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Linguas



A Language Services Primer for Government Employees

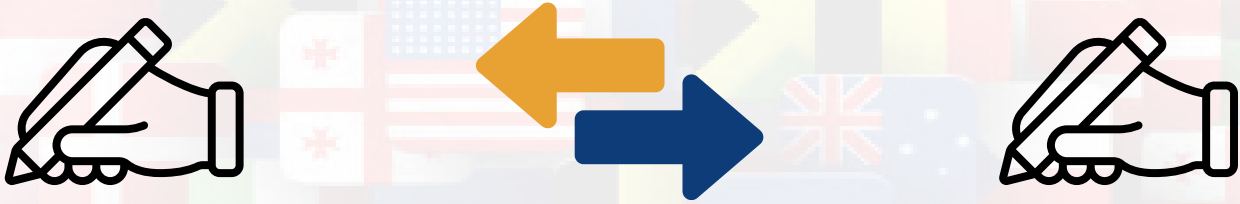
Presented by :
Prescient Global Solutions
A Prescient Technologies Company

What Are Language Services?

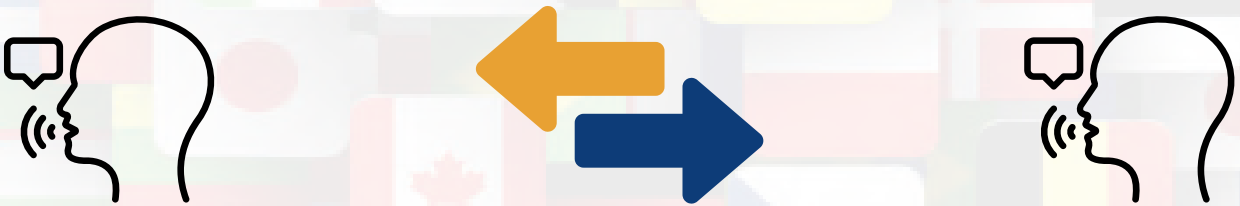
Language services enable communication from one language, the **source language**, into another, the **target language**. The differences between services are often confused.

The broad categories of language services are:

Translation - **Written** source and target languages



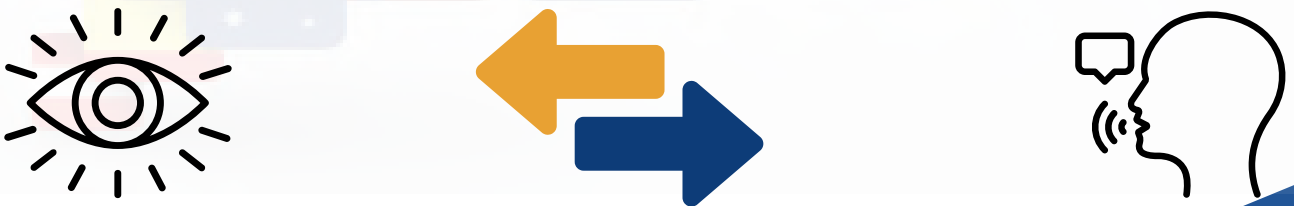
Interpretation - **Spoken** source and target languages



Transcription - **Spoken** source to **written** target languages



Sign Language - **Verbal** to/from **visual**



Translation

Translation services play a crucial role for federal government customers in fostering effective communication across diverse linguistic landscapes. These services enable government agencies to engage with international partners, address multilingual communities, and navigate the complexities of a globalized world.

In addition to the human element, technological advancements, like machine translation, provide supplementary tools for federal government customers. These automated solutions enhance efficiency and lower costs while still being used alongside human oversight to maintain accuracy and cultural nuances.

Ultimately, translation services are indispensable for federal government customers seeking to bridge language barriers, promote diplomatic relations, and effectively communicate policies and information on a global scale.

Whether it's medical, legal, technical, or informational, PGS' expert translators provide accurate, timely translations in over 200 languages with Six Sigma+ quality scores.



Language Interpreting

Professional interpreters are critical for federal government entities engaged in diplomatic relations, international collaborations, and interactions with diverse communities. These language experts possess fluency in multiple languages, ensuring accurate and nuanced communication between parties, thereby avoiding misunderstandings and fostering effective dialogue.

Advancements in technology have also introduced remote interpretation solutions, allowing federal government customers to access language services promptly and efficiently in virtual settings.

Foreign language interpretation services are indispensable to bridge language gaps, enhance international relations, and communicate effectively across diverse linguistic landscapes.

PGS provides these services in over 200 languages around the world. Working in locations from courthouses to children's shelters, our interpreters provide services for audiences from refugees to legal to medical.



Transcription

Language transcription offers a valuable solution for converting spoken content into written form (or vice versa). This service transforms verbal communications into text and plays a crucial role in various government functions, including documentation, record-keeping, and accessibility.

Professional transcribers, equipped with linguistic skills and attention to detail, ensure that the nuances of spoken language are accurately captured in written form. Additionally, transcriptions enhance accessibility by providing written records for individuals with hearing impairments or those who prefer written information.

Advancements in technology have led to the development of automated transcription tools leveraging speech recognition software. While these tools can increase efficiency for certain tasks, human oversight is necessary to ensure precision, especially in contexts with complex language, non-verbal cues, or technical subject matter.

PGS transcribers provide literal and general transcriptions for law enforcement and medical settings. We provide services in over 200 languages on-site or virtually.



American Sign Language (ASL)

Sign language interpreting services provide a crucial bridge for effective communication with individuals who are deaf/hard of hearing in the Federal Space, facilitating inclusivity and ensuring information and services are accessible.

In government settings, such as public events, announcements, and training settings, sign language interpreters play a vital role in conveying spoken content to deaf/hard-of-hearing individuals. By providing real-time interpretation, these professionals enable seamless interaction and participation for individuals with hearing impairments, ensuring equal access to employment and information.

Advancements in technology have expanded accessibility further with the use of video interpreting options. These technologies enable government entities to provide sign language anywhere they are required, with little to no notice.

Specialized services such as tactile interpreting or Certified Deaf Interpreters (CDI) enable services for deaf/blind and deaf individuals who are not ASL proficient.

PGS provides ASL and specialized services onsite nationwide and remotely.



Certifications

Certified linguists ensure the best quality and level of service available to clients. While certified interpreters are not available in every language, PGS provides them when and where possible.

The Registry of Interpreters for the Deaf (RID) Certification is considered the gold standard in ASL interpreting.

There are numerous certifications for language interpreters, including the National Board of Certification for Medical Interpreters (NBCMI) and the American Translators Association (ATA).

Many states also certify ASL and language interpreters.

There are few translation certifications. The ATA certification is the most common, but the number of languages is small.

Most language interpreters and translators are not certified. A combination of years of experience and independent testing must be used to ensure their quality.

PGS only uses certified linguists where available. Additionally, we test all our linguists against internationally recognized benchmarks to ensure their quality.



Industry-Standards

There are multiple commonalities in the language services industry...

Ethics: All certifications require adherence to a code of ethics.

Appointment Guidelines:

- Appointments 1.5 hrs or more require two interpreters (Previously 2 hrs)
- 1 hour minimum for virtual and 2 hours for onsite appointments
- Scheduling: Appointments with less than 48 hours of notice incur a rush fee.
- Fast translation turnarounds also incur this fee.
- Appointments canceled within 48 hours incur cancellation fees equal to the scheduled appointment cost.

PGS has an internal code of ethics modeled on the best industry standards ensuring the most ethical and highest quality services.



Pricing Norms

Common languages, such as Spanish, are generally less expensive than complex or uncommon languages, such as Japanese, which is less costly than exceedingly rare languages like Q'anjob'al.

In the Federal Space, translations are generally priced by the source word. Occasionally, translations are priced by the page. Pricing varies by language, subject matter, deadlines, and the ability to use computer-assisted translation (CAT) tools. 100% human translations are more expensive and less timely.

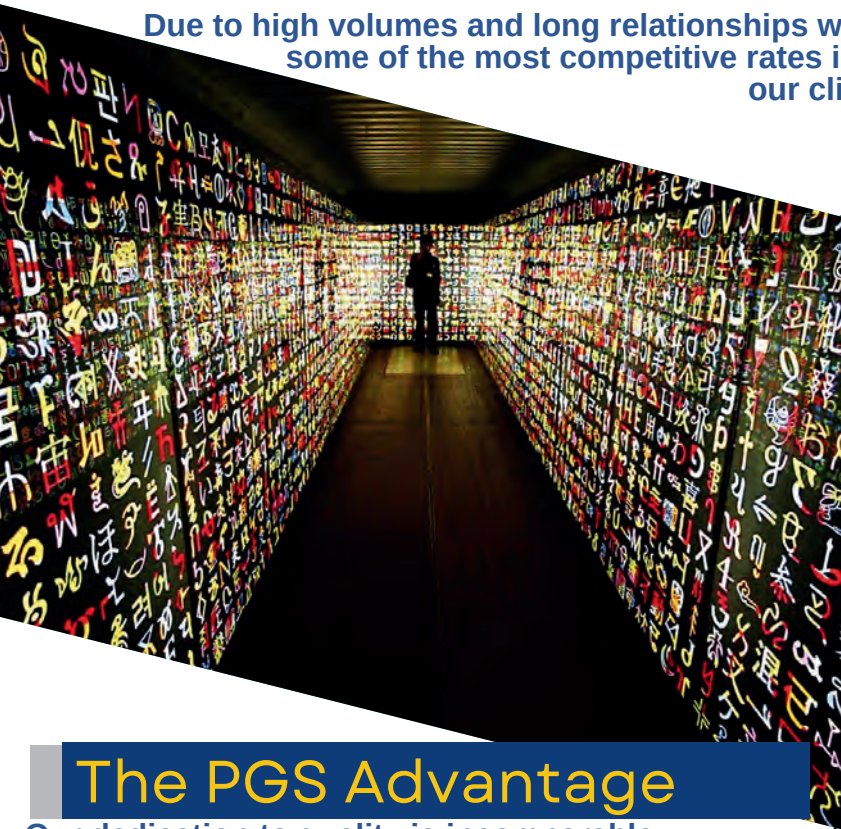
Phone and Video interpreting are priced by the minute. Ad-hoc services generally do not have a minimum charge; however, scheduled services often require a one-hour minimum.

Onsite services for ASL and language interpreting are priced by the hour. Generally, a 2-hour minimum applies, with a 24-48 hour cancellation policy.

Certified Deaf Interpreters require a certified ASL interpreter to relay conversations.

Specialized services, such as tactile interpreting and certified linguists, are unavailable nationwide in every language and significantly more costly than standard services.

Due to high volumes and long relationships with our linguists, PGS provides some of the most competitive rates in the industry for our clients.



The PGS Advantage

Our dedication to quality is incomparable.

- Certified in both ISO 9001 and 17100, PGS provides unparalleled quality assurance.

Less than 1% of small and 5% of the large businesses in the federal space are certified in both ISO:9001 and ISO:17100!

- We translate over 10 million words annually with quality scores that meet or exceed Six Sigma
- Our rare language support is exceptional, we support over 190 languages and 70 dialects, and adding more every year
- Supported over 75 Afghan interpreters nationwide
- Nationwide ASL support
- Created and staffed 24/7 worldwide phone & and video interpreting network in less than 48 hours

With experience in law enforcement, refugee assistance, unaccompanied minor refugees, healthcare, legal, and community services, our breadth of capabilities is unmatched for a small business.



Where We Are/Where We've been



FEMA



National Institutes of Health



PGS works around the country.

We are where you are!



GET TO KNOW PGS!

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GSA MAS Schedule: 47QRAA23D003Y

UEI: V6QDML49NW17

DUNS: 079905289

NAICS: 541930

Certifications: ISO 9001, ISO 17100

Set-Asides: 8(a), HUBZone, SDVOSB, SDB, Small Business



Contract #:47QRAA23D003Y

