locations.
- **Familiarity with US:** Onshore interpreters understand US cultural concepts and dialects.
- **Reliability:** Your calls are routed through reliable US telecom providers.
- **Quality Assurance:** Continuing education and on-the-spot coaching of interpreters.

100% of Calls Stay in the US

Calls route through reliable US telecom providers, not internationally, ensuring quality voice transmission and connectivity. Calls handled in our US Contact Centers are answered in a controlled environment for improved sound quality and consistency.

Voiance has heard unsubstantiated reports that some vendors providing Phone Interpretation services claim to route all calls in the United States. However, these vendors terminate and re-initiate calls at a US location, only to be redirected offshore. This stands in stark contrast to Voiance's business model.

Our calls are routed to our onshore data centers and answered by interpreters within the United States. We do not sub-contract to any 3rd party organizations.

US Contact Center Operations

Following a unique business model unlike any other language service provider, our organization has developed large-scale interpreter contact centers to service your calls. Utilizing over 160,000 sq. ft. of contact center floor space, Voiance qualifies, trains, schedules, and provides ongoing monitoring and coaching to interpreters within these contact centers. This allows us to oversee confidentiality and privacy laws, provide an optimal environment for sound quality, and create US jobs. We created 850 US jobs since 2009.

Contact center infrastructure enables management and oversight of security and confidentiality protocols, including increasingly rigorous consumer privacy laws.

Secure Contact Centers Located in the United States

Contact center infrastructure enables management and oversight of security and confidentiality protocols, including increasingly rigorous consumer privacy laws. Our onshore contact centers ensure your information is safeguarded through:

- 24/7 recorded surveillance and mandatory visible ID badges for all staff.
- Secured access doors that require keycard access to enter.
- Visitors are restricted floor access until cleared by management.
- Management audit and enforce a clean desk policy on employee workstations throughout the day.
- Data centers located in the American southwest with low occurrences of natural disasters.

Clients with strict regulatory requirements from Federal agencies regularly visit, audit, and certify our contact centers. They attest to Voiance's best security practices.

Security

Our organization has developed the first – and currently only – large-scale interpreter contact centers located in the United States. Encompassing 160,000 square feet of floor space, our interpreter contact centers stand in stark contrast to competitor at-home contractors and offshore operations for several reasons:

- Clients can visit and audit interpreter work locations, often for regulatory purposes.
- A physical infrastructure that enables management and oversight of security, confidentiality, and increasingly rigorous consumer privacy laws and protocols, not possible with other methods.
- Onshore interpreters are US citizens or legal residents subject to US security and privacy laws.

Contact center infrastructure enables management and oversight of security and confidentiality protocols, including increasingly rigorous consumer privacy laws. Clients with strict regulatory requirements from Federal agencies visit, audit, and certify our onshore interpreter contact centers. Our onshore contact centers ensure your information is safeguarded through:

- Access doors require key card access.
- Visitors do not have access to the floor until they have been cleared by management.
- 24/7 recorded surveillance and mandatory visible ID badges for all staff.
- Management audit and enforce a clean desk policy for employee workstations throughout the day.
- IT systems are penetration- and intrusion-tested and certified as compliant.

Determining Language for a 911 Call

Our Client Services department operates 24 hours a day, 7 days a week, and 365 days a year and regularly assists clients in identifying languages.

Our experience indicates that our dedicated 911 interpreters infrequently come across a situation in which a caller's language requires determination. In the event this situation occurs, our Client Services Representatives take control of the situation and identify the language based on the sound of the language, an indicated country of origin, or by using other techniques.

Process for Identifying a Language

This process begins when the 911 call taker or dispatcher needs assistance in identifying a language:

- 911 call taker uses dedicated telephone line to call Voiance. Instead of selecting a language, they press zero.
- Client Services Representatives identify a caller's language based on the sound of the language, an indicated country of origin, or by using other techniques
- Client Services Representatives quickly select connect the call to reach an interpreter in the now identified language.

911 Call Location Aid

In close collaboration with our 911 clients, Voiance has developed a new tool for quickly assisting in identifying address or location information for non-English emergency callers. Using specific information for each PSAP or agency's service area, our interpreters can efficiently reference high-frequency street names, areas, and landmarks.

Non-English callers have difficulty providing accurate locations due to mispronunciations, lack of familiarity with the area, or other language and cultural barriers. Our 911 Call Location Aid assists emergency responders in reaching caller locations with greater speed and accuracy.

This Call Location Aid is easily adapted to Lake County region with the assistance of Lake County Regional Emergency Services Departments.

Feedback on the Location Aid from Our 911 Interpreters:

Interpreter 1

I used the 911 call location aid, to assist an individual reporting a stabbing. His friend had been stabbed and was laying under some bushes. The caller was difficult to understand, as he was slurring his words. The operator was asking what city the caller was in and his response was unintelligible. When asked again, he responded more coherently, but I was still unable to make out what he said. I referenced the 911 call location aid, and under the cities/towns category for their service area, I was able to find a city that had sounded similar to his response. I then verified that this was the correct city with the caller and he confirmed. The call taker was able to move on to the next set of questions.

Interpreter 2

I used the 911 Job Aid yesterday! My call was from [redacted] County 911 and the dispatcher asked for the address of the emergency. After the non-English caller gave the street name, I knew the road was on [redacted] County's Call Location Aid, so I found it quickly, I didn't have to ask for repetition or spelling. The Aid was helpful because it saved time which is important on 911 calls. The call was about domestic violence.

Voiance Online Invoicing & Reporting

Invoices

Voiance's Online Account Management offers https-secure, 24/7 reporting and invoicing, and report access to their call and usage data with extensive granularity of detail. Online Account Management and Reporting enables monitoring of various reports.

Voiance will provide Lake County with accurate and timely monthly invoices. All invoices are processed on the first business day of a month for services provided the previous calendar month, and are made available online the same day the invoices are processed. Email notifications are being sent to the designated contact shortly thereafter. Paper invoices are generally mailed within 72 hours of the invoice processing and may take 7-10 days to be received.

General information included in Voiance's invoices include a detailed statement which will identify specifically what languages were interpreted, the number of minutes used, rate per minute, date and time stamps, along with what department used the services. Billing for calls is determined by the length of call multiplied by the rate per contracted agreement.

Online payments can be made using ACH, credit or purchasing card. Voiance also accepts checks and wire transfers.

Disputed charges need to be referred to the Accounts Receivable department who will start an investigation. Voiance and Lake County shall use good faith and commercially reasonable efforts to informally resolve all dispute. Lake County may initiate the dispute process by presenting to Voiance a notice of the dispute. Notice shall include a clear description of the dispute, the nature of the dispute, a contact name, and a proposed resolution. Voiance will designate a representative that will investigate the complaint and provide a response to the complaining party as soon as possible, but no later than ten Business Days following receipt of the complaint. Upon resolution of the dispute, the appropriate adjustments will be reflected on the first subsequent invoice after resolution.

Invoicing: Online Account Management Tool

Voiance provides a convenient and easy to use invoicing tool where Lake County staff can both view and pay invoices online.

Email Notification

Our convenient notification system will email you when your invoice is ready to be viewed.

Online Account Management Homepage

Invoicing can be accessed through our Online Account Management tool. Once logged in to the Account Management homepage, you can get a quick graphical representation of your invoices via our invoice widget. Paper invoices are available upon request.

View Past Invoices

From this page, all past invoices will be listed for viewing. Select individual entries to view details.

View Invoice Details

View your invoice online, including terms and payment details. You can also drill down to examine specific information, including:

- Date and Time of Each Call
- Language
- Interpreter Number
- PIN & PIN Description (e.g. department, cost center, location, etc.)
- Rate
- Custom Call Flow Information (Employee ID, Medical Record Number, etc.)

Data can be exported to Excel, CSV, PDF, XML, MHTML, and Word. Further examples can be found in **Attachment B**.

Administrator Accounts

Client Administrators can assign limited or open access to other individuals through our online portal. Administrator-assigned accounts can identify limited or extensive access restrictions for individuals or departments. The system is customizable to fit your needs. Administrator powers include the creation and assignment of PIN numbers and tag groups of PINs. IVR prompts and phone hold music are also editable by administrators.

Pay Invoices Online

Paying invoices online is easy. Simply select the invoice you would like to pay to activate the Pay Online button. Once clicked, follow our simple 3-step payment process, which allows you to make payments via ACH, Credit or Purchasing Card.

Reporting: Online Account Management Tool

Lake County receives 24/7/365 access to Voiance's Online Account Management portal, which is designed to help manage, monitor and anticipate demand for language services.

Online Reporting

Voiance's reporting system provides Lake County with 24/7/365 access to your call and usage data with extensive granularity on the level of detail. Online Account Management and reporting enables monitoring of interpretation usage with calendar views that outline weekly, monthly, quarterly, or yearly data, which can assist in forecasting.

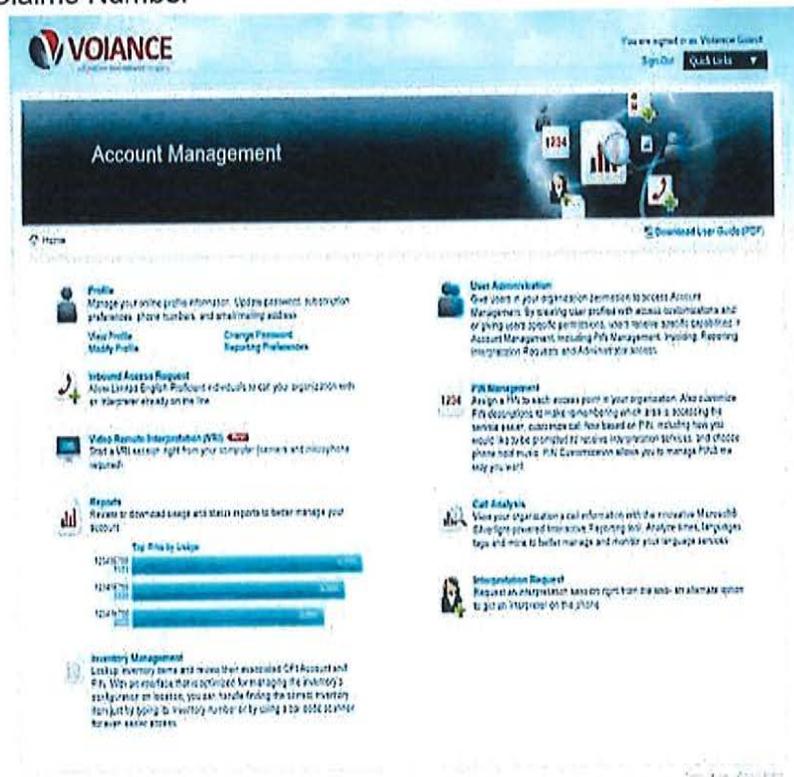
The Company's reporting system features many reports:

Usage Reports: These reports provide statistical data itemizing specific usage. This report is available in variety of deliveries:

- Language Data
- Usage by hospital unit
- Usage by provider name
- Medical Record Data
- Specific Pin Data
- Non-Usage Data

Call Analysis: In addition, Voiance offers a Call Analysis Tool which is interactive and enables users to graphically define usage analytics. The call analysis tool allows for the creation of custom reports and unique views. Some examples of how a client can group and view data are by:

- Start and End Dates
- Time Zones
- Accounts
- Caller Name
- Case ID
- Claims Number
- Location
- Department Name
- Custom Call Code
- Phone Extension
- Authorization Number



Voiance also offers customized monthly, quarterly, annual, and ad-hoc reports. This ad-hoc reporting can be made available monthly upon request. The report details:

- Languages utilized
- Total minutes per language
- Number of calls per language
- Number of calls answered by language
- Average speed of answer
- Number of calls routed to a live operator (customer service)
- Number of calls abandoned (caller hung up)

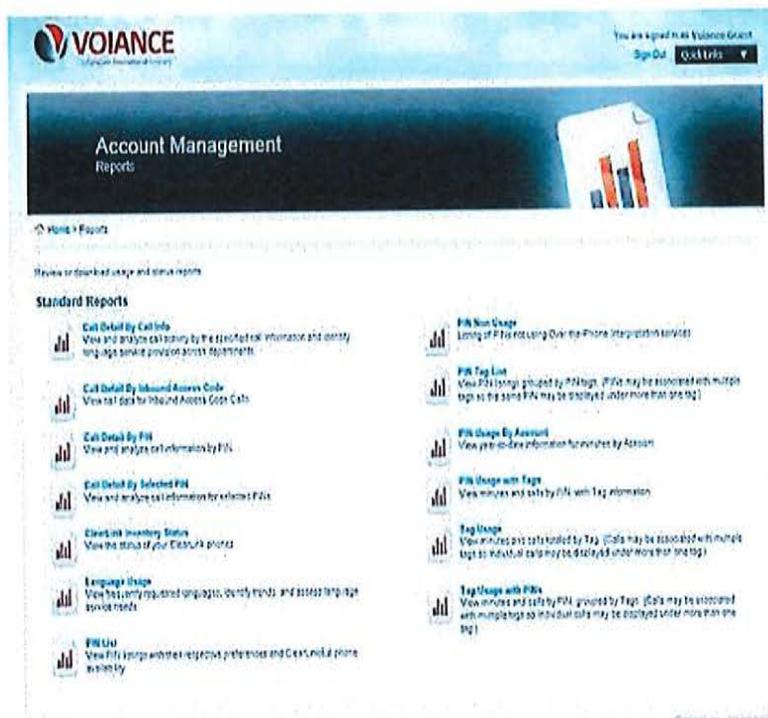
Voiance Online Account Management offers https-secure, 24/7 near real-time reporting and invoice and report access to their call and usage data with extensive granularity of detail. Near real-time reporting fosters a successful business relationship because at any time day or night, authorized Lake County agency employees can view their usage for planning and budgeting purposes without having to make a special request to an account manager.

Online Account Management and Reporting enables monitoring of various reports:

Report	Description
Call Analysis Tool	Microsoft® Silverlight-powered Interactive Reporting tool: interactive, graphical reporting. Analyze times, languages, tags, and more in dynamic, fast-moving color.
Usage by Language	Percent usage by language in terms of minutes and calls.
PIN Usage by Account	Usage over 12 month period by department / user group.
Call Detail	Calls for a given time period, including language, date, time, and any other custom call flow information.
Call Detail by Selected PIN	Call information for a select PIN. View calls for one department over a certain period of time.
PIN List	The access information for each department / user group.

We have the ability to track and report following performance metrics for Lake County agencies:

- Rate of calls answered (fulfillment rate)
- Calls Abandoned (caller hung up)
- Aborted calls (call was routed to an operator)
- Average call speed of Answer (in seconds)



See below for a sample report, which each state agency can ask to receive in regular intervals.

Queue No	Queue Name	Interpreter Requests	Calls Answered	Rate of Calls Answered	Calls Abandoned (Caller hung up)	Abandoned Rate (Caller hung up)	Aborted Calls (Call was routed to live operator)	Aborted Rate (Call was routed to live operator)	Average Speed of Answer (In seconds)
	Total	210075	207359	98.7%	1114	0.53%	1602	0.76%	7
	Average:								
22641	Acholi(Sudan-Uganda)	4	0	0%	0	0.00 %	4	100.00 %	0
22651	Afghan	5	3	60%	0	0.00 %	2	40.00 %	11
22241	Afrikaans	3	0	0%	0	0.00 %	3	100.00 %	0
20161	Akan	3	2	67%	0	0.00 %	1	33.33 %	16
21201	Akran	1	0	0%	0	0.00 %	1	100.00 %	0
20701	Albanian	86	79	92%	3	3.49 %	4	4.65 %	13
24041	American Sign Language VRI	114	72	63%	26	22.81 %	16	14.04 %	28
20271	Amharic (Ethiopia)	127	125	98%	0	0.00 %	2	1.57 %	7
23231	Apache	2	0	0%	0	0.00 %	2	100.00 %	0
20901	Arabic	5312	5306	100%	4	0.08 %	2	0.04 %	6
30901	Arabic VRI	1	0	0%	1	100.00 %	0	0.00 %	0
20721	Armenian	4	4	100%	0	0.00 %	0	0.00 %	9
23651	Ashanti	11	9	82%	0	0.00 %	2	18.18 %	13

In addition, Voiance internally tracks multiple client/resource/performance based metrics. For further examples of Reporting Capabilities, please see **Attachment C**.

Dispute Resolution Process

Customers may contact Voiance live operators for customer-service concerns 24/7 to resolve any complaints or service needs. Voiance investigates all service complaints promptly. Every issue receives immediate manager-level attention, reporting a resolution back to the client within two business days.

Voiance maintains documentation on all complaints and their resolutions.

Voiance's procedure for complaints is supported by its quality ISO 9001:2008 business management, which is audited in regular intervals through external and internal auditors. All feedback given to account managers or our live operator team is logged. Any time a client complains about Voiance's service or an interpreter the following process is invoked:

- Acknowledge receipt of the feedback within 24 hours.
- Review the feedback to determine its severity and categorize it.
- Investigates by: looking at call logs, conducting interpreter interviews, or consulting systems analysts or Telecommunications providers.
- Analyze all pertinent information to determine appropriate resolution.
- Put the investigation results and resolution next steps in writing and report it to the client's primary contact within 48 business hours.

The number of commendations and complaints is reported weekly to executives and management. Complaints constitute less than half of one percent (0.01%) of all calls and Voiance receives more formal commendations on our service than complaints. For more information, please see **Attachment D**.

Quality Assurance

Our Company became the first major phone interpretation company in the US to achieve ISO 9001:2008 certification. This quality management systems' certification forms the framework of our organization's guidelines & benchmarks to safeguard superior quality assurance for our language interpreter services.

We recognize Confidentiality & Privacy as priority parameters of this framework and closely supervise these factors. Through regular audits, we continuously demonstrate our commitment to provide excellent service. In addition, we have received consistently high scores in ISO's yearly customer satisfaction survey.

To guarantee quality of interpretation, Supervisors and Quality Specialists monitor interpreters at a target frequency of 16 times per month. We conduct more quality monitoring with our employee interpreters than any other Phone Interpretation provider, and we provide insight by interpreter and by client into total quality monitoring scores.

All Voiance employee interpreters receive quality monitoring at a target rate of 16 times per month from a team of dedicated quality assurance specialists. In-person feedback is provided to interpreters by supervisors and quality specialists.

By using employee interpreters in US contact centers, Voiance can train, schedule, and monitor employee interpreters, ensuring the highest quality of interpretation. US contact centers also allow us to oversee confidentiality and privacy laws, provide an optimal environment for sound quality.

Personnel & Account Management Team Providing Contracted Services

The primary personnel that Lake County interact with when collaborating with Voiance include our Qualified Interpreters, Client Service Representatives, and a Dedicated Account Management team. Voiance Support staff in several other departments, such as Finance, also interacts with Administrators from Lake County approved agencies. We recognize our support staff as highly qualified personnel with particular skill sets work tirelessly to keep the Company functioning with precision for our client's language services.

Employee Interpreters

The primary personnel providing services are our employee interpreters. We currently employ over 1,000 employee interpreters that may provide services to Lake County.

Employee Interpreter Training

Voiance requires all of our interpreters to complete 120 hours of classroom training prior to approval and qualified to accept calls from our customers. We believe that our training program is one of the most extensive and rigorous within the language services industry. Our employee interpreter training includes 40 hours of a supervised practicum that involves real-time client's calls. Candidates learn essential terminology, best practices, and protocols through innovative simulation-based, hands-on training techniques.

By the end of the 120-hour instructor-led training, candidates demonstrate mastery of essential interpreter skills. All interpreters receive training by supervising staff on the rules and regulations of Code of Ethics and Professional Conduct. All Voiance interpreters must maintain a mastery of industry recognized, baseline competencies necessary to perform interpretation accurately in order to become and remain an interpreter at Voiance.

Interpreter Language Assessments

Industry experts developed our language assessment based on the Interagency Language Roundtable (ILR) scale. Candidates must score the equivalent of a "Level 3 – Professional Working Proficiency" on the ILR scale.

Intensive In-house Interpreter Training with Ongoing Training & Monitoring

Our organization maintains a team of dedicated interpreter quality monitors. Interpreter team supervisors and dedicated quality monitoring staff randomly monitor employee Interpreters at a target frequency of 16x a month for interpreters with less than 90 days of service, and 12x a month for all interpreters with more than 90 days of service.

Failure to meet expectations in quality monitoring sessions can result in a range of consequences including coaching, retraining, or termination. Our quality monitoring procedures ensure that Interpreters follow our standards. The Quality Monitoring Form measures adherence to the following standards: Interpreting Proficiency, Language Proficiency, and Essential Protocols & Best Practices.

Client Services Representatives (CSRs)

Available 24/7/365, Voiance CSRs serve several roles. First, they remain attentive to ensure an interpreter answers a client's call in a timely manner. In addition, when a client prefers to speak with a live operator rather than utilizing our automated phone system, the CSR is the operator that will respond to the client's needs.

Lake County Account Management Team

Lake County will initially work through Michael Bernard, 9-1-1 / Government Business Development Manager. Michael will evaluate each agency's service requirements, present service options, and manage any contractual matters that each agency may require.

Annabelle Romero is assigned as the Implementation Specialist. After an agency contracts with Voiance, Annabelle will coordinate all aspects of the implementation process including billing set-up, the assignment of toll-free number(s), PIN codes (if applicable), and access to the reporting portal.

Bill Martin, National 911 Account Manager A will continue to provide ongoing support to any agency using Voiance services as their dedicated account manager.

In Michael and Annabelle's absence, or for after-hours service requirements, Voiance offers a 24x7x365 Client Services team to assist Lake County via telephone, email or an online web tool.

Michael Bernard and Annabelle Romero report to Todd Torman, SVP of Sales. The Client Services Team, as well as all interpreters, ultimately report to Best Ihegborow, VP of Contact Center Operations.

Michael Bernard
9-1-1/Government Business Development Manager
(866) 742-9080 x1850
mbernard@voiance.com

Michael Bernard joined our organization in 2008. As Business Development Manager, Michael was one of the original team charged with starting the Voiance subsidiary. With his experience in government sales and familial ties to the public safety emergency response community – which fostered a strong interest in emergency communications – this led him to be instrumental in the Company's pursuit of the 9-1-1 PSAP business segment. He provides strategic account management throughout the United States. He works with a team of other Account Representatives and Managers who will be able to assist with implementation and other projects with Lake County.

Annabelle Romero
Director of Implementations
(866) 742-9080 ext. 1813
anromero@voiance.com

Annabelle Romero joined Voiance in February 2012. In her role as Director of Implementations, she handles all strategic accounts, including large financial, travel, and entertainment organizations. Annabelle graduated with Honors from the University of Arizona's Eller College of Management, receiving a Bachelor of Science in Business Administration.

Bill Martin**911 Account Manager**

(866) 742-9080 ext. 1708

bmartin@voiance.com

Bill Martin joined Voiance in November 2013. In his role as the National 911 Account Manager, he is responsible for implementation of all new city, county and state government accounts. He is also responsible for business growth within each of the relationships he manages. He provides support and solutions to all accounts and proactively monitors all account activity.

Executive Contact**Austin Wade****VP of Client Satisfaction**

(520) 745-9447 x1702

AWade@voiance.com

Austin Wade joined CyraCom International in 2010. As the Vice President of Client Satisfaction, Austin manages and administers customer support strategies and policies for all CyraCom International accounts and is responsible for the overall management of the company's relationships with its 3,000 clients. Austin also manages client-facing staff from across the United States, including strategic account managers and implementation specialists.

Austin's wealth of experience comes from over 30 years at Weil Brothers-Cotton, Inc., one of the top five international cotton-merchandising firms in the world with revenues approaching \$1 billion. As Senior Vice President at Weil, Austin oversaw more than \$400 million in annual revenue and accumulated significant experience in sales, purchasing, operations, and personnel management. Austin graduated from Troy University with a Bachelor's of Science in Business Administration and Marketing.

Best Ihegborow**Director, Center Management**

(866) 742-9080 x 2579

bihegborow@voiance.com

Best Ihegborow joined CyraCom International in 2009. As Director of Center Management, Best directs and oversees Voiance International's multiple call-center based operations, including Voiance International's flagship facility in Tucson, Arizona. Best is responsible for driving and executing the overall strategic operational activity for all Voiance International client base within the company. During his tenure with Voiance International, Best has been hands on with building the center based activity, and has driven dramatic operational improvements, which have resulted in operational cost-reduction, quality improvement, reduced attrition and increased client and labor resource retention.

Best has over 13 years' experience within Outbound Sales, Inbound Customer Care and New Product Launch environments with a key focus on Call Center-based Operations Management. Prior to joining CyraCom International, Best managed Operations for a multi-billion dollar Customer Relationship Management firm, serving as the dedicated Call Center Operations manager for multiple Fortune 500 Companies. In addition to handling production operations for

companies such as AT&T and Cingular Wireless, Best also worked on various international operations projects, serving as the primary point of contact for the New Product Launch and Operational Product Implementation team. In addition, Best holds a Bachelor's degree from University of Texas – El Paso.

Todd Torman
Senior Vice President, Sales
(866) 742-9080 x1657
ttorman@voiance.com

Todd Torman's career has spanned more than 22 years. Currently, he carries the title of Senior Vice President Sales at CyraCom International Inc. This role entails providing leadership, vision and direction for worldwide Sales and Account Management teams supporting more than 1500 clients. Todd controls expenses, world- wide pricing models, contract negotiations, new business development and overall profit margin for the business unit. Previously, Todd held multiple positions in sales leadership, product management, marketing and Operations with Qwest Communications Corporation. In addition, he has developed strategic plans and reviewed merger and acquisition opportunities for GTE Communications Corporation.

24-hour Support: Client Services

In addition to Voiance's dedicated assigned Account Management Team, Lake County will have 24/7 access to Voiance's Client Services team. Voiance's Client Services Team is dedicated to our customers for all service needs, questions, issues, and resolutions. The Client Services Team is accessible 24/7 by:

- Toll Free Number: 1-800-481-3289
- Email: support@voiance.com
- A dedicated feedback submission page: www3.voiance.com/client-feedback-form

See **Attachment E** for a diagram of Supervisory Structure of Key Personnel.

ATTACHMENTS

Attachment A: Voiance Code of Ethics

Attachment B: Invoice Detail Report

Attachment C: Customization & Reporting Capabilities

Attachment D: Client Feedback Process

Attachment E: Supervisory Structure of Key Personnel

ATTACHMENT A: Voiance Code of Ethics

CyraCom International Interpreter Code of Ethics

Interpreters that provide service for CyraCom International Inc are expected to adhere to the *Code of Ethics* as follows:

The Interpreter shall maintain confidentiality of all assignments.

- The Interpreter shall not disclose information acquired in the course of interpreting.
- All notes taken during the interpretation session shall be destroyed as quickly as possible.

The Interpreter shall render complete and accurate interpretation.

- The Interpreter shall render the message in a meaning-for-meaning manner without adding, omitting, or substituting information.
- The Interpreter shall clarify, correct errors, and maintain transparency to ensure accuracy.

The Interpreter shall remain impartial.

- The Interpreter shall refrain from advising or projecting his or her personal beliefs and biases through verbal or nonverbal communication.

The Interpreter shall remain within the boundaries of the Interpreter role.

- The Interpreter shall refrain from personal involvement with all parties.

The Interpreter shall strive to maintain and enhance his or her knowledge and skill.

- The Interpreter shall continue to develop and apply his or her language, cultural knowledge, and interpretation skills.

The Interpreter shall remain respectful and professional.

- The Interpreter shall treat all parties with dignity and courtesy, respecting the rights and duties of all parties.
- The Interpreter shall uphold the values and ethical principles of the profession.

The Interpreter shall be culturally responsive.

- The Interpreter shall facilitate communication across cultural differences by assuming the role of a cultural broker.
- The Interpreter shall continuously develop his or her knowledge and understanding of culture, cultural practices and beliefs.

Signature of Employee

Date

ATTACHMENT B: Invoice Detail Report



Volance Language Services
 Volance
 16535 Collections Center Drive
 Chicago, IL 60693
 Phone: (520)745-9447
 Fax: (520)745-9022

SAMPLE INVOICE

Invoice Number: 12345
 Invoice Date: 1/31/2009

Period from 1/1/2009 to 1/31/2009

Bill
 To: SAMPLE BILLING
 John Doe
 1245 Swan Road
 Appleton, NV 72134

Sell
 To: SAMPLE BILLING
 John Doe
 1245 Swan Road
 Appleton, NV 72134

Due Date 3/2/2009
 Terms NET30
 Open PO No. John Doe

Account# 501019853
 SalesPerson Steven Cook

Quantity	Description	Unit Price	Extension
1,000	Over the phone interpretation	2.000	\$2,000.00
1	Account Maintenance	\$0.00	\$0.00
Amount Subject to Sales Tax		Subtotal:	\$2,000.00
	\$0.00	Total Sales Tax:	\$0.00
		Total:	\$2,000.00

©Volance Language Services - Monthly Invoice - SAMPLE



Invoice No 012345
 Posting Date 1/31/2009
 Customer SAMPLE
 Call Center Western Region
 Account 501019853
 Description Over-the-Phone Interpretation

Total Invoice/Call Detail		
Rate	Qty	Amount
2.00	1,000	\$2,000.00

Client Code	Client Description	Product Code	Call Detail	Language	IntrpNo	Rate	Minutes	Amount
1010	Colorado	1111	1/17/09 11:42 AM	Spanish	204040	2.00	7	\$14.00
1010	Colorado	1111	1/16/09 8:42 AM	Spanish	190784	2.00	3	\$6.00
1010	Colorado	1111	1/20/09 4:37 PM	Spanish	202886	2.00	100	\$200.00
1010	Colorado	1111	1/24/09 12:17 PM	Spanish	825	2.00	13	\$26.00
1111	California- LA	1111	1/2/09 8:00 AM	Spanish	42012	2.00	28	\$56.00
1111	California- LA	1111	1/5/09 9:54 AM	Spanish	190217	2.00	23	\$46.00
1111	California- LA	2222	1/6/09 9:09 AM	Korean	47777	2.00	15	\$30.00
1111	California- LA	2222	1/6/09 10:38 AM	Armenian	47098	2.00	17	\$34.00
1111	California- LA	2222	1/6/09 11:55 AM	Spanish	195670	2.00	125	\$250.00
1111	California- LA	2222	1/6/09 1:42 PM	Spanish	195781	2.00	25	\$50.00
1111	California- LA	2222	1/6/09 2:53 PM	Spanish	205130	2.00	26	\$52.00
1111	California- LA	2222	1/6/09 4:12 PM	Spanish	205130	2.00	10	\$20.00
1111	California- LA	2222	1/6/09 4:13 PM	Spanish	190213	2.00	7	\$14.00
1111	California- LA	1111	1/29/09 6:25 AM	Spanish	199975	2.00	14	\$28.00
1122	California- NCounty	1111	1/29/09 7:22 AM	Vietnamese	205246	2.00	390	\$780.00
1122	California- NCounty	1111	1/29/09 7:25 AM	Spanish	201794	2.00	12	\$24.00
1122	California- NCounty	1111	1/30/09 9:52 AM	Vietnamese	200003	2.00	12	\$24.00
1122	California- NCounty	2222	1/30/09 10:02 AM	Spanish	195472	2.00	10	\$20.00
1122	California- NCounty	2222	1/30/09 12:12 PM	Vietnamese	190217	2.00	9	\$18.00
1122	California- NCounty	2222	1/30/09 12:30 PM	Spanish	204215	2.00	4	\$8.00
3333	Texas	5555	1/2/09 8:26 AM	Spanish	195043	2.00	3	\$6.00
3333	Texas	5555	1/2/09 10:28 AM	Spanish	195495	2.00	14	\$28.00
3344	Texas	5555	1/5/09 2:28 PM	Spanish	206930	2.00	12	\$24.00
3344	Texas	5566	1/5/09 2:47 PM	Spanish	206677	2.00	11	\$22.00
3344	Texas	5566	1/6/09 9:12 AM	Spanish	190355	2.00	5	\$10.00
3344	Texas	5566	1/6/09 12:01 PM	Spanish	195626	2.00	7	\$14.00
6666	Texas	5566	1/7/09 11:35 AM	Spanish	194235	2.00	22	\$44.00
6666	Texas	5577	1/2/09 2:21 PM	Spanish	195495	2.00	21	\$42.00
6666	Texas	5577	1/5/09 12:47 PM	Spanish	190209	2.00	16	\$32.00
6666	Texas	5577	1/5/09 3:43 PM	Spanish	206677	2.00	14	\$28.00
6666	Texas	5577	1/5/09 4:46 PM	Spanish	46362	2.00	10	\$20.00
6666	Texas	5577	1/6/09 12:27 PM	Spanish	195043	2.00	6	\$12.00
6666	Texas	5577	1/6/09 3:53 PM	Spanish	205130	2.00	9	\$18.00
TOTAL							1,000	2,000.00

ATTACHMENT C: Customization and Reporting Capabilities



Customization & Reporting Capabilities



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Phone Interpretation | Communication System

Our system enables fast, uninterrupted and customized access to interpreters.

Call Authentication

Voiance's Phone Interpretation service can be accessed from any phone, at any time. To ensure total confidentiality and customized reports, your account information is authenticated before connecting to an interpreter. Depending on the available phone system, the information can be pre-programmed or entered manually.

With Voiance's optional auto-authentication feature, calls and client billing information can be authorized automatically through incoming ANI.

Voice-Activated Routing

With our automated system, you can easily navigate the call flow by voice command and select the required language by speaking its name. All calls are then connected to the first available interpreter in less than 15 seconds, on average.

Key Benefits

Flexibility – immediate response regardless of the time of day or night.

Efficiency – fast connections reduce your average handle time

Availability – never receive a busy signal

Customized Records

Customize your call flow to capture an agent ID, department number, claim number, cost center code, or employee ID number as a part of any interpretation session. Monitor customized records using Voiance's real-time business intelligence and online account management tool.

Advanced Online Tool for Real-Time Usage Tracking

Voiance's systems are designed to help clients manage and monitor their Phone Interpretation resources and anticipate future demands for language services. By viewing usage volume that is updated every 15 minutes, you will be able to effectively manage language service utilization resulting in more efficient customer care.

Live Operators

Live Operators are available in situations where more specific or custom information needs to be captured prior to the start of an interpretation session.

Conferencing

You can enter additional party phone numbers as optional call information and/or during the interpretation session. All additional party functionality is customizable and can be enabled or disabled per client preference.

System Redundancy

The Voiance Communication System is designed to deliver continuous service 24/7 by using a distributed architecture between multiple facilities and telephony providers. Voiance's award-winning system has 99.999% availability, meaning that you will always have access to a professional interpreter when you need it.

Performance Metrics | How Voiance measures the performance of Phone Interpretation

Voiance's clients benefit from the convenience, easy accessibility and cost-effectiveness of Phone Interpretation. In 1995, our organization's patented dual-handset phone technology revolutionized the delivery of the service. Today, with over 3,000 clients in over 100 sectors, Voiance leads the establishment of performance metrics in the Phone Interpretation industry.

Voiance operates three onshore contact centers where we follow best practices and service level metrics of the Teleservices industry. With interpreters located exclusively in the United States, we excel in metrics such as availability of service, average speed of answer, and interpretation call duration.

Availability of Service

We guarantee 99.999% phone system availability. Our fault-tolerant telephone and networking systems have not experienced any downtime since the implementation of our current architecture. Our system has no single point of failure.

As Voiance grows, we continue to improve service levels like Average Speed of Answer (ASA) and become more efficient in a way that competitor at-home models cannot.

Average Speed of Answer

Voiance guarantees a 15 second or less ASA across all languages. This is the fastest advertised average speed of answer that has also been independently verified by an independent third party (Benchmark Portal, a contact center certification company). Workforce management specialists in our interpreter contact centers and a dedicated analyst team work together to ensure service levels are met by monitoring and adjusting schedules, staffing, and other resources.

Call Duration (Average Handle Time)

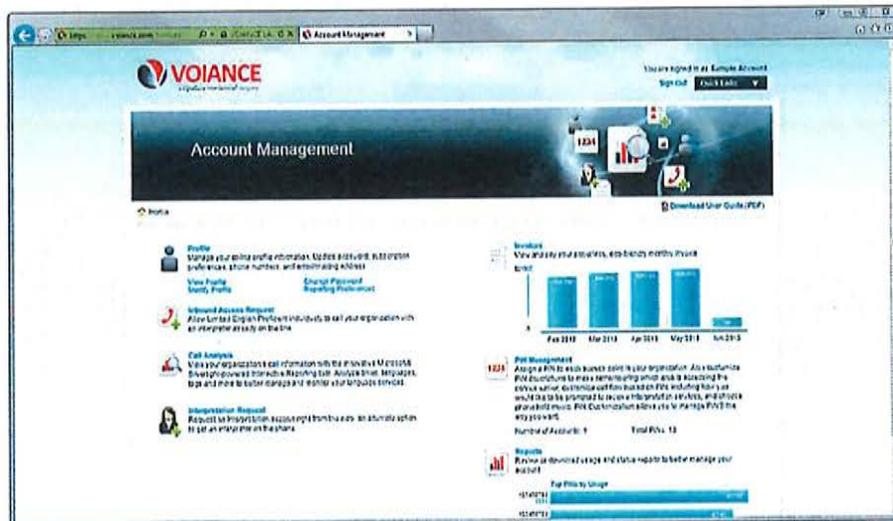
Achieve up to 15% reduction in the average duration of interpretation calls. We achieve high quality interpretation and shorter interpretation calls through our interpreter qualification process. Shortening the average call length directly leads to cost savings. A substantial employee workforce enables us to train interpreters on key competencies, while avoiding common interpreting errors such as omissions, additions, substitutions, and paraphrasing. Interpreters also obtain training in protocols and best practices that lead to outstanding customer service, as well as the correct use of terminology, fluidity, and minimal hesitancy when switching languages. All interpreters receive monitoring on at least four calls per week to evaluate the correct application of these skills. Voiance also provides client-staff training and in-servicing support to ensure the effective utilization of our Phone Interpretation, which leads to additional efficiencies.

The Comparison

Voiance's performance continues to improve the convenience and cost-effectiveness of Phone Interpretation. We invite you to compare. Our metrics have been calculated across multiple months, all clients, and all languages. Depending on volume, these metrics may be better or worse than the average. There is only one way to tell – we invite you to conduct a trial with Voiance and compare the results.

Account Management | Home

24/7 access to Voiance's Online Account Management portal which is designed to help manage, monitor and anticipate demand for language services.



Online Account Management benefits:

- Create and manage access codes (PINs) to track service usage
- View current reports: Get up-to-date information on usage
- Download paperless, eco-friendly monthly invoices
- Request an interpretation session right from the web
- Administrate user access in your organization

Reporting

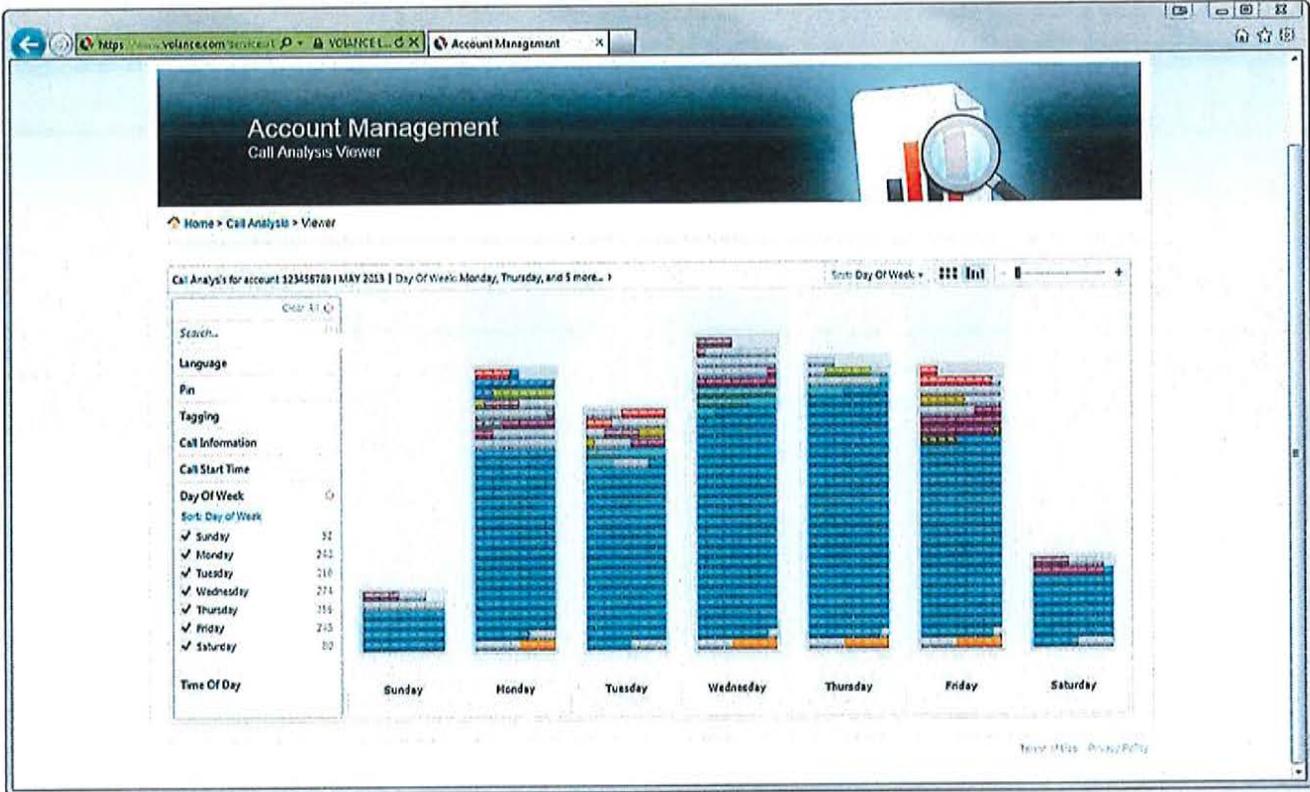
During the implementation process, your Strategic Account Manager will work with you to identify your reporting needs and ideal process for accessing these reports.

Voiance will provide access to online business intelligence and reporting tool which will satisfy your reporting requirements regarding usage data (i.e. number of calls, languages, call length etc.). In addition, ad-hoc reports can be created to report service levels metrics such as average speed of answer and abandon calls.

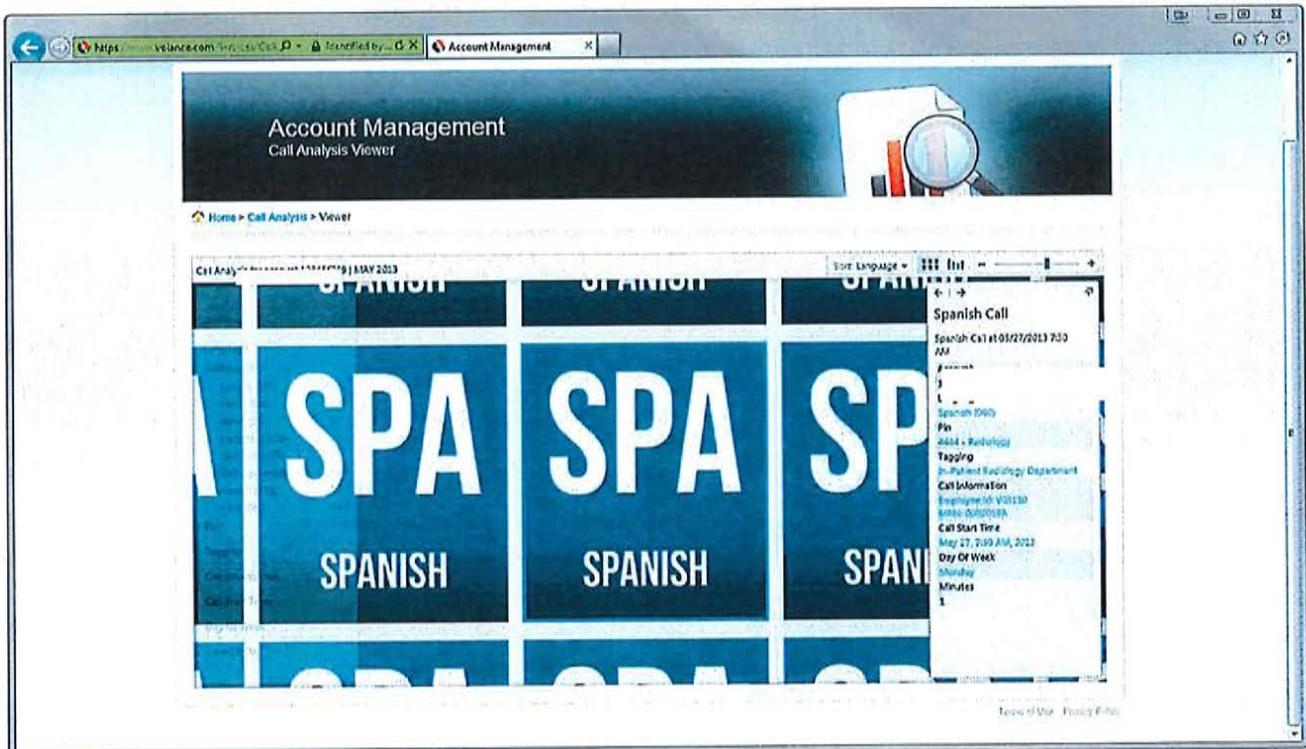
Monthly service performance reports include:

Report	Description
Call Analysis Tool	Microsoft® Silverlight-powered Interactive Reporting tool: interactive, graphical reporting. Analyze times, languages, tags, and more in dynamic, fast-moving color.
Usage by Language	Percent usage by language in terms of minutes and calls.
PIN Usage by Account	Usage over 12 month period by department / user group.
Call Detail	Calls for a given time period, including language, date, time, and any other custom call flow information.
Call Detail by Selected PIN	Call information for a select PIN. View calls for one department over a certain period of time.
PIN List	The access information for each department / user group

Account Management | Call Analysis | Calls by Day



Account Management | Call Analysis | Spanish Language



Account Management | PIN Management

Account Management
PIN Management

You are signed in as Sample Account
Sign Out Quick Links

Home > PIN Management

Assign a PIN to each access point in your organization. Also customize PIN descriptions to make remembering which area is accessing the service easier, customize call flow based on PIN, including how you would like to be prompted to receive interpretation services, and choose phone hold music.

- Assign a PIN to an access point by selecting the **New PIN** button
- Customize and learn more about PIN preferences by clicking the **button** in each section

Account: 123456789

Search: Show Suspended

PIN #	DESCRIPTION	LANGUAGE SELECTION	ADDITIONAL PARTY	HOLD OPTION	PROGRAMMED PHONE
0000	Cardio Pulmonary Call Flow: Language Selection » Interpretation	VALS Normal Tags: Ancillary Clinics	<input checked="" type="checkbox"/>	Music	8012345
1111	L&D Call Flow: Language Selection » Interpretation	VALS Normal Tags: Maternity	<input checked="" type="checkbox"/>	Music	8123456
2222	ER Call Flow: Language Selection » Interpretation	VALS Normal Tags: Emergency Department	<input checked="" type="checkbox"/>	Music	8234567
3333	Nursing Office Call Flow: Language Selection » Interpretation	VALS Normal Tags: ADMIN - PIN, Business Office / Administration	<input checked="" type="checkbox"/>	Music	8345678
4444	Radiology Call Flow: Language Selection » Interpretation	VALS Normal Tags: In-Patient Radiology Department	<input checked="" type="checkbox"/>	Music	8456789

Account Management | Invoicing

Account Management
Invoices

You are signed in as Sample Account
Sign Out Quick Links

Home > Invoices

View and pay your monthly invoice.

Paying
Select the invoice(s) you want to pay to activate the Pay Online button. Click the button to open the simple 3 step process where you can make a payment via ACH, Credit or Purchasing Card.

Viewing
To view an invoice, click the number under the Invoice No. column. This will open the invoice viewer in a new window or tab depending on your browser preferences. Once the invoice is opened, you can drill down to each invoice line's detail by clicking the link under the Quantity column. The invoice detail can be grouped by:

- Account & PIN
- AHI (originating phone number)
- Language
- PIN Description

To sort details, select the desired Group By option from the dropdown located in the top left-hand corner. Once the option is selected, click the View Report button. [Hide Instructions](#)

Customer: C12345 - CyraCom Sample Customer

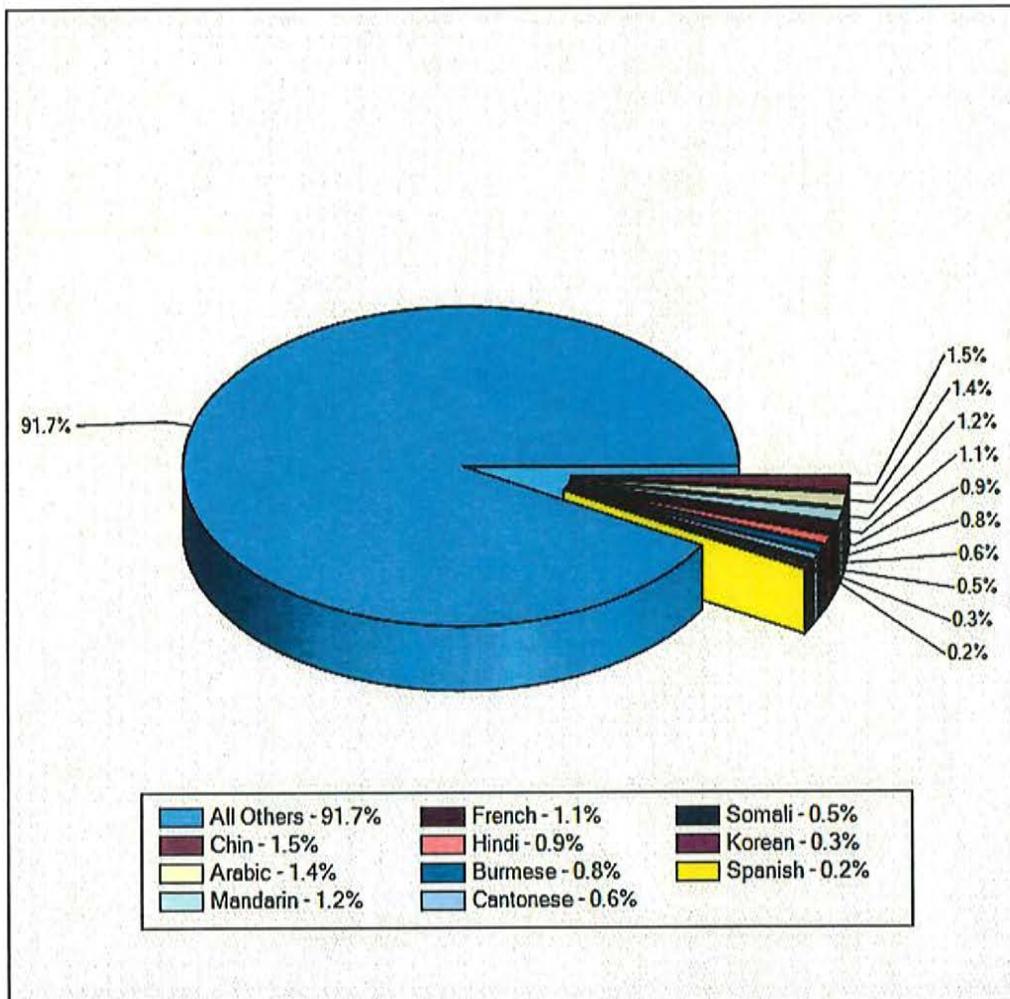
Invoice No.	Invoice Date	Amount	Payments and Credits	Pending	Amount Due	Selected
444444	5/31/2013	\$25,074.00	\$0.00	\$0.00	\$25,074.00	<input type="checkbox"/>
333333	4/30/2013	\$27,124.00	\$0.00	\$0.00	\$27,124.00	<input type="checkbox"/>
222222	3/31/2013	\$26,370.00	\$0.00	\$0.00	\$26,370.00	<input type="checkbox"/>
111111	2/28/2013	\$24,792.00	\$0.00	\$0.00	\$24,792.00	<input type="checkbox"/>

Reporting | Language Usage (1 of 3)

Language Usage

RUN TIME: 5/31/2013 2:58:27 PM
RUN BY: Sample Data Account
START DATE: 4/1/2013
END DATE: 4/30/2013
TIME ZONE: Arizona -7:00 GMT (No DST)
LANGUAGES IN CHART: 10

PERCENT OF MINUTES BY LANGUAGE
Top 10 Languages

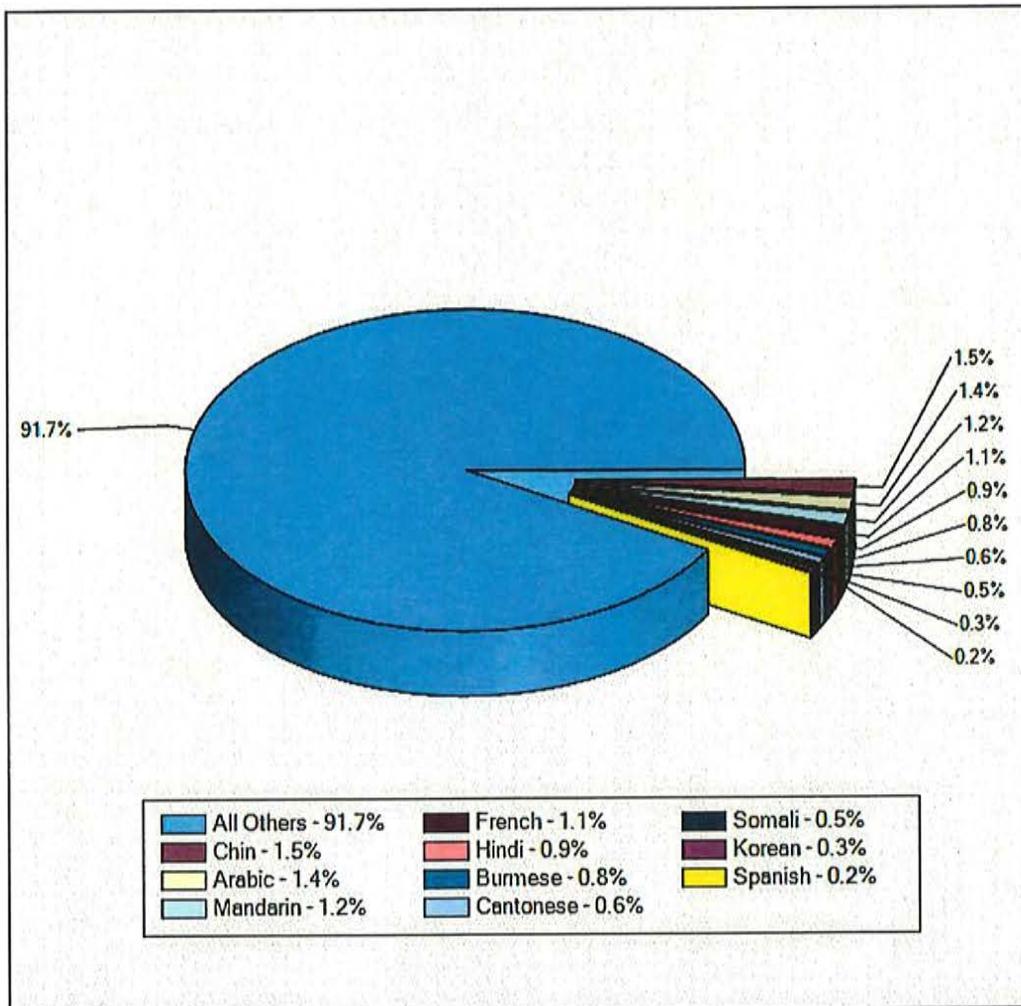


Reporting | Language Usage (2 of 3)

Language Usage

RUN TIME: 5/31/2013 3:41:07 PM
RUN BY: Sample Data Account
START DATE: 4/1/2013
END DATE: 4/30/2013
TIME ZONE: Arizona -7:00 GMT (No DST)
LANGUAGES IN CHART: 10

PERCENT OF MINUTES BY LANGUAGE
Top 10 Languages



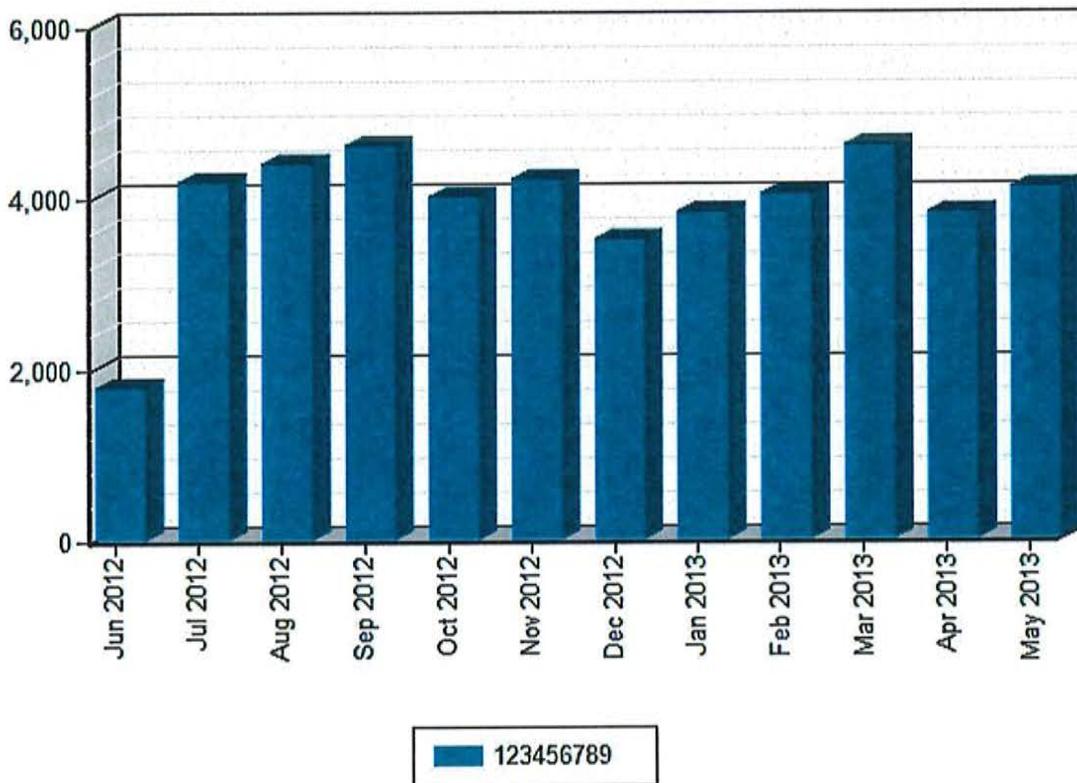
Reporting | Language Usage (3 of 3)

Lang Code	Description	Calls	Minutes	Percent Calls	Percent Minutes
060	Spanish	671	6,174	77.0%	77.6%
090	Arabic	87	771	10.1%	9.7%
081	Nepali	28	292	3.3%	3.7%
049	Vietnamese	9	127	1.0%	1.6%
078	Russian	16	125	1.9%	1.6%
028	Tigrigna (Eritrea)	14	111	1.6%	1.4%
144	Navajo	8	94	0.9%	1.2%
366	Kinya/Rwanda	7	72	0.8%	0.9%
142	Somali	4	70	0.5%	0.9%
026	Swahili	6	47	0.7%	0.6%
311	Sudanese Arabic	2	26	0.2%	0.3%
027	Amharic (Ethiopia)	2	16	0.2%	0.2%
031	Cantonese	1	10	0.1%	0.1%
071	Greek	1	8	0.1%	0.1%
302	Taechew	1	7	0.1%	0.1%
399	Iraqi Arabic	1	7	0.1%	0.1%
058	French	1	2	0.1%	0.0%
062	Polish	1	1	0.1%	0.0%
254	Pidgin English	1	1	0.1%	0.0%
Account Total :		861	7,961		
Report Total:		861	7,961		

Reporting | PIN Usage by Month

Note: Only first two pages in report shown as example.

TOTAL PIN USAGE - Monthly Minutes By Account



Reporting | PIN List sorted by Tags

Note: Only first page in report shown as example.

PIN Tag List

RUN TIME: 5/31/2013 3:43:05 PM
 RUN BY: Sample Data Account
 TIME ZONE: Arizona -7:00 GMT (No DST)
 ACCOUNT(S): 123456789

Account Number:	123456789		Description:	Sample Account
Tag: Central O				
PIN	PIN Description	Suspended	Phone	
0000	Central Office	No		
2222	Marketing Department	No		
4444	Customer Services	No		
Tag: Customer				
PIN	PIN Description	Suspended	Phone	
4444	Customer Services	No		
Tag: Installer				
PIN	PIN Description	Suspended	Phone	
7777	Field Installers	No		
Tag: Internati				
PIN	PIN Description	Suspended	Phone	
3333	International Accounts	No		
Tag: Marketing				
PIN	PIN Description	Suspended	Phone	
2222	Marketing Department	No		
Tag: Office A				
PIN	PIN Description	Suspended	Phone	
5555	Remote Office A	No		
Tag: Office B				
PIN	PIN Description	Suspended	Phone	
6666	Remote Office B	No		
Tag: Office C				
PIN	PIN Description	Suspended	Phone	
9999	Remote Office C	No		
Tag: Remote				
PIN	PIN Description	Suspended	Phone	
7777	Field Installers	No		
Tag: Remote Of				
PIN	PIN Description	Suspended	Phone	
5555	Remote Office A	No		
6666	Remote Office B	No		
9999	Remote Office C	No		

Reporting | Tag Usage with PINs

Tag Usage with PINs

RUN TIME: 5/31/2013 3:47:59 PM
 RUN BY: Sample Data Account
 START DATE: 4/1/2013
 END DATE: 4/30/2013
 TIME ZONE: Arizona -7:00 GMT (No DST)
 ACCOUNT(S): 123456789

Account Number: 123456789

Description: Sample Account

Tag: Central Office

PIN	PIN Tags	Pin Description	Phone	Billable Calls	Billable Minutes
2222	Marketing, Central Office	Marketing Department	[No Phone]	220	2,045
4444	Customer Service, Central Office	Customer Services	[No Phone]	146	1,586
Tag (Central Office) Total				366	3631

Tag: Customer Service

PIN	PIN Tags	Pin Description	Phone	Billable Calls	Billable Minutes
4444	Customer Service, Central Office	Customer Services	[No Phone]	146	1,586
Tag (Customer Service) Total				146	1586

Tag: Installers

PIN	PIN Tags	Pin Description	Phone	Billable Calls	Billable Minutes
7777	Installers, Remote	Field Installers	[No Phone]	128	1,257
Tag (Installers) Total				128	1257

Tag: International Sales

PIN	PIN Tags	Pin Description	Phone	Billable Calls	Billable Minutes
3333	International Sales	International Accounts	[No Phone]	183	2,298
Tag (International Sales) Total				183	2298

Tag: Marketing

PIN	PIN Tags	Pin Description	Phone	Billable Calls	Billable Minutes
2222	Marketing, Central Office	Marketing Department	[No Phone]	220	2,045
Tag (Marketing) Total				220	2045

Tag: Office A

PIN	PIN Tags	Pin Description	Phone	Billable Calls	Billable Minutes
5555	Remote Office's, Office A	Remote Office A	[No Phone]	185	1,816
Tag (Office A) Total				185	1816

Tag: Office B

PIN	PIN Tags	Pin Description	Phone	Billable Calls	Billable Minutes
6666	Remote Office's, Office B	Remote Office B	[No Phone]	137	1,077
Tag (Office B) Total				137	1077

Reporting | Tag Usage

Tag Usage

RUN TIME: 6/3/2013 10:29:30 AM
RUN BY: Sample Data Account
START DATE: 5/1/2013
END DATE: 5/31/2013
TIME ZONE: Central Time -6:00 GMT
ACCOUNT(S): 123456789

Account Number:	123456789	Description:	Sample Account
Tag		Billable Calls	Billable Minutes
Business Office/Administration		2,740	29,420
Sales Office - Main line		2,090	24,920
Central Office		1,800	22,080
Customer Service		2,190	20,240
Installers		1,830	17,950
International Sales		1,450	16,720
Marketing		1,240	11,980
Office A		1,310	10,240
Office B		1,310	10,240
ADMIN PIN		850	8,770

*Because pins can be included in multiple tags in a non-mutually-exclusive fashion, calls and minutes may be represented under multiple tags. Each tag summarization is appropriate for the individual tag however accumulating each tag's calls and minutes may be greater than the whole if calls are being reflected under multiple tags. For this reason we do not provide cumulative summaries at the end of tag reports.

Reporting | Call Detail by Employee ID

Employee Id:	A06776							
	PIN	Calls Received	Lang Code	Lang Desc	Interpreter No	Minutes	MRN	
	1111	9/30/2012 10:20:22 PM	060	Spanish	296525	13	0003234B	
Employee Id (A06776) Total Minutes						13		
Employee Id:	E04330							
	PIN	Calls Received	Lang Code	Lang Desc	Interpreter No	Minutes	MRN	
	9999	9/30/2012 2:30:06 PM	060	Spanish	203788	5	0008145B	
Employee Id (E04330) Total Minutes						5		
Employee Id:	F08856							
	PIN	Calls Received	Lang Code	Lang Desc	Interpreter No	Minutes	MRN	
	3333	9/30/2012 10:08:30 PM	378	Chin	065566	28	0007070A	
Employee Id (F08856) Total Minutes						28		
Employee Id:	K09095							
	PIN	Calls Received	Lang Code	Lang Desc	Interpreter No	Minutes	MRN	
	5555	9/30/2012 5:35:40 PM	060	Spanish	202512	5	0003728A	
	5555	9/30/2012 5:49:14 PM	082	Hindi	062455	15	0003234B	
	9999	9/30/2012 6:48:56 PM	060	Spanish	207162	2	0003728A	
Employee Id (K09095) Total Minutes						22		
Employee Id:	L01322							
	PIN	Calls Received	Lang Code	Lang Desc	Interpreter No	Minutes	MRN	
	5555	9/30/2012 4:14:32 PM	060	Spanish	290630	5	0005270A	
	6666	9/30/2012 6:43:31 PM	060	Spanish	291250	3	0007070A	
Employee Id (L01322) Total Minutes						8		
Employee Id:	Q05981							
	PIN	Calls Received	Lang Code	Lang Desc	Interpreter No	Minutes	MRN	
	5555	9/30/2012 8:29:21 PM	297	Persian	164262	34	0008145B	
	7777	9/30/2012 11:22:44 PM	060	Spanish	290430	7	0008145B	
Employee Id (Q05981) Total Minutes						41		
Acct No:	123456789		Description:	Sample Account				
Employee Id:	U03685							
	PIN	Calls Received	Lang Code	Lang Desc	Interpreter No	Minutes	MRN	
	2222	9/30/2012 8:26:36 AM	060	Spanish	060605	14	0003234B	
Employee Id (U03685) Total Minutes						14		
Employee Id:	V03110							
	PIN	Calls Received	Lang Code	Lang Desc	Interpreter No	Minutes	MRN	
	4444	9/30/2012 10:52:27 PM	031	Cantonese	067592	2	0007070A	
Employee Id (V03110) Total Minutes						2		
Employee Id:	X08104							
	PIN	Calls Received	Lang Code	Lang Desc	Interpreter No	Minutes	MRN	
	6666	9/30/2012 9:05:15 AM	060	Spanish	292131	11	0003234B	
Employee Id (X08104) Total Minutes						11		
Account Total						144		
Report Total						144		

Reporting | Call Detail by MRN

MRN:	0002058A						
PIN	Calls Received	Lang Code	Lang Desc	Interpreter No	Minutes	Employee Id	
3333	9/29/2012 10:02:02 AM	060	Spanish	202512	5	V03110	
1111	9/29/2012 11:19:46 AM	060	Spanish	202513	7	X08104	
1111	9/29/2012 11:46:18 AM	060	Spanish	204383	7	L01322	
1111	9/29/2012 3:42:50 PM	060	Spanish	290450	1	X08104	
MRN (0002058A) Total Minutes					20		

MRN:	0003234B						
PIN	Calls Received	Lang Code	Lang Desc	Interpreter No	Minutes	Employee Id	
5555	9/29/2012 6:47:50 AM	060	Spanish	290441	6	K06346	
1111	9/29/2012 1:10:16 PM	041	Korean	061253	5	E04330	
4444	9/29/2012 6:51:11 PM	060	Spanish	290437	14	K06346	
5555	9/29/2012 9:15:01 PM	076	Ukrainian	069292	2	L01322	
2222	9/30/2012 8:26:36 AM	060	Spanish	060605	14	U03685	
6666	9/30/2012 9:05:15 AM	060	Spanish	292131	11	X08104	
5555	9/30/2012 5:49:14 PM	082	Hindi	062455	15	K09095	
1111	9/30/2012 10:20:22 PM	060	Spanish	296525	13	A06776	
MRN (0003234B) Total Minutes					80		

MRN:	0003728A						
PIN	Calls Received	Lang Code	Lang Desc	Interpreter No	Minutes	Employee Id	
7777	9/29/2012 10:20:35 AM	060	Spanish	292133	4	U03685	
7777	9/29/2012 7:41:06 PM	060	Spanish	290235	3	K09095	
5555	9/30/2012 5:35:40 PM	060	Spanish	202512	5	K09095	
9999	9/30/2012 6:48:56 PM	060	Spanish	207162	2	K09095	
MRN (0003728A) Total Minutes					14		

MRN:	0005104B						
PIN	Calls Received	Lang Code	Lang Desc	Interpreter No	Minutes	Employee Id	
1111	9/29/2012 12:20:37 PM	060	Spanish	204378	29	L01322	
2222	9/29/2012 2:20:20 PM	041	Korean	169870	6	L01322	
5555	9/29/2012 2:49:54 PM	059	Italian	068035	2	K06346	

Acct No: 123456789 Description: Sample Account

MRN:	0005104B						
PIN	Calls Received	Lang Code	Lang Desc	Interpreter No	Minutes	Employee Id	
3333	9/29/2012 10:41:18 PM	060	Spanish	200413	4	X08104	
MRN (0005104B) Total Minutes					41		

MRN:	0005270A						
PIN	Calls Received	Lang Code	Lang Desc	Interpreter No	Minutes	Employee Id	
1111	9/29/2012 3:01:09 PM	060	Spanish	295223	3	Q05981	
6666	9/29/2012 4:24:08 PM	060	Spanish	201426	3	K09095	
5555	9/29/2012 4:30:45 PM	031	Cantonese	062063	6	K06346	
5555	9/30/2012 4:14:32 PM	060	Spanish	290630	5	L01322	
MRN (0005270A) Total Minutes					17		

MRN:	0007070A						
PIN	Calls Received	Lang Code	Lang Desc	Interpreter No	Minutes	Employee Id	
7777	9/29/2012 10:37:51 PM	060	Spanish	290437	7	Q05981	
6666	9/30/2012 6:43:31 PM	060	Spanish	291250	3	L01322	
3333	9/30/2012 10:08:30 PM	378	Chin	065566	28	F08856	
4444	9/30/2012 10:52:27 PM	031	Cantonese	067592	2	V03110	
MRN (0007070A) Total Minutes					40		

MRN:	0008145B						
PIN	Calls Received	Lang Code	Lang Desc	Interpreter No	Minutes	Employee Id	
1111	9/29/2012 3:58:06 AM	060	Spanish	047244	5	X08104	
9999	9/30/2012 2:30:06 PM	060	Spanish	203788	5	E04330	
5555	9/30/2012 8:29:21 PM	297	Persian	164262	34	Q05981	
7777	9/30/2012 11:22:44 PM	060	Spanish	290430	7	Q05981	
MRN (0008145B) Total Minutes					51		

Account Total					263		
Report Total					263		

Average Handle Time (AHT) - Sept. 2012

Customer No.	Customer Name	Calls	Minutes	Average Handle Time (AHT)
A1234567	Sample Customer Name	877	7,961	9.08

Average Speed of Answer (ASA) - Sept. 2012

Language	Calls	Service Level	ASA	Calls Answered	Abandoned by Caller
Amharic (Ethiopia)	2	100.00%	14	2	0
Arabic	87	100.00%	6	87	0
French	1	100.00%	5	1	0
Iraqi Arabic	1	100.00%	30	1	0
Kinya/Rwanda	8	100.00%	11	8	0
Navajo	8	100.00%	18	8	0
Nepali	29	100.00%	5	29	0
Pidgin English	1	100.00%	0	1	0
Polish	1	100.00%	5	1	0
Russian	16	100.00%	4	16	0
Somali	4	100.00%	10	4	0
Spanish	678	93.36%	7	676	2
Sudanese Arabic	4	100.00%	8	4	0
Swahili	6	100.00%	10	6	0
Taichew	1	100.00%	0	1	0
Tigrigna (Eritrea)	14	92.86%	6	13	1
Vietnamese	9	100.00%	3	9	0
Yemeni Arabic	1	100.00%	22	1	0
Total	871		9	868	3

Support Materials | Voiance Application for iOS and Android Devices

Mobile application specifically for healthcare setting offers ease of use and mobility.

Voiance's mobile application was produced specifically for repeat users, for those using either iPhone, iPod or iPad. The app creates an efficient method for initiating Over-the-Phone Interpretation calls in over 150 languages. Voiance's app offers existing clients an efficient method to initiate Over-the-Phone Interpretation calls in over 150 languages.

Voiance's Over-the-Phone Interpretation service is available wherever there is a telephone connection. Users may connect to an interpreter with greater ease and efficiency than ever before. Designed for existing Voiance clients, it provides the latest in technology for the United States' increasing language service needs. All calls initialized from the application are recorded to the user's real-time business intelligence reports, including PIN associated with the call.

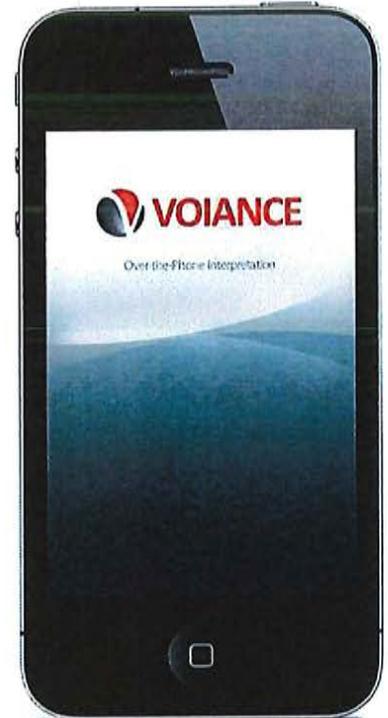
How To

Download and Sign into the Voiance Application

1. Search for "Voiance" in the App Store on your iOS device or the Android Marketplace on your Android device.
2. Download the app to your iOS or Android device.
3. Enter your Voiance online Account Management sign in information. If you do not know the Account Management sign in information, speak with the person in charge of language services for your facility or your Voiance Account Manager.
4. After signing in, follow the instructions below to connect to an interpreter. You will be automatically signed in the next time you open the Voiance application.

Get an Interpreter

1. Select the proper account. An account is selected for you by default, but you may change it if needed.
2. Enter your PIN
3. Select a language.
4. Enter a callback number. You can choose to receive an interpretation call on your mobile device or any other phone.
5. Fill out any other required call information (These fields are displayed based off the PIN you entered).
6. Optionally, fill out any of the optional call information.
7. If all of the information you provided is valid, the Call button will be enabled.
8. Press the Call button. If you requested a callback on your mobile device, activate your speakerphone once you receive the interpretation call, or utilize the Additional Party feature to conference in another phone.



Scan with your phone to go to the iTunes Store to download the free app

Contact Us | Additional Information

Phone: (520) 745 9447 ext. 0
Fax: (520) 745-9022
Email: support@Voiance.com
Web: www.Voiance.com

Mailing Address:
Voiance
5780 North Swan Road
Tucson, Arizona 85718

ATTACHMENT D: Client Feedback Process

Commendations and Critiques

Our feedback collection process is ISO 9001:2008 certified and audited. We welcome commendations and critiques from clients for any aspect of our service, including interpreter performance on specific calls.

Critique Acknowledgement and the Investigative Process

Client Service Representatives (CSRs) log all feedback submitted by our clients – critiques and commendations. Every critique receives prompt managerial attention that we thoroughly investigate and document in a written report, which we communicate to the client within two business days.

As soon as the CSR logs a critique, Voiance launches an investigative process to reach a corrective solution. The process includes:

- Acknowledge receipt of the feedback within 24 hours.
- Review the feedback and categorize the severity of the situation.
- Management investigates by looking at call logs, conducting interpreter interviews, consulting systems analysts, and/or telecommunication providers.
- Analyze all pertinent information to determine appropriate resolution.
- Submit in writing the results of the investigation and include next steps to resolve the issue.
- Provide a formal response to the client's primary contact within 48 business hours.

How to Submit Commendations or Critiques

Clients may contact Voiance's Client Services at any time before, during, or after an interpreter call via one of the following options:

- 1 Online form at <http://www3.voiance.com/Client-Feedback-Form>
- 2 Toll Free Number: (800) 481-3289
- 3 Email: support@voiance.com
- 4 Live-chat via the Voiance website

Required Information

When submitting feedback – either by phone or online – we ask clients to be as specific as possible about the interpreter session.

Please include the information listed below:

- Facility & contact's name, phone and email
- Date and approximate time
- Language
- Interpreter ID #
- Account & PIN, or location where call originated
- Specific event details

ATTACHMENT E: Supervisory Structure for Key Personnel

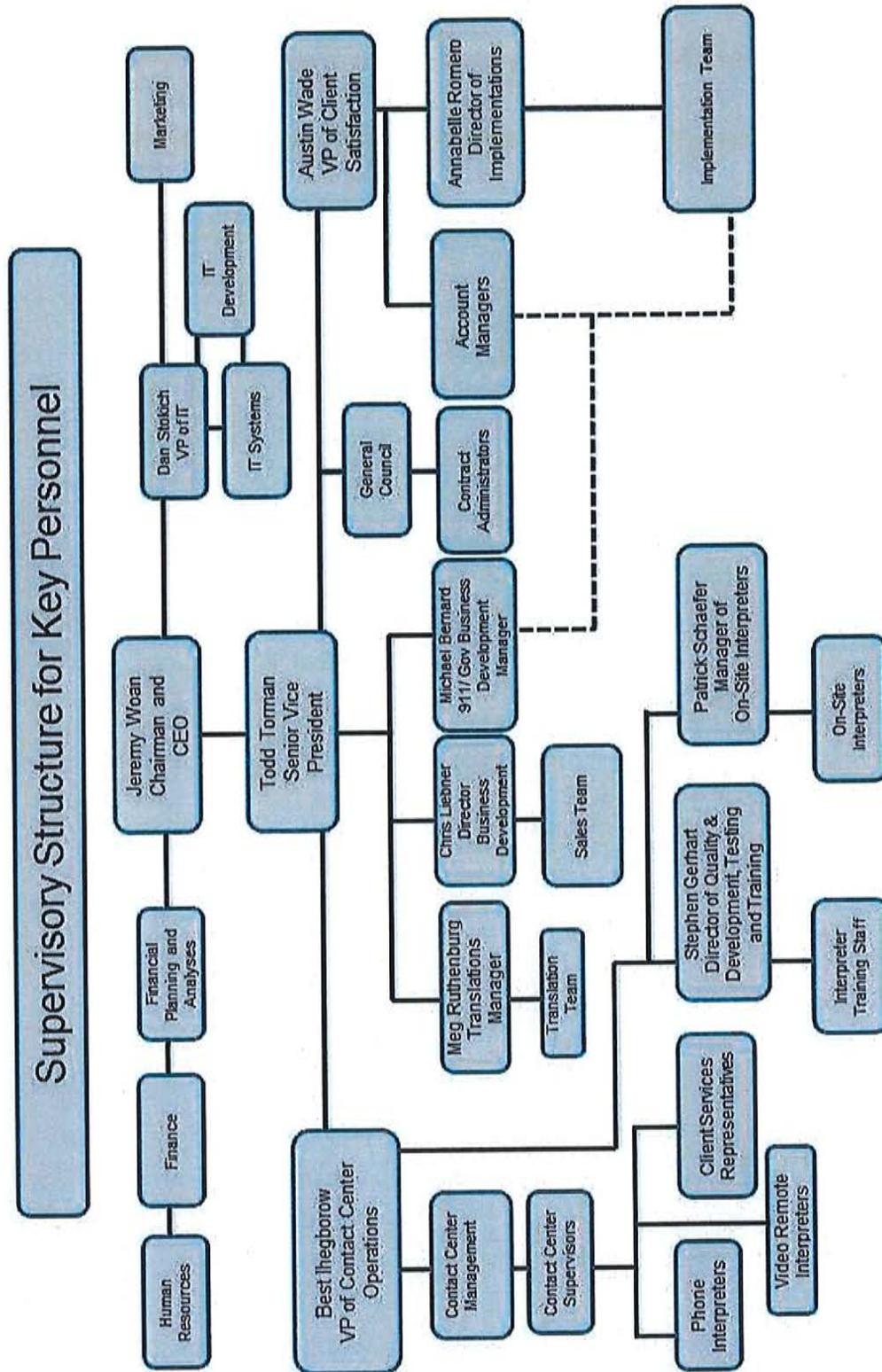


EXHIBIT C: CONSULTANT'S PRICING

Price shall be based on price per interpretation minute and price per call. Each call price is in addition to the per minute cost. Only one bid price is acceptable and shall be calculated on the price per minute/per call charged for all languages.

Item Number	Item Description	Unit	Unit Price
1	Interpretation Service	Per Interpretation Minute	\$0.65
2.	Interpretation Service	Each Call (This is in addition to the Per Interpretation Minute above)	\$0.00

Total Cost for first (1st) minute per call is \$ 0.65

The pricing for the entire 9-1-1 Emergency Foreign Language Emergency Interpretation Service package shall be charged at the bid rate for every minute of actual foreign language interpretation that is being provided. The charge will not include time in queues nor time used to determine the emergency callers spoken language. Interpretation charges shall be captured in one-second increments and be billed to the exact second. Capture of interpretation period starts when the interpreter answers and begins interpretation. The interpretation period is ended when the interpreter has been disconnected from both the 9-1-1 call taker and the emergency caller.

By Signing This Proposal the Proposer Attests and Certifies That:

- It satisfies all legal requirements (as an entity) to do business with the County.
- The undersigned vendor acknowledges that award of a contract may be contingent upon a determination by the County that the vendor has the capacity and capability to successfully perform the contract.
- The proposer hereby certifies that it understands all requirements of this solicitation, and that the undersigned individual is duly authorized to execute this proposal document and any related contract(s).

Purchasing Agreements with Other Government Agencies

This section is optional and will not affect contract award. If Lake County awarded you the proposed contract, would you sell under the same terms and conditions, for the same price, to other governmental agencies in the State of Florida? Each governmental agency desiring to accept to utilize this contract shall be responsible for its own purchases and shall be liable only for materials or services ordered and received by it. Yes No (Check one)

Certification Regarding Felony Conviction

Has any officer, director, or an executive performing equivalent duties, of the bidding entity been convicted of a felony during the past ten (10) years? Yes No (Check one)

Reciprocal Vendor Preference:

Vendors are advised the County has established, under Lake County Code, Chapter 2, Article VII, Sections 2-221 and 2-222; a process under which a local vendor preference program applied by another county may be applied in a reciprocal manner within Lake County. The following information is needed to support application of the Code:

1. Primary business location of the responding vendor (city/state): Tucson, AZ
2. Does the responding vendor maintain a significant physical location in Lake County at which employees are located and business is regularly transacted: Yes No If "yes" is checked, provide supporting detail: