



# Translation Station

Language Solutions Made Simple

## LANGUAGE EXPERTS SINCE 1998

Atlanta-based, language service provider with an exceptional reputation for the highest quality linguists and unmatched customer service.

### COMPANY HISTORY

#### Founded in 1998

- 27 years of experience in the industry
- Certified WOSB and WBE

#### Broad Capabilities

- Availability of 200+ languages
- Scheduled and on-demand interpretation
- Quick and accurate document translation
- Friendly and efficient staff

### LANGUAGE SERVICES

#### Interpretation

- Spoken & ASL offered
- Consecutive & simultaneous available
- Scheduled onsite, video, and phone interpretation in 200+ languages
- On-demand OPI available in 300+ languages
- On-demand VRI available in 21 languages (including ASL)
- 98.9% completion rate for requests sent to us in last 12 months by DIWC/DCSD (2431 total requests; 26 total unable to cover; 18 were last-minute (within 24 hours))
- Unique "matchmaking" approach to hand-selecting interpreters (offering out one at a time to most qualified/most reliable vs. automated "blast" offer approach of other companies)
- Willing to partner with clients to adapt services to client's unique needs (for example, logging into Plunet to "deliver" requests in DIWC/DCSD's own scheduling system)

#### Translation & Other Services

- Document translation services available in 200+ languages
- Transcription, voice over, and other related services also available on a quote basis

Translation Station, Inc.  
1834 Independence Square  
Dunwoody, GA 30338  
770-234-9387  
[www.translationstation.com](http://www.translationstation.com)

Point of Contact: Lindsey Cambardella, CEO  
[lindsey@translationstation.com](mailto:lindsey@translationstation.com)

### COMPANY DIFFERENTIATORS

- Interpreters are carefully vetted on experience/training and are trained on confidentiality, ethics, fraud/waste/abuse, and annual background checks are performed
- Two reminders sent to interpreters (reduces no shows)
- "Matchmaking" approach (best/most reliable interpreters are assigned)
- Very responsive and friendly scheduling team
- 7am - 6pm (business hours, + after hours monitoring)
- Willingness to customize services and provide reporting
- Mid-sized
  - vs. mom & pop
  - vs. huge and investor-owned
- Large enough to meet all needs, small enough to be agile and customize services

### TEAMS

Scheduling – Receiving requests, hand selecting best interpreters, sending confirmations and reminders (spoken & ASL)

Credentials – Verifying linguist qualifications, maintaining records

Accounting – Accurately billing clients and paying linguists; reporting

Translation Project Managers – Managing document translation projects from start to finish

Leadership – Client relationship managed by CEO, Director of Interpretation, and Director of Client Experience; strategic and reporting support



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## **Dekalb International Welcome Center Interpretation and Translation Rates & Terms 7/1/2023**

### **Interpretation Rates & Terms**

#### **Standard Rates:**

**Spanish: \$50.00 per Hour (2 Hour Minimum)**

**Rare Languages: \$75.00 per Hour (2 Hour Minimum)**

- **Dinka**
- **Dutch**
- **Ewe (Eve)**
- **Japanese**
- **Kiswahili**
- **Malay**
- **Mandingo**
- **Rohingya**
- **Soninke**
- **Tamil**
- **Turkish**
- **Yoruba**

**All Other Languages: \$60.00 per Hour (2 Hour Minimum)**  
(see attached language list)

**Roundtrip Mileage: Billed at Current Federal Rate**

#### **Title 1 Rates:**

**Spanish: \$65.00 per Hour (2 Hour Minimum)**

**Soninke: \$105.00 per Hour (2 Hour Minimum)**

**All Other Languages: \$75.00 per Hour (2 Hour Minimum)**

**Mileage: No Mileage Billed**

#### **Other information:**

- **Minimums** – an estimated duration from the client is required to ensure that the interpreter is available for the duration of the event, and in order for an interpreter to set aside longer amounts of time, longer minimums are required, as follows:
  - For jobs estimated to last up to 4 hours, a 2-hour minimum applies
  - For jobs estimated to last from 4 to 6 hours, a 3-hour minimum applies
  - For jobs estimated to last up to 6+ hours, a 4-hour minimum applies
  - Increments over the minimum are rounded up to the next 15-minute increment
- **Mileage reimbursement at federal government rate**
- **Reimbursement for parking, if applicable**