

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

General Questions

Bidder Name Geneva Worldwide, 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	Geneva Worldwide, Inc.
2	Address	256 W. 38th Street, 10th Floor
3	City	New York
4	State	NY
5	County	New York
6	Zip Code	10018
7	Bidder Contact Name	Janice Sampson
8	Bidder Contact Telephone Number	212-225-8400 extension 166
9	Bidder Contact E-mail	jsampson@genevaworldwide.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):	Same as above
11	Does Bidder have the required NYS 10 digit vendor ID number?	Yes
12	If yes, please provide	1000001361
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.	Hard copies of similar (i.e., size and scope) contracts attached.
18	If Bidder offers an additional discount for purchases made with the NYS Purchasing Card, enter it here (%):	1% discount for prepayment. Payment must be made in advance of service.
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):	made in advance of service request. .5% discount for payment within 15 calendar days of Geneva's invoice date.
21	Person to contact for questions relating to this Bid submission:	
	Name:	Janice Sampson
	Title:	Director, Contracts & Client Relations
	Telephone Number:	212-255-8400 x 166
	Toll Free Telephone Number:	1-877-GO-GENEVA
	E-Mail Address:	jsampson@genevaworldwide.com
22	Person to contact for Contract Administration issues:	
	Name:	Janice Sampson
	Title:	Director, Contracts & Client Relations
	Telephone Number:	212-255-8400 x166
	Toll Free Telephone Number:	1-877-GO-GENEVA
	E-Mail Address:	jsampson@genevaworldwide.com
23	Customer Service contact for New York State Contract Orders during normal business hours:	
	List normal business hours (Specify M-F, Sat, Sun):	8:00 am ET - 5:00 pm ET Monday through Friday
	Name:	Craig Buckstein
	Title:	Chief Executive Officer

	Telephone Number:	212-255-8400 x 111
	Toll Free Telephone Number:	1-877-GO-GENEVA
	E-Mail Address:	cbuckstein@genevaworldwide.com
24	Person to contact in the event of an emergency occurring after normal business hours or on weekend/holidays:	
	Name:	Michelle Lemus
	Title:	Operations Manager
	Telephone Number:	212-255-8400 x 164
	Toll Free Telephone Number:	1-877-GO-GENEVA
	E-Mail Address:	mlemus@genevaworldwide.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?	No
28	Total number of people employed by your business:	35
29	Total number of people employed by your business in New York State:	34

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.	
	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>Geneva Worldwide, 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.

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>Geneva's screening process ensures that the linguists we utilize understand the interpretation, transcription and translation process, and have been effectively tested on their language skills. The screening process begins with an application form, resume, cover letter, and three references are required in order to be eligible for screening. For interpretation, we require native fluency in the language along with at least two years of experience. For translation and transcription, we require native fluency in the language along with five years of experience. Prior to becoming qualified for more specialized assignments in subject areas such as medical, legal or technical subject matters, linguists must demonstrate education background and job training, credentials, or other documentation to express their capabilities. Additional requirements include:</p> <ul style="list-style-type: none"> • Fluency in two or more languages • Interpreter training, certification and or licensing with proof of credentials • Knowledge and comfort with culturally sensitive cues • Ability to maintain confidentiality requirements • Sufficient self-awareness as to not impose his or her own thoughts on a party • Willingness to treat all parties with respect regardless of gender, race, nationality, marital status, political beliefs, religion, and social class • Professionalism and understanding of professional boundaries • Understanding of the role of an interpreter. <p>The linguist must pass a series of exams and classes prior to officially becoming a Geneva Worldwide contracted linguist. After reviewing certifications and/or the contractor opportunity program, the linguist can join the Geneva Worldwide team.</p>
2	What are your testing, training and orientation programs for temporary workers?	<p>For interpretation, if a linguist does not have an acceptable certification, Geneva Worldwide has a very detailed and stringent testing and credentialing process which includes the following steps:</p> <ul style="list-style-type: none"> • Interview; • Testing; • Qualifying process via Lead Interpreter in a verbal or teleconference interview; • Class on understanding the role of the Professional Interpreter; • Class on conduct and procedures for New York City regulations; • Class and testing on code of Professional Ethics; • Class and testing on HIPPA laws; • Class and official signing of a statement of Neutrality and Confidentiality; • Continuous Evaluation after two to six-week shadowing program (depending on subject matter) <p>After the screening and initial interview, a verbal and written exam is administered to test fluency, cultural sensitivity, and professional responsibility.</p> <p>The written examination which includes hypothetical questions about the profession of interpreting along with questions about confidentiality and professional responsibility, two highly regarded standards we take very seriously when contracting with linguists. Once linguists have completed the testing and credentialing process, they must undergo a background check. If a specific agency requests any other review measures for linguists, additional checks are conducted at this point of the contractor opportunity program. For translation and transcription, if a linguist possesses an acceptable certification from a hospital, university, or non-biased organization, the linguist is only required to take the translation test. If a linguist does not have an acceptable certification, Geneva Worldwide has a very detailed and stringent testing and credentialing process which includes the following steps:</p> <ul style="list-style-type: none"> • Phone Interview; • Test Translation; • Webinar and Testing on SDL Trados, glossaries and translation methodology; • Test on understanding the role of the Professional Translator and Linguist Quality Survey Education; • Test on Confidentiality and Professional Responsibility; • Brief Orientation on New York regulations; • Complying with Geneva Worldwide HIPPA laws agreement and Professional Responsibility Agreement; • Official signing of a statement of Neutrality and Confidentiality; • Linguist Enrichment Achievement Program; • Continuous Evaluation and re-testing every 60 days

	Continuation of Question #2	<p>After the screening process, a written exam is administered to test translation accuracy, style and consistency. The contents of the exam vary depending on the translator’s specialized field (e.g., medical legal).</p> <p>Once linguists pass the written exam, they can advance to the next qualifying step (a webinar training and testing on SDL Trados, glossaries and translation methodology consists of glossary creation, working with the SDL Trados program and the flow of procedure in translation assignments), followed by a training test. The linguist is then enrolled in the Linguist Quality Survey Education Program (LQSE).</p> <p>After LQSE, the linguist must pass additional testing about the role of a professional translator and confidentiality and professional responsibility. The linguist receives orientation material on New York City regulations, HIPPA compliance and confidentiality laws prior to signing a Geneva Worldwide confidentiality and professional responsibility agreement.</p>
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.)?	<p>Once linguists have completed the testing and credentialing process, they must undergo a background check. Linguists receive a criminal history background check that spans a period of 15 years. Geneva Worldwide has contracted with an independent company to perform all linguist background checks. The background information includes any felonies, misdemeanors or information included on a permanent criminal record. The information from each background check is recorded in linguist files. If a specific agency requests any other review measures for linguists, additional checks can be conducted and those costs passed along to the agency.</p>
4	Do you agree to perform the background checks as identified in the Solicitation as requested?	<p>Yes. Geneva will perform background checks for Lots 3 and 6 if requested by the Authorized User (as outlined in the “requirements” section of Attachment 11.</p>
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?	<p>For our interpreting department, interpreters are constantly monitored to ensure quality services are provided to the client. All interpreters are subject to random observations by Geneva Worldwide staff for those clients that allow and when appropriate. Observations are logged under the interpreter’s profile in our Scheduling System where all staff can review when determining which interpreter to confirm for an assignment.</p> <p>Interpreters are evaluated on timeliness, client feedback, compliance of company and client policies and other (attendance, emergency, etc.). Interpreter feedback is also logged in our scheduling system where reports can be pulled and assessed to determine cases that received negative feedback. In cases of repeated negative feedback, the interpreter is contacted to reevaluate the partnership. During the reevaluation, the staff will determine if a reorientation to company policies and industry standards is sufficient or if the contract between Geneva Worldwide and the contractor should be terminated.</p> <p>Linguists who receive positive feedback are typically rewarded with prioritized outreach depending on the assignment and client. Additionally, positive feedback is saved in the interpreter profile to be reviewed during rate negotiations and special assignment requests that may enhance an interpreter’s experience and portfolio.</p> <p>For our translation and transcription department, both new and experienced Geneva Worldwide linguists are regularly monitored to ensure quality control procedures are strictly followed. All observations are used as criteria in the Linguist Advancement Program & Annual Review.</p> <p>If a Linguist is logged for the reasons below, they are placed on an active probationary period. If the linguist reappears on the report more than once, they are placed on a temporary suspension.</p> <ul style="list-style-type: none"> • Translator submits document late; • Translator fails to comply with instructions provided; • Translator work product contains excessive errors; • Client Complaint; • Linguist Violation of Company Policies; • Other – Emergency (If applicable)

6	<p>Do you have program(s) in place for quality assurance, customer satisfaction, and performance measurement? If yes, please describe.</p>	<p>As a model in quality control, Geneva Worldwide is certified for ISO 9001 Quality Management procedures. Geneva was awarded ISO 9001:2008 certification in 2012 and has consistently upgraded and modified its procedures to match changes in the industry. Our process is streamlined, yet flexible to meet the changing needs of our customers and we review our QC procedure with customers during the onboarding procedure.</p> <p>Geneva Worldwide is a member of the American Society for Quality, which is in charge of administering the ISO 9001 standards by the American National Standards Institute. Geneva Worldwide uses a three part, redundant QC program: Internal, External and Financial Review.</p> <p>A) Internal: On a weekly basis, Chief Executive Officer Craig Buckstein meets with the Interpreting and Translation Departments and verifies that all QC standards are being followed without exception. Any client specific requirements are incorporated into the weekly review and electronic records of the process will be available to auditors upon request.</p> <p>B) External: After each assignment is finished, team members will be graded in our database and categorized according to their project performance in addition to their experience, credentials, references, and subject matter expertise. Linguists who accumulate consistent top grades over time are selected to become graders.</p> <p>C) Financial: The five-member finance/auditing team at Geneva Worldwide headquarters conduct continuous audits of freelance linguists' time to assure that all costs are authorized by a client representatives prior to invoicing. Team members make certain all contract provisions are precisely followed.</p>
	<p>Continuation of Question #6</p>	<p>Customer and client feedback is one of the largest quality control measures that we have. We take all feedback seriously and evaluate every message sent. All feedback ANSWERS are sent to interpretingstaff@genevaworldwide.com or at translation@genevaworldwide.com.</p>
7	<p>What process do you follow to ensure the proposed resumes meet your client's request?</p>	<p>The assignment will be paired to a linguist based on a client's requirements. Certifications, experience, industry knowledge, language, scope of work, and length will be determining factors on the interpreter's eligibility to complete an assignment. Should a client prefer a specific linguist, we attempt to satisfy their request. We are able to custom search through our proprietary system for keywords and skill codes of our linguists to match the needs of the client. Our dispatch team and Project Managers are trained to take all pertinent assignment information including the mode of interpretation, language and regional dialect, subject matter, background information on the assignment and the environment. These details are entered into our order processing system and linguists are matched with the appropriate criteria through both resume search and our own internal coding process. The search scans the available pool of linguists for a particular project. Our strength is matching the appropriate linguist for any setting to meet the diverse needs of our clients.</p>
8	<p>How do you schedule engagements?</p>	<p>Geneva Worldwide is able to accept requests for language access services (interpreting, VRI, transcription and/or translation) via email, phone or fax and in certain cases via direct access to our various web portals and case management systems. For interpreting assignments, once a request comes in, a Geneva Worldwide scheduling coordinator confirms receipt of the assignment within twenty-four hours of the receipt time. The order is then filed into one of two categories: rush or average turnaround time. If the order is a rush, due to the time constraints, the scheduling coordinator confirms the available linguist at the same time as assignment confirmation. If the order is not rushed, the scheduling coordinator confirms receipt of the assignment and then once a linguist is located by our recruiting department, a linguist is assigned.</p> <p>For translation and transcription, once the order comes in, the project manager confirms receipt within twenty-four hours and follows up with any specific requests the client may have such as formatting, clarity of audio content or desktop publishing. The project manager then assembles a team of three linguists: a proofreader, editor and translator/transcriber. The linguist does the research and completes the document. The editor checks for style and omissions. the proofreader is the third set of eyes that does a quality control check over the document. Throughout the process, the agency contact is kept abreast as to the status of the assignment through scheduling and confirmation.</p>

9	Do you have an electronic system for scheduling? If yes, please describe.	<p>Geneva Worldwide utilizes a case management system for all scheduling needs internally. Our Case management system allows us to manage multiple assignments from various offices on a 24/7 basis. We have access to all the components, which allows coordinators to handle multiple clients and linguists simultaneously, with real-time access to up-to-date information while providing high-quality results. Our case management system allows our dispatchers to track, search, and follow up with linguists. At the heart of our system is the information we capture from each linguist that becomes available in real-time to dispatchers looking to fill orders expeditiously. Once each applicant's entry information and skills are stored in the database, dispatchers have access to all relevant information and can match the right linguist to any assignment. A specific example of how our case management system assists Geneva Worldwide in better servicing clients is our ability to quickly determine whether linguists have a higher qualification level suited for the client. Our case management system allows our team of dispatchers to review linguist credentials and determine who is the most qualified candidate for a position. Work experience and education are the primary sources reviewed in order to determine when a linguist has the specialized qualification requested. The information is presented in either the form of a resume or notes inputted by dispatchers from a previous assignment.</p> <p>Geneva Worldwide also has portals that allow for user agencies to view our scheduling system first hand. This enables user agencies to have greater control over assignment requests. Although user agencies are able to schedule cases via phone, fax or e-mail, the portal allows for instant assignment confirmation as well as assignment tracking and the ability to monitor scheduling progress. The portal uses Secure Socket Layer (SSL) certification features for protection throughout the application, to protect agency and client confidentiality</p> <p>The portal is also used for VRI requests and can be used for telephonic requests, if a client is using a capable device.</p>
10	What processes do you use to ensure seamless service by subcontractors to NYS?	<p>Chief Operating Officer Craig Buckstein, the Director of Contracts & Client Relations, and Senior Project Managers for both the interpreting and translation/transcription department will play key roles in the seamless operation of the OGS contract. We have been working with all OGS agencies for over 20 years and have an intimate knowledge of each agency and their particular language need. We look forward to continuing our relationship and expanding services through our various offerings.</p> <p>Geneva Worldwide will continue to work with contracted OGS user agencies to determine the most appropriate method to achieve timely services and establish an ordering process for the necessary language services that will best serve the agency's needs.</p> <p>Geneva ensures that upon receiving an order, department leads perform an automatic threat analysis to minimize the possibility of not filling the assignment. For interpretation, the assignment factors that are analyzed include Language, Location, Due Date, Time, and Required Linguist Skill Set. For Translation, language, due date, word count, formatting requirements and required linguist skill set. For transcription, audio format, audio quality, and number of voices is also considered. A query is made to contact all qualifying linguists. In the event that no linguists are available, the assignment will then be passed to our recruiting department to locate a qualifying linguist.</p>
11	How do you maintain and track unallowed and preferred candidate lists for your clients?	<p>Geneva Worldwide's case management system program allows for all Interpreting Coordinators and Translation/Transcription project managers to log and mark any preferred linguist for specific user agencies. Therefore, the user agency does not have to repeatedly submit a request for the same linguist as the information is readily available and noted for all subsequent assignments. Additionally, both translation/transcription and interpreting departments have online systems that allow user agencies to automatically input assignment requests. The assignment request forms through the portal have options for specific linguist requests. Geneva Worldwide encourages user agencies to inform all interpreting and translation team members of preferred linguists so we may provide optimal service available.</p>

12	<p>What is your escalation and resolution policy (in case an issue or emergency arises)?</p>	<p>For translation and transcription, if an emergency issue arises and the Project Manager cannot resolve the emergency, the Senior Project Manager is approached. For interpreting, if an emergency issue arises, the issue is first communicated to our interpreter coordinators. If our interpreting coordinators are unable to address the issue, the agency is directed to the Senior Project Manager of the Interpreting Department who possess extensive experience in understanding and addressing emergency situations. The agency may also choose to approach the Operations Manager</p> <p>Lastly, if further escalation assistance is necessary, the agency is directed to the Director of Contracts & Client Relations or to the Chief Executive Officer of the company who oversees all final disputes that cannot be resolved otherwise and will contact the client to resolve any issues to ensure a quality customer experience.</p>
13	<p>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>	<p>For our interpretation department, if for any reason the client rejects a linguist another qualified interpreter will be installed at the location. The rejected linguist will receive marks in their personnel file with a description of events. The electronic file will also receive a description of events with a DNSB (Do Not Send Back) block on the client. This will prohibit the interpreter from ever being assigned to the client/division again. Additionally, each assignment has an identified backup interpreter and if an interpreter needs to be replaced immediately, we reach out to the backup interpreter first who is requested to be readily available.</p> <p>For translation/transcription, if for any reason, the client rejects a linguist's document, the document will be sent back to the linguist to address the changes, and a second linguist will be contracted to revise the changes and include or add any additional information pertinent to the client's specifications. The translator or transcriptionist receives a mark on his or her file labeled DNU (Do Not Use) next to the logged assignment performed. Therefore, the translator/transcriptionist will be prohibited from ever being assigned to the same client/division again. All linguists are trained the same way and have similar qualifications. Should a client request that a replacement linguist have additional qualifications, a suitable linguist will be contracted for the position.</p>
14	<p>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>	<p>We select professional linguists who have been in the field and provide professional interpretation for at least 2 years, or translation/transcription for 5 years, have college graduate degrees and many time have additional credentials and certifications. We have a three-step quality control process and follow up with both the linguists and the client to ensure quality performance. We also test our linguists and depending on a constant high score on their exams, we continue to utilize the linguist which demonstrates our eagerness to provide excellent service. At times, we also have a shadowing program for additional orientation with our linguists.</p> <p>As a model in quality control, Geneva Worldwide is certified for ISO 9001 Quality Management procedures. Geneva was awarded ISO 9001:2008 certification in 2012 and has consistently upgraded and modified its procedures to match changes in the industry. Our process is streamlined, yet flexible to meet the changing needs of our customers and we review our QC procedure with customers during the onboarding procedure.</p> <p>To ensure Geneva Worldwide provides the best service possible, weekly reviews and monthly reports are provided to clients to log and monitor performance as indicated above.</p>
15	<p>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>	<p>No. There is no one site to refer to when checking a linguist's credentials. We check the RID website to verify any certified ASL linguists, otherwise we check references as described in the onboarding question above.</p>
16	<p>What is your current fill ratio?</p>	<p>Our current fill ratio is over 99.3% for both translation and interpretation services.</p>

17	What is your current turnover rate for your temporary workers?	Our current turnover rate is currently less than 1%. Due to the nature of the business (independent contractors) our turnover rate is relatively low as we work with dedicated and loyal linguists.
18	What type of programs do you have to limit absenteeism and turnover?	Geneva Worldwide, Inc. rewards interpreters/translators/transcriptionists who are on time and who do not cancel appointments/assignments by promoting them from short assignments at different locations to long term steady interpreter assignments or translation/transcription assignments through our Linguist Advancement Program. These linguists are giving greater job stability as independent contractors with more lucrative pay rates.
19	What is your current absenteeism rate for your temporary staff?	Our rate is currently less than 1%. Due to the nature of the business (independent contractors) our turnover rate is relatively low as we work with dedicated and loyal linguists.
20	What policies/processes do you use to maintain high fill rates and to mitigate high turnover rates?	Geneva Worldwide strives to fill every assignment. We perform weekly quality control measures and reviews to mitigate any potential risks of incomplete tasks and remain in constant contact with highly qualified linguists to monitor availability. Our policy to mitigate high turnover rate is to offer our Linguist Advancement program for a more steady assignment with longer hours and more lucrative pay as long as the interpreter has less than 4 cancellations in a 12-month period and less than 4 late arrivals in a 12-month period.
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).	Should we receive an assignment that is scheduled to occur in less than 48 hours and we do not have an interpreter readily available, our recruiting department enforces one of two policies: first, we can suggest either video remote interpreting services if the agency has sufficient equipment, or telephonically, where an interpreter would utilize our technology to provide interpreting services via video or over the phone. A second option is contracting with smaller language companies that employ independent contractors for short durations and use their available linguists. For those orders placed via email the customer always receives a confirmation which is usually minutes after we receive the order. For any request placed through our online portal, the customer can track the process and see when the linguist is assigned and all of the contact information for the linguist. All information in the online portal is achieved and can be referenced for later use as well. Our CEO is the Past President of the Association of Language companies and has over 200 small to mid-size language service company relations to leverage if there are any requests we are unable to full due to capacity, time consideration or the language of limited diffusion.
22	What are your recruitment policies?	For interpretation, we require native fluency in the language along with at least two years of experience. Prior to becoming qualified for more specialized assignments in subject areas such as medical, legal or technical subject matters, linguists must demonstrate education background and job training, credentials, or other documentation to express their capabilities. Additional requirements include: <ul style="list-style-type: none"> • Fluency in two or more languages; • Interpreter training, certification and or licensing with proof of credentials; • Knowledge and comfort with culturally sensitive cues; • Ability to maintain confidentiality requirements; • Sufficient self-awareness as to not impose his or her own thoughts on a party; • Willingness to treat all parties with respect regardless of gender, race, nationality, marital status, political beliefs, religion, and social class; • Professionalism and understanding of professional boundaries; • Understanding of the role of an interpreter For translation and transcription, Geneva Worldwide only uses native speakers for translations and transcriptions who specialize in a specific field and have five years of experience. Prior to becoming qualified for more specialized assignments in subject areas such as medical, legal or technical subject matters, linguists must demonstrate education background and job training, credentials, or other documentation to express their capabilities. Additional requirements include: <ul style="list-style-type: none"> • Fluency in two or more languages; • Translation/transcription training, certification and or licensing with proof of credentials; • Knowledge and comfort with culturally sensitive idioms and phraseology; • Ability to maintain confidentiality requirements; • Sufficient self-awareness as to not impose his or her own interpretation when translating documents; • Willingness to treat all parties with respect regardless of gender, race, nationality, marital status, political beliefs, religion, and social class; • Professionalism and understanding of professional boundaries; • Understanding of the role of a translator

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.	<p>At this time, Geneva Worldwide services ALL OGS user agencies and has the ability to take on the large volume of requests. The first phase of the contract will include a 'ramp-up' period in which additional linguists are contracted to ensure user agencies do not experience a delay in services. Otherwise, because Geneva Worldwide has successfully performed under the OGS contract, the transition period will be seamless and require little to no adjustment. However, should the volume of assignments increase in size, we have a fluid standard of procedure that allows for exponential growth. This fluid procedure includes additional office space in our New York City location for fifteen additional full-time staff of interpreting coordinators and translation project managers. Our recruiting department has an established system to allow for additional recruiting endeavors for qualified linguists should we require more than 4,000 linguists readily available. Most importantly, our off-site IT staff can provide additional support to increase the capacity of all programs utilized by our staff.</p>
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