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Frank Edelblut
Commissioner

Christine M. Brennan
Deputy Commissioner

STATE OF NEW HAMPSHIRE
DEPARTMENT OF EDUCATION
101 Pleasant Street
Concord, N.H. 03301
TEL. (603) 271-3495
FAX (603) 271-1953

March 5, 2018

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Education to enter into a contract with Idea Language Services, LLC, 8719 Evangel Drive, Springfield, Virginia (vendor code 286028) in an amount not to exceed \$50,000.00 to provide services for Special Education Document Audio Translation Services, effective upon Governor and Council approval through June 30, 2018, with an option to renew for an additional fiscal year. 100% Federal funds.

Funds to support this request are available in the account titled Special Education-Elem/Sec.,

	<u>FY'18</u>
06-56-56-562010-25040000-102-500731	\$50,000.00
Contacts for Program Services	

EXPLANATION

The New Hampshire Department of Education is responsible for meeting legislative mandates to provide technical assistance under RSA 186-C:3. The Special Education Document Audio Translation Services will provide custom audio translation of the New Hampshire Special Education Procedural Safeguards Handbook. The service includes translation of a written English document to an audio translation of a foreign language.

The Department of Education prepared and published a Request for Proposals (RFP) "*Special Education Document Audio Translation Services*," in the Union Leader, for the period October 12th, October 13th and October 15th, 2017 and posted on the Department website.

His Excellency, Governor Christopher T. Sununu
and the Honorable Council

March 5, 2018

Page 2 of 2

A review committee consisting of Helene Anzalone, Education Consultant, Bureau of Special Education, Hannah Krajcik, Program Specialist II, Bureau of Special Education, and Lori Noordergraaf, Education Consultant, Bureau of Special Education, reviewed the one (1) proposals received by the deadline; Idea Language Services proposal met the criteria of the Request for Proposals (Attachment A).

The Department of Education would like to contract with Idea Language Services because they are a certified company with the mission of helping organizations communicate effectively within multicultural settings to provide the same message regardless of language. They have a wide range of resources, including the latest technology in translation and top linguists with experience with educational content.

In the event Federal Funds become no longer available, General Funds will not be requested to support this program.

Respectfully Submitted,



Frank Edelblut
Commissioner of Education

FE: BJR
Attachments

Attachment A

SPECIAL EDUCATION DOCUMENT AUDIO TRANSLATION SERVICES

Proposal Criteria in the RFP

Professional qualifications and experience	40 points
Narrative, customer translation process	30 points
Budget	<u>30 points</u>

Possible Points 100 points

One (1) proposal was received:

Idea Language Services, LLC

Hannah Krajcik	Lori Noordergraaf	Helene Anzalone	
<u>Score</u>	<u>Score</u>	<u>Score</u>	<u>Peer Review</u>
95	98	95	96

An RFP review occurred on December 8, 2017. The RFP review panel consisted of the following employees from the Department of Education:

Hannah Krajcik, Program Specialist II

Hannah has worked for the NH Department of Education, Bureau of Special Education since 2013. During that time she has worked with multiple contracted vendors, and monitored districts and private providers for compliance with the IDEA, NH Regulations and NH State Standards for the Education of Children with Disabilities

Helene Anzalone, Education Consultant

Helene has been with the Bureau of Special Education since December 21, 2014. Helene's job responsibilities include: public and private compliance, professional development training- Measurable Goals, Written Prior Notice, Accommodations and Modifications, The Special Education Process, UDL. Helene reviews & monitors Federal Grants; she has reviewed at least 5 RFP's. Helene provides Technical support to parents, districts and other stakeholders re: NH and Federal Special Ed. Law

Lori Noordergraaf, Education Consultant

Lori graduated from Keene State College with a Bachelor's Degree in Elementary Education and Special Education; she received her Masters of Education through Antioch University with a concentration in Education by Design, and a Certificate through Antioch University in Autism Spectrum Disorders. Lori is licensed in New Hampshire as a Special Education Teacher and Elementary Education (K-8). Her Endorsements include: Emotional Behavior Disorders, Intellectual & Developmental Disabilities.

Lori spent 23 years as a Special Education teacher in New Hampshire Public Schools working in the Elementary, Middle and High School levels, with the opportunity to support students and families as they transition in and out of each level.

Lori has been with the Department of Education, Bureau of Special Education for the past three and a half years, her primary responsibilities are: program approval, the Compliance and Improvement monitoring of Public Schools, Private Providers of Special Education, and Public Academies, and providing training to New Hampshire schools and programs.

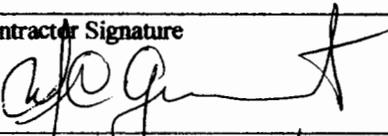
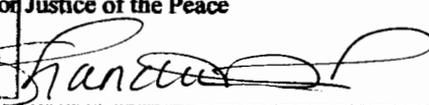
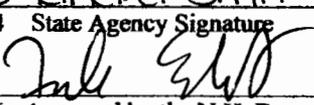
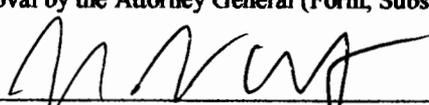
Notice: This agreement and all of its attachments shall become public upon submission to Governor and Executive Council for approval. Any information that is private, confidential or proprietary must be clearly identified to the agency and agreed to in writing prior to signing the contract.

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name Department of Education, Bureau of Special Education		1.2 State Agency Address 101 Pleasant Street Concord, New Hampshire 03301	
1.3 Contractor Name Idea Language Services, LLC		1.4 Contractor Address 8719 Evangel Drive Springfield, Virginia 22153	
1.5 Contractor Phone Number 860-781-6377	1.6 Account Number See Exhibit B	1.7 Completion Date June 30, 2018	1.8 Price Limitation \$50,000.00
1.9 Contracting Officer for State Agency Santina Thibedeau Administrator, Bureau of Special Education		1.10 State Agency Telephone Number 603-271-3791	
1.11 Contractor Signature 		1.12 Name and Title of Contractor Signatory Maurice C. Gilbert, Operations Director	
1.13 Acknowledgement: State of Virginia, County of Fairfax On March 6, 2018, before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public or Justice of the Peace <div style="border: 1px solid black; padding: 2px; display: inline-block;"> STATE OF VIRGINIA NOTARY PUBLIC COMMONWEALTH OF VIRGINIA MY COMMISSION EXPIRES OCT. 31, 2018 COMMISSION # 7508173 [Seal] </div> 			
1.13.2 Name and Title of Notary or Justice of the Peace Shandra Smith / Notary Public			
1.14 State Agency Signature 		1.15 Name and Title of State Agency Signatory Date: 3-13-18 FRANK EDELBUT, Commissioner of Education	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (if applicable) By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) (if applicable) By:  On: 3/22/18			
1.18 Approval by the Governor and Executive Council (if applicable) By: _____ On: _____			

2. EMPLOYMENT OF CONTRACTOR/SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 ("State"), engages contractor identified in block 1.3 ("Contractor") to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT A which is incorporated herein by reference ("Services").

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, if applicable, this Agreement, and all obligations of the parties hereunder, shall become effective on the date the Governor and Executive Council approve this Agreement as indicated in block 1.18, unless no such approval is required, in which case the Agreement shall become effective on the date the Agreement is signed by the State Agency as shown in block 1.14 ("Effective Date").

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this Agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT B which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. This may include the requirement to utilize auxiliary aids and services to ensure that persons with communication disabilities, including vision, hearing and speech, can communicate with, receive information from, and convey information to the Contractor. In addition, the Contractor shall comply with all applicable copyright laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or performance of this

Contractor Initials

Date 5/16/18

Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely remedied, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

9.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

9.2 All data and any property which has been received from the State or purchased with funds provided for that purpose under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

9.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

10. TERMINATION. In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT A.

11. CONTRACTOR'S RELATION TO THE STATE. In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS. The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written notice and consent of the State. None of the Services shall be subcontracted by the Contractor without the prior written notice and consent of the State.

13. INDEMNIFICATION. The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate; and

14.1.2 special cause of loss coverage form covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

Contractor Initials

Date


3/2/18

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than thirty (30) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than thirty (30) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A (*Workers' Compensation*).

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. WAIVER OF BREACH. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

17. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire unless no

such approval is required under the circumstances pursuant to State law, rule or policy.

19. CONSTRUCTION OF AGREEMENT AND TERMS.

This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

20. THIRD PARTIES. The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. SPECIAL PROVISIONS. Additional provisions set forth in the attached EXHIBIT C are incorporated herein by reference.

23. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire Agreement and understanding between the parties, and supersedes all prior Agreements and understandings relating hereto.

Contractor Initials

Date 3/6/18

Exhibit A

SCOPE OF SERVICES

Idea Language Services, LLC will provide the New Hampshire Department of Education, Bureau of Special Education with the following services under the Special Education Document Audio Translation Services:

- Translation of the New Hampshire Special Education Procedural Safeguards Handbook into an audio translation of a foreign language.
- Audio translate documents into English Arabic, Bosnian, Chinese, Maay-Maay, Portuguese, Russian, Spanish, Vietnamese, Nepalese, and Indonesian.
- The document will be audio translated by native speaking translators, proofed for accuracy and correct terminology, and made available in an electronic audio file version to the NHDOE Bureau of Special Education.
- The audio translated document(s) will be translated and delivered with an agreed upon timeline between Idea Language Solutions and the NHDOE, Bureau of Special Education.
- The New Hampshire Special Education Procedural Safeguards Handbook to be audio translated averages between 35-40 pages.

Initial dag
Date 9/18/18

Exhibit B

Budget

Language Pair	Description	Unit	Cost	FY'18 Budget
English to Spanish	Translation	Per Page	\$30.00	TBD
Spanish	Audio Recording	Per Page	\$10.00	TBD
English to all other Languages	Translation	Per Page	\$70.00	TBD
All Other Languages	Audio Recording	Per page	\$12.00	TBD
Total				\$50,000.00

Limitations on Price: This contract will not exceed \$50,000.00

Source of Funding: Funding for this contract is 100% Federal Funds from the account titled Special Education-Elem/Sec. as follows:

Account: 06-56-56-562010-25040000-102-500731	FY'18
Contracts for Program Services	\$50,000.00

Method of Payment:

Payment will be made upon the submittal of an invoice that is received by the 10th of the following month which is supported by a summary of activities that have taken place in accordance with the terms of the contract.

Invoices will be submitted to:

Bridget Brown, Project Director
 Special Education Document Audio Translation Services
 NH Department of Education
 Bureau of Special Education
 101 Pleasant Street
 Concord, New Hampshire 03301

Initial 
 Date 9/21/18

Exhibit C

The New Hampshire Department of Education, Bureau of Special Education provides an option to renew for one (1) additional fiscal year if services are determined to be satisfactory and funds are available.

Initial WOG
Date 3/6/18

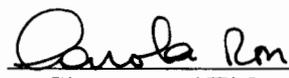
**Certificate of
Authority**

I, **Carola Ron, Clerk/Secretary of Idea Language Services LLC** do hereby certify that:

- (1) I maintain and have custody of and am familiar with the seal and minute books of the corporation;
- (2) I am authorized to issue certificates with respect to the contents of such books and to affix such seal to such certificate;
- (3) The following is (are) true and complete copy(ies) of the resolution(s) adopted by the board of directors of the corporation at a meeting of that board on 08/08/17, which meeting was held in accordance with the law of the state of incorporation and the by-laws of the corporation;
- (4) The following is a true and complete copy of a by-law adopted at a (shareholder/ organizational) meeting on August 8, 2017;
- (5) The foregoing resolution(s) and by-law are in full force and effect, an-amended, as of the date hereof; and,
- (6) Signatory **Maria C. Gisbert** had the power to sign the contract on behalf of **Idea Language Services, LLC** on the date it was signed March 6, 2018.

IN WITNESS WHEREOF, I have hereunto set my hand as the Clerk/Secretary of **Idea Language Services, LLC** this ~~8th of February, 2018~~ *6th of March 2018* *CR/a*

(Corporate Seal if any)



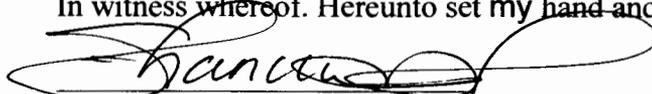
Signature / Title
Carola Ron, Clerk/Secretary

STATE OF Virginia

COUNTY OF Fairfax

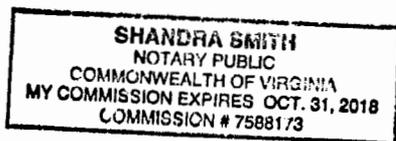
On, March 6, 2018, before the undersigned officer personally appeared the person identified in the foregoing certificate, know to me (or satisfactorily proven) to be the Clerk/Secretary of the corporation identified in the foregoing certificate, and acknowledge that he/she executed the foregoing certificate.

In witness whereof. Hereunto set my hand and official seal.



Signature

SEAL



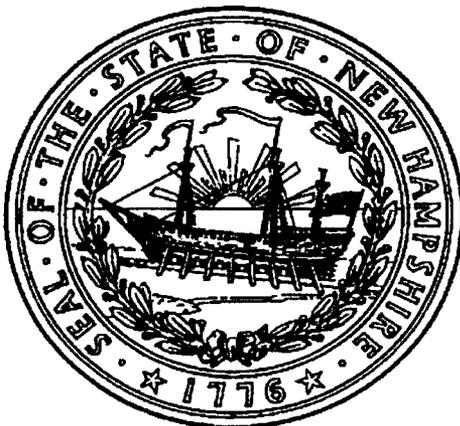
State of New Hampshire

Department of State

CERTIFICATE

I, William M. Gardner, Secretary of State of the State of New Hampshire, do hereby certify that IDEA LANGUAGE SERVICES, LLC is a Virginia Limited Liability Company registered to transact business in New Hampshire on February 01, 2018. I further certify that all fees and documents required by the Secretary of State's office have been received and is in good standing as far as this office is concerned.

Business ID: 787288



IN TESTIMONY WHEREOF,

I hereto set my hand and cause to be affixed
the Seal of the State of New Hampshire,
this 2nd day of February A.D. 2018.

A handwritten signature in black ink, appearing to read "William M. Gardner".

William M. Gardner
Secretary of State



Idea Translations



ISO 9001:2008
EN 15038:2006
Management
System
www.tuv.com
ID 9105071286

Brief Overview of Idea Language Services, LLC

Idea Language Services, LLC is headquartered in Springfield, Virginia and has been in business since 2007. We started as a niche translation agency servicing only English into Spanish translations and catering to the Hispanic community. We currently serve over 250 clients and cover more than 30 languages.

We have a production center in Buenos Aires, Argentina as well as production partners in Mexico, Brazil, China and Spain.

Idea Language Services, LLC holds an ISO 9001:2008 and ISO 17100 quality management certification and is an active member of the Association of Language Companies.

We have at our disposal a wide range of resources, including the latest technology in translation and localization, a detailed 3-step project management process and top linguists with experience on industry specific content through our 5 practices (Medical, Education, Business & Marketing, Technical and Finance).



Idea Translations



ISO 9001:2008
EN 15038:2006
Management
System
www.tuv.com
ID: 9705071288

Idea Language Services, LLC does not have a Board of Directors or Trustees.
The company is managed by the two member partners Maria Cristina Gisbert and Sergio Atristain.



Idea Translations



ISO 9001:2008
EN 15038:2006
Management
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www.tuv.com
ID 9105071286



Sergio Atristain

Managing Director

Sergio is the Managing Director and partner for Idea Language Services, LLC. Sergio has been in the translation business for over a decade and understands the challenges involved in accurately communicating from one language to another taking into account the target communities, specific language nuance and appropriateness of translated content.

Sergio currently helps organizations such as Panera Bread, Parkland Health, The Parent Project, Red Hat, Saint Gobain, Bristol Myers Squibb, Huntington Memorial Hospital, John Deere and other organizations adapt their advertising, marketing and communications content to target non-English speaking communities.

Sergio holds a BA in Economics from SUNY Stony Brook and an MA in international relations from the Latin American Faculty of Social Sciences.



Diego Sansone

Production Manager

Diego is the Production Manager and one of the company founders. He is responsible for translation and localization management, IT and product development. Diego is the Mastermind behind IRIS our best in class Translation Management System application helping increase productivity by 50% as well as increasing client satisfaction levels to nearly 100%. Diego is responsible for streamlining the company's processes leading to our ISO 9001:2008 certification in quality management and ISO 17100 certification in Translation Management Processes.

Diego holds a Degree in Industrial Engineering from the University of Buenos Aires



Paola Gliemmo – Senior Project Manager and QA Assurance

Paola is a certified Spanish Translator and manages all Government and Education accounts at Idea. She is an expert user of QA tools like Xbench and Verifika, CAT tools like Trados and Wordfast and is familiar with design tools such as InDesign, Illustrator, QuarkXpress and others. She guarantees high quality service to key clients such as the US Government Publishing Office, Providence Health, Cortland Partners, Yolo Hospice and many other organizations requiring fast, high quality translation services for their marketing communications materials.

Paola has a BA degree in Spanish<>English translation from the University of La Plata



Idea Translations



ISO 9001:2008
EN 15038:2006
Management
System
www.tuv.com
ID 1106071286

MISSION STATEMENT

Idea Language Services, LLC has the mission of helping organizations and individuals communicate effectively regardless of language, culture, background, physical location or beliefs.