

**Attachment 5 - BIDDER INFORMATION
QUESTIONNAIRE
Solicitation #23057 Administrative Services (Statewide)**

General Questions

Bidder Name: LinguaLinx Language Solutions, Inc.

Instructions: Complete all questions below. Questions may have a drop-down menu from which to select your response.

NOTE TO BIDDER: FAILURE TO ANSWER THE QUESTIONS WILL DELAY THE EVALUATION OF YOUR BID AND MAY RESULT IN REJECTION OF YOUR BID.

#	Question	Response
1	Bidder Name	LinguaLinx Language Solutions, Inc.
2	Address	Hedley Park Place, Suite 6001, 433 River Street
3	City	Troy
4	State	New York
5	County	Rensselaer
6	Zip Code	12180
7	Bidder Contact Name	Jennifer Agiovlasis
8	Bidder Contact Telephone Number	518-388-9000
9	Bidder Contact E-mail	jagiovlasis@lingualinx.com
10	Bidder's PRINCIPAL PLACE OF BUSINESS: "Principal Place of Business" is the location of the primary control, direction and management of the enterprise (State of):	New York
11	Does Bidder have the required NYS 10 digit vendor ID number?	Yes
12	If yes, please provide	1000010901
13	If Bidder does not have a vendor ID number, did Bidder complete and submit the OSC Substitute W-9 form to OGS as described in NYS Vendor File Registration, prior to submitting this Bid document?	
14	Does Bidder have a contract with any other federal, state or local governmental entity, including General Services Administration (GSA) / Veterans Affairs (VA), on similar products, quantities, terms and conditions? If yes, provide a link for each contract, if available. If link is not available, please provide hard copies with your bid submission.	GSA Contract: https://www.gsaelibrary.gsa.gov/ElibMain/contractorInfo.do?contractNumber=GS-10F-092CA&contractorName=LINGUALINX+LANGUAGE+SOLUTIONS%2C+INC.&executeQuery=YES
18	If Bidder offers an additional discount for purchases made with the NYS Purchasing Card, enter it here (%):	
19	Does Bidder offer a prompt payment discount for payments made in less than 30 days after receipt of a proper invoice?	Yes
20	If yes, please detail the additional discounts by providing the percentage of discounts and the specific number of days within which payment must be made for the discounts to apply (for example: 2% / 15 days; 1% / 20 days):	2% Net 10
21	Person to contact for questions relating to this Bid submission:	
	Name:	Jennifer Agiovlasis
	Title:	Account Supervisor
	Telephone Number:	518-388-9000
	Toll Free Telephone Number:	
	E-Mail Address:	jagiovlasis@lingualinx.com
22	Person to contact for Contract Administration issues:	
	Name:	Jennifer Agiovlasis
	Title:	Account Supervisor
	Telephone Number:	518-388-9000
	Toll Free Telephone Number:	
	E-Mail Address:	jagiovlasis@lingualinx.com
23	Customer Service contact for New York State Contract Orders during normal business hours:	
	List normal business hours (Specify M-F, Sat, Sun):	Jennifer Agiovlasis
	Name:	Account Supervisor
	Title:	518-388-9000

	Telephone Number:	
	Toll Free Telephone Number:	
	E-Mail Address:	jagiovlasitis@lingualinx.com
24	Person to contact in the event of an emergency occurring after normal business hours or on weekend/holidays:	
	Name:	Jennifer Agiovlasitis
	Title:	Account Supervisor
	Telephone Number:	518-388-9000
	Toll Free Telephone Number:	
	E-Mail Address:	jagiovlasitis@lingualinx.com
25	Is Bidder listed as a <u>certified</u> Minority- or Women-Owned Business Enterprise in the NYS Empire State Development Directory of Certified Minority- and Women-Owned Businesses located at: https://ny.newnycontracts.com/frontend/vendorsearchpublic.asp	No
26	If yes, please indicate if the company is certified as Minority-Owned (MBE), Women-Owned (WBE), or Minority- and Women-Owned (MWBE).	
	A Bidder that is a Small Business (SBE) as defined in New York State Finance Law Section 160(8) will be identified by OGS in the OGS Contract Award Notification upon award of the Contract. "Small Business" means a business which: (a) is resident in New York State; (b) is independently owned and operated; (c) is not dominant in its field; and, (d) employs one hundred or fewer persons	
27	Is Bidder a New York Small Business as defined above?	Yes
28	Total number of people employed by your business:	36
29	Total number of people employed by your business in New York State:	24

BIDDER/OFFERER DISCLOSURE OF PRIOR NON-RESPONSIBILITY DETERMINATIONS Pursuant to Procurement Lobbying Law (SFL § 139-j)		
30	Has any Governmental Entity made a finding of non-responsibility regarding the Bidder in the previous four years?	No
31	If yes, was the basis for the finding of non-responsibility due to a violation of State Finance Law § 139-j?	
32	If yes, was the basis for the finding of non-responsibility due to the intentional provision of false or incomplete information to a Governmental Entity? If yes, please provide details regarding the finding of non-responsibility below.	
	Governmental Entity:	
	Date of Finding of Non-Responsibility:	
	Basis of Finding of Non-Responsibility: (add additional pages if necessary with content clearly labeled)	
33	Has any Governmental Entity terminated a Procurement Contract with or withheld a Procurement Contract from the Bidder due to the intentional provision of false or incomplete information? If yes, please provide details below.	No
	Governmental Entity:	
	Date of Termination or Withholding of Contract:	
	Basis of Termination or Withholding: (add additional pages if necessary with content clearly labeled)	

Attachment 5 - BIDDER INFORMATION QUESTIONNAIRE

23057 Administrative Services (Statewide)

Solicitation Specific Questions

Bidder Name	<i>LinguaLinx Language Solutions, Inc.</i>
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Instructions: Answer all questions below providing your response in Column C. Questions may have a drop-down menu from which to select your response.
 NOTE TO BIDDER: FAILURE TO ANSWER THE QUESTIONS WILL DELAY THE EVALUATION OF YOUR BID AND MAY RESULT IN REJECTION OF YOUR BID.

QUALITY CONTROL AND ASSURANCE PROCEDURES

NOTE: Please enter "N/A" for any questions that are not applicable to the Lots being bid.

#	Question	Response
1	What is your firm's selection, screening and hiring processes for temporary workers.	<p>LinguaLinx's numerically-graded recruiting process eliminates applicants who are unaccustomed or resistant to accountability. The translators who will adapt NYS OGS's materials achieved a total quality score of 99.00 or above on standardized testing administered by LinguaLinx. Historically, this achievement has been limited to approximately 20% of all applicants.</p> <p>Phase #1: Preliminary Consideration</p> <p>An invitation to LinguaLinx's translator testing is only offered to candidates who meet stringent pre-screening requirements. As a member of both the ATA (American Translators Association) and ALC (Association of Language Companies), LinguaLinx remains up to date with current industry certification processes. This allows us to continuously refine and enforce minimum recruiting standards for all translators added to our database of preliminary candidates.</p> <p>Identifying Potential Translators</p> <p>LinguaLinx proactively searches for translators with the education, experience and skills mandated by our approval process. We proactively recruit and screen linguists, and as a result of our marketing efforts and by virtue of our reputation, we receive numerous unsolicited inquiries on a daily basis. We also research language-oriented websites and communities and utilize other electronic search tools to seek out new resources. Our Vendor Manager screens all resumes that are received through organizations such as the ATA and ProZ, as well as through our proprietary online vendor portal at www.lingualinx.com. We also encourage referrals from our top rated linguists to fully leverage their professional networks.</p> <p>Verifying Minimum Qualifications</p> <p>LinguaLinx maintains a database containing the contact information and credentials for thousands of language professionals from around the world who possess expertise in virtually every industry and subject matter. Our testing and quality standards are extremely rigorous and we engage only native speakers of the target language into which they are translating, editing or proofreading.</p> <p>Our team of linguists consists of businesspeople, corporate trainers, human resource professionals, copywriters, financial experts, educators, bilingual attorneys, engineers, scientists, doctors, scholars and members of the diplomatic community, just to name a few. They are capable of translating highly-specialized documents in diverse areas that match their respective skills. These professionals, possessing a thorough knowledge of translation principles of the subject matter of their expertise, are familiar with specific translation standards within their fields.</p>

<p>Continuation of Question #1</p>	<p>LinguaLinx’s translator recruiting augments traditional factors of cost, words per day and scheduling/availability with a more complete set of criteria which must be met by all linguists adapting NYS OGS’s materials: -Native speaker of the target language; -Resident of the target market as we strive to engage only those linguists with the most up-to-date cultural understanding and perspective of the language -Professional experience (10 years on average) providing translation services from one or more source languages into their native language; -Subject matter expertise and experience with industry-specific terminology and ideas; - Certification or qualification by LinguaLinx and/or an internationally-recognized organization such as the ATA (American Translators Association) or FIT (Fédération Internationale des Traducteurs); -Relevant education in the subject-area represented as a specialty; -References and credentials attesting to the business ethics and practices of the individual; -Experience with prevalent translation tools and workflow processes.</p> <p>Phase #2: Testing and Profile Creation Quantitative testing allows LinguaLinx to minimize subjectivity in making decisions that influence the success or failure of a project. When deciding if a translator is properly qualified to work for LinguaLinx or which approved translator is best for a certain project, key performance indicator (KPI) scores in the linguist’s profile are favored over opinion and conjecture. This is a key component of finishing projects in a satisfactory manner on the first attempt.</p> <p>Translator Testing Total quality scores allow LinguaLinx to gauge and enforce consistency not only among documents in the same language, but all languages translated. By assembling a team of translators with similar quality scores, LinguaLinx will provide consistent quality throughout all languages utilized by NYS OGS. Rather than habitually choosing favorite translators regardless of their background, LinguaLinx also takes the subject matter of each project into account so that corresponding specialists are identified.</p> <p>Evaluators Tests are evaluated by a separate pre-qualified translator who has successfully completed projects in the past with high levels of quality. Assessments are both quantitative and qualitative. For categories that comprise approximately 80% of weighted performance criteria (please refer to “Grading Criteria”), the exact number of error occurrences is reported. For the remaining categories, a qualitative rank is assigned on a scale from 1 (Poor) to 5 (Excellent). There is also a means for the evaluator to add comments, opinions and further explanations of the ratings assigned which is important due to the subjective nature of linguistic services.</p>
<p>Continuation of Question #1</p>	<p>Grading Criteria Weighted grading criteria include four critical areas (accuracy, spelling, grammar and punctuation) in addition to various supplemental categories. The four critical areas are assigned a cumulative weight of approximately 80%. Each category requires a minimum score of 97% in order to receive a passing grade. This success rate is aligned with typical international quality standards such as ISO 9001. Failure to achieve at least 97% in one or more of these categories results in immediate exclusion from further consideration. Additional categories such as Technical Accuracy, Appropriate Style/Format, Terminology Consistency and skills with prevalent computer aided translation (CAT) tools build a more complete quality profile A total quality score (cumulative for all categories) of 99.000 or above is considered a passing grade. A score below 99.000 is potential grounds for failure depending upon the category, severity and/or frequency of errors and deficiencies.</p> <p>Profile Creation A profile of each translator that has achieved successful testing results is created in Plunet BusinessManager, our Translation Management System. Files such as the candidate’s resume/curriculum vitae and signed non-disclosure agreement are uploaded to populate the profile. Additional information is entered to facilitate expeditious and accurate searches and reports, including but not limited to: -Translation, editing and proofreading words per day; -Language combination(s) available; -Subject area specialization(s); -Testing grades; -Normal business hours; -Weekend and holiday hours; -Pricing; -Certifications; -Software capabilities.</p> <p>Phase #3: Probationary Trial Period The probationary trial period for a translator consists of eight (8) minor projects with inherently minimal risk. During this period, the translator works directly with project management teams and is evaluated for work quality, communication skills, timeliness, technological competency and adherence to instructions and processes. This information becomes part of the translator’s continuously updated profile which is used to make important staffing decisions.</p>
<p>Continuation of Question #1</p>	<p>Phase #4: Approval After successfully completing the probationary trial period, a candidate is approved as a LinguaLinx-certified translator. Now officially a resource, the translator will work with projects of increasing importance. If the resource is designated by LinguaLinx as a preferred translator, the linguist will perform translations for our top tier clients and agencies.</p> <p>Phase #5: Continuous Improvement Our continuous improvement system identifies and remedies circumstances where an initially diligent translator has somehow fallen into complacency. Translators are evaluated by clients, our vendor manager, project managers and upper management to ensure that accuracy, timeliness and efficiency are achieved on a consistent basis. Unsatisfactory performance prompts investigation, discussion, and corrective/preventive measures ranging from additional training and re-testing to termination.</p>

2	What are your testing, training and orientation programs for temporary workers?	Please see above response to Question #1.
3	What type of background checks do you conduct for screening temporary workers (nature of the checks, kinds of records reviewed, number of years covered by the background check, etc.)?	N/A
4	Do you agree to perform the background checks as identified in the Solicitation as requested?	N/A
5	How do you track individual resource performance? How does your firm reward good job performance by your temporary workers? Conversely, what types of disciplinary action does your firm use?	Individual resource performance is tracked on a per-project basis. At the commencement of each job, the LinguaLinx project manager will rate the translator(s) who performed the job. Agencies utilizing the OGS contract will also have the option to provide their feedback/assessment. All ratings are factored into the translator's total quality score, which will affect their utilization moving forward, not only for OGS jobs, but for jobs with any LinguaLinx project. Good performance results in more work and compensation. Bad performance results in less work/compensation, and corrective action ranging from re-training to termination.
6	Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.	Yes. LinguaLinx measures ongoing quality and performance according to key performance indicators (KPIs), each of which must meet a specific minimum level of service. If the required service level is not met, an audit of the non-compliant process is performance, and corrective/preventive action is taken (the documentation if which is provided to the client).
7	What process do you follow to ensure the proposed resumes meet your client's request?	LinguaLinx assembles teams of translators for each client account and verifies that: 1) each proposed translator has successfully achieved LinguaLinx certification; and 2) each proposed translator meets the client's requirements and specifications. Once the team is assembled, the translators are automatically presented to the project managers serving your account via Plunet BusinessManager, ensuring they only make approved staffing decisions.
8	How do you schedule engagements?	Each agency utilizing the OGS contract will be able to submit engagements in their preferred manner, whether it be telephone, e-mail, secure online portal (Plunet BusinessManager), etc. Ultimately, LinguaLinx recommends submission via Plunet so that all relevant information is automatically captured in the system as input for our continuous quality improvement (CQI) system and to facilitate project reporting.
9	Do you have an electronic system for scheduling? If yes, please describe.	Yes. LinguaLinx project managers schedule projects within Plunet Business Manger, our secure online management portal which tracks project milestones and deadlines while ensuring that each milestone has been completed in a manner that is compliant with the ISO 17100 quality standard. Plunet also features full reporting capabilities.
10	What processes do you use to ensure seamless service by subcontractors to NYS?	Subcontractors must perform all work within LinguaLinx's secure network via the memoQ translation environment as well as Plunet for project management and tracking. These solutions are therefore available within LinguaLinx's extensive security and redundancy systems, ensuring service restoration within 30 minutes of complete system failure. LinguaLinx can also activate backup linguists should a potential service disruption occur due to human resources.
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	This information is compiled by the vendor manager and is utilized via automatic checks and controls within Plunet BusinessManager so that, 1) Project managers cannot select an unallowed translator; and 2) Project managers are automatically presented with the top preferred resources when making all staffing decisions.

12	What is your escalation and resolution policy (in case an issue or emergency arises)?	<p>All client support issues are handled in accordance with standardized escalation procedures. Our procedure is a priority-based system intended to classify support calls in order to resolve issues in a timely and efficient manner. By classifying incoming queries, we ensure that issues will be resolved efficiently.</p> <p>For linguistic issues, questions and concerns are trafficked through the main point of contact and are typically classified by three distinct severity levels once we independently review the concern. All questions and concerns pertaining to quality or accuracy of translation are treated with immediacy and addressed simultaneously with a project's continuation. Confirmed changes relative to terminology are implemented and re-applied in future translations.</p> <p>Comments pertaining to linguistic issues are color-coded based upon severity level:</p> <p>Severity 1: Must change and cannot remain. Error in translation or misinterpretation of meaning.</p> <p>Severity 2: Should be changed but not critical. Possible inconsistency with terminology or awkward grammatical structure. Understood but not perfect.</p> <p>Severity 3: Not important enough to delay delivery, but flagged since there may be a more appropriate way to express based on how language is being used in full context. Severity 3 issues are typically cases where a reviewer prefers one term over another based upon use in a particular ethnic group or subjective differences that do not affect accuracy.</p>
13	What is your process for providing a replacement if a Temp is rejected by the client? Please include details such as the time it takes to replace, and the training plan for the new Temp.	<p>If a translator is rejected by the client, LinguaLinX will provide the credentials of a recommended replacement to the client for their approval immediately, so the time it takes to replace is determined by the client's acceptance or rejection of the recommended replacement translator. Training for new translators consists of a review of the client and contract, LinguaLinX standard operating procedure, any required technical training, and project details/instructions.</p>
14	Does your company have a formal, published quality assurance program (measuring retention, job matching, performance of Temps on the job, etc.)? If yes, please provide details of the program and attach program documentation. If no, describe in detail the process your company intends to employ to ensure that NYS receives the best service and candidates possible.	<p>NYS will receive candidates that have been vetted according to the process detailed in the response to question #1. All translation work will be performed in a manner compliant with the ISO 17100 quality standard. QA activities will compare all proposed translations against professional level quality standards published by the Interagency Language Roundtable (ILR), Level 5. This system has resulted in over 99% of all translation projects being delivered to the client accurately, on-time and within budget.</p>
15	Does your firm check websites such as Department of Health, Office of Professional Medical Conduct, etc. for licensure and/or accreditation information when hiring/providing candidates for Health Occupations? If yes, please provide the website address(es) you check. If no, please describe how you validate credentials for these professions.	<p>LinguaLinX validates credentials for twenty-two different professions/subject areas, including healthcare, via the process detailed in the response to Question #1.</p>
16	What is your current fill ratio?	100%
17	What is your current turnover rate for your temporary workers?	Less than 1%.
18	What type of programs do you have to limit absenteeism and turnover?	<p>The LinguaLinX Linguist Certification (LLC) program was created to help eliminate absentee and linguistic turnover issues. Our process was designed to recruit, vet, monitor and continuously improve upon the established high degree of expertise and experience required to enter our resource pool. While our system is not perfected, based upon our 100% fill ratio, less than 1% turnover ratio and 99.8 % client satisfaction results, LinguaLinX is certainly headed on the correct path.</p>
19	What is your current absenteeism rate for your temporary staff?	Less than 1%.

20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	LinguaLinx maintains a consistent, stable linguistic pool of greater than 20 freelancers, as well as three partner Language Service Providers (per language) in our top 100 language combinations. The LinguaLinx standard is to maintain over a 150% fill ratio capacity. This ratio allows us to ramp up capacity at any time without client interruption. LinguaLinx embraces the best practice standard of managing our linguistic pool as an extension of our clients. Our vendor partners are aligned with our clients in a transparent and productive manner.
21	Do you subcontract any of your work to support excessive workloads, either via independent contractors or through other firms? Please describe your policies, your company's process and criteria for selection of subcontractors/suppliers (if applicable).	LinguaLinx utilizes freelance translators to ensure translation capacity in over two-hundred languages and twenty-two different subject matter specialties. The process/criteria for selecting these translators is detailed in the response to Question #1.
22	What are your recruitment policies?	Please see response to Question #1.
23	Describe your implementation plan for initiating this program at NYS if awarded a contract. Include your company's plan for taking on a large volume of requests during the first phase of the contract. Such a plan may include transferring candidates from other contractors to your company's internal resource pool, partnering with additional subcontractors to meet NYS's needs and implementing the program.	Anticipating NYS OGS approval, LinguaLinx has proactively established an account team (both production and service functions) that is ready to accept high volume work on day one. Our experience managing the NYS OTDA and Washington State DES contracts (exceeding \$2 million dollars) has afforded the experience, high frequency communication and linguistic resources necessary to manage any task with any volume. The team assigned to the NYS OGS contract possess over 30 years of combined project management experience.