



# **City of Rochester, New York** *Language Access Plan*

**October 2023**

# City of Rochester, New York :: Language Access Plan

## I. INTRODUCTION AND OVERVIEW

The city of Rochester, New York, with an estimated population of 209,352, is a diverse community located in Western New York. As with all mid-size and large cities, Rochester benefits from thousands of residents who trace their roots to countries all over the world. Whether they are first-generation immigrants or descendants of immigrants, many in the Rochester community speak a wide variety of languages, and many speak little or no English.

In addition, Rochester is home to one of the largest deaf and hard-of-hearing populations in the nation. Since 1876, when the Rochester School for the Deaf was established, and reinforced in 1965 with the opening of RIT's National Technical Institute for the Deaf, the community is a welcoming place for people who communicate through American Sign Language (ASL).

As the City provides a myriad of services to its diverse population, it is important that City staff members are capable of serving those who face barriers to understanding spoken English. The City intends for all of its residents to enjoy the services and amenities of this community and strives to make reasonable accommodations for non-English speakers.

The City of Rochester has prepared this Language Access Plan ("LAP" or "Plan"), which defines the actions to be taken by the City to ensure meaningful access to services, programs and activities on the part of persons who have limited English proficiency (LEP persons)<sup>1</sup>.

### Authority and Purpose

A LAP is required by the United States Department of Housing and Urban Development (HUD). In compliance with Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency (August 11, 2000), all entities receiving federal funding through HUD (or other federal agencies) must develop a plan for addressing language barriers in the delivery of service. The Executive Order states that LEP persons should have meaningful access to federally conducted and federally funded programs and activities, including services and benefits.

Additionally, under Title VI of the Civil Rights Act of 1964, LEP persons are entitled to language assistance with respect to services/benefits from or interactions with recipients of federal financial assistance. Per HUD guidance, agencies should provide reasonable accommodations for languages that consist of more than 5% of the population.

As defined by federal government, an LEP person is someone who is not able to speak, read, write, or understand the English language at a level that allows him/her to interact effectively with agency staff. A citizen maintains the right to self-identify as a LEP person.

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<sup>1</sup> For the purposes of this document, all references to languages other than English include not just spoken and written languages, but also American Sign Language (ASL).

## II. CURRENT SITUATION

Following HUD's guidance, which recommends that agencies make reasonable accommodations for languages that consist of more than 5% of the population, the City of Rochester should focus on providing Spanish-language access. No other language is spoken by more than 1% of the city's population.

However, approximately 45,000 people (3.5% of the population) across the Greater Rochester Area are deaf or hard-of-hearing. With that in mind, the City is also including ASL in its language access plan.

### Translating and Interpreting Services

As of 2023, the Communications Bureau has contracts with vendors – available to every department – for Spanish translating (two approved vendors) and ASL interpreting (one approved vendor; the City is exploring expanding approved vendors for ASL).

The City translates many materials and documents and has Spanish versions readily available. In addition, nearly all City-coordinated press conferences and major speaking events (e.g., the Mayor's State of the City address) are interpreted into ASL in real time.

In addition, all City departments have access to *Language Line*, a vendor that can provide on-demand, real-time, and culturally proficient interpreting services in more than 240 languages, including ASL (Appendix A) via phone (\$0.99/min) or video (\$1.99/min.). Unfortunately, currently, most departments are not familiar with the services available through *Language Line*.

If a department cannot meet its needs for interpretation or translation services, any team in the City can leverage New York State contracts (Munis contract # 137861) with a wide variety of language access vendors (Appendix B) and engage with a vendor from this list.

The City's website is currently undergoing a comprehensive overhaul and will include high-quality machine translation into a wide variety of languages, including Spanish. (Note: in addition, the new site will also significantly enhance accessibility for those with visual impairments).

### Bilingual Positions

Nearly every department in City Hall has established bilingual positions, which require fluency in spoken Spanish. Eleven of the City's 12 departments (92%), plus City Council, have bilingual positions, a nearly 100% increase over a decade ago. Today, 60 City employees engage with others in Spanish as part of their job description.

Additional City employees are fluent in Spanish and other languages (including ASL), but the City does not track the number of employees fluent in other languages beyond those who serve in a bilingual position. Currently, there are no positions that require ASL fluency, and we are not aware of any employee being certified as an ASL interpreter.

## III. LANGUAGE ACCESS PLAN

- Action #1 Maintain contracts or memorandums of understanding for on-call translation and interpreting services City-wide.**
- A. Each department should identify crucial documents that should be translated into Spanish, and coordinate getting those materials translated. Priority documents would include those most frequently used and those that would result in notable hardship if not translated, i.e., contracts, notice and orders, business permit renewals, etc.
  - B. Outbound voicemail greetings for each department should include a Spanish translation.
  - C. All vital public announcements, public meetings, and hearings should have an ASL interpreter. Spanish translation services should be made available on-demand.
  - D. Establish clear and easy billing arrangements for *Language Line* for all depts.
- Action #2 Increase awareness of these services among all departmental leadership and front-line staff to ensure employees know how to access needed translation and interpreting services.**
- A. Distribute hard-copy *Language Line* cards (see Appendix A) to all department leadership and front desk/front line personnel, as well as all firefighters, police officers, Crisis Intervention Team members (including PIC team members), and 911 Center employees. Ensure every City location has a copy at its front desk.
  - B. Update new employee orientation materials and online DHRM resources with information about how to use *Language Line*.
- Action #3 Distribute this LAP throughout City Hall to promote availability of existing and planned resources, as well as improve service for residents/customers.** Distribution should be accompanied by a brief explanation by department/bureau/division managers of how to use the LAP, basic policies for interaction with LEP persons, and available resources.
- Action #4 Continue to make hiring of bilingual employees a priority.**
- A. The City currently has 60 budgeted staff positions that require fluency in Spanish. Departments should maintain or increase the number of bilingual positions and continue to view language skills as a major asset for new hires.
  - B. The City should explore establishing positions that require fluency in ASL, or even certification in ASL interpreting.
- Action #5 Encourage staff to learn basic Spanish, ASL, and other prominent languages; encourage those with basic skills to become more fluent and/or certified.**
- A. Promote the City's employee tuition benefit as it relates to language skill development and ASL certification.
  - B. Identify local organizations that offer language classes and consider establishing City cohorts.

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**Action #6 Implement, monitor, and update the LAP, and maintain services to ensure its success.**

- A. The Department of Human Resources Management (DHRM) will be tasked with implementing and monitoring the progress of the LAP. The Plan should be updated biannually. This task will entail collaboration with various departments within the City. The Language Access Coordinator will be:

Fernan Cepero  
Deputy Director / Language Access Coordinator  
Department of Human Resource Management  
585-428-1374  
[Fernan.Cepero@CityOfRochester.gov](mailto:Fernan.Cepero@CityOfRochester.gov)

- B. The Communications Bureau will be tasked with maintaining contracts with translation and interpreting services, and for encouraging departments to translate crucial materials into Spanish (and other languages as appropriate).

In addition, the Communications Bureau will be responsible for ensuring the translation capabilities of the City's website are fully adequate and functional.

**Language Access Complaint Procedure**  
(To be included as an attachment to LAP)

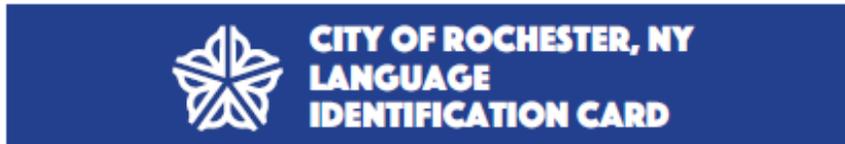
You may file a complaint with the City of Rochester Language Access Coordinator if you believe you have been denied the benefits of this Plan. You must file your complaint within six months of the alleged denial. You must file a written complaint.

To file a complaint with the Language Access Coordinator, submit the written complaint to:

Fernan Cepero  
Deputy Director / Language Access Coordinator  
Department of Human Resource Management  
City Hall  
30 Church Street  
Rochester, NY 14614  
[Fernan.cepero@cityofrochester.gov](mailto:Fernan.cepero@cityofrochester.gov)

# City of Rochester, New York :: Language Access Plan

## APPENDIX A



- Use this card to help a citizen identify to you the language that they speak.
- Show this card to the person. Each line says, *"Point to your language. An interpreter will be called."* Have them select the language they speak.
- Call the Language Line Service at 1-866-874-3972. Once connected, request the language the person speaks through the interactive voice response (IVR) system.
- If you are unable to identify the language, a Language Line representative will help.

### MOST COMMON LANGUAGES IN ROCHESTER, NY

|   |  |
|---|--|
| <p><b>Arabic</b></p> <p>احتر لغتک.<br/>سیتم استءاء مترجم.</p>   | <p>العربية </p>  |
| <p><b>Bengali</b></p> <p>আপনার ভাষাটিকে নির্দেশ করুন।<br/>একজন দোভাষীকে ডাকা হবে।</p>                         | <p>বাঙালি </p>   |
| <p><b>Bhutanese</b></p> <p>ཚུན་འདི་ལ་སྐད་ཀྱི་ཚོགས་ལུ་སྐོན་ན།<br/>སྐད་སྐད་ཀྱི་ལ་མི་ཅིག་འཛོལ་འོང་།</p>          | <p>ཇོང་ལ། </p>    |
| <p><b>Burmese</b></p> <p>သင့်ဘာသာစကားကိုသာ ညွှန်ပြပေးပါ။<br/>စကားပြန်တစ်ဦးကို ခေါ်ဆိုပေးပါလိမ့်မည်။</p>       | <p>မြန်မာ </p>    |
| <p><b>Dari</b></p> <p>به زبان خويش اشاره كنيد.<br/>با يك ترجمان تماس گرفته ميشود.</p>                         | <p>دري </p>  |
| <p><b>French</b></p> <p>Montrez-nous quelle langue vous parlez.<br/>Nous vous fournirons un/e interprète.</p> | <p>Français </p>  |
| <p><b>Pwo Karen</b></p> <p>ပုၤန့ၤစိၤလၢ န့ၤလၢဆၢခဲၤ.<br/>ဆၢခဲၤကိၤထံၤန့ၤ ကၢကိၤထံၤန့ၤလၢ.</p>                      | <p>ပျီၤန့ၤလၢဆၢခဲၤ </p>   |

# City of Rochester, New York :: Language Access Plan

|  <b>CITY OF ROCHESTER, NY<br/>LANGUAGE<br/>IDENTIFICATION CARD</b> |  |
|---|--|
| <b>Sgaw Karen</b><br>ဒုးနိုပွဲးနုတၢ်ကတိၤအကျိၣ်တက့ၢ်.<br>ကကိးန့ၣ်န့ၣ်ပုၤကတိၤကျိးထံတၢ်လီၤ.  | ကညီကျိၣ်    |
| <b>Karenni/Kayah</b><br>,kHghjugh 3dJ skGg'ku<br>GlkJ skGg lrkGglkugoJg 'ku (,fgafgedfg) lfgh   | afgdfgh;ky    |
| <b>Kinyarwanda</b><br>Hitamo ururimi rwawe.<br>Turahamagara umusemuzi.  | lkinyarwanda    |
| <b>Napalese</b><br>आफ्नो भाषामा देखाउनुहोस्<br>एक दोभासेलाई बोलाइनेछ।   | नेपाली           |
| <b>Somali</b><br>Tilmann afka aad ku hadasho.<br>Tarjumaan ayaa la wacayaaye.   | Afsomali      |
| <b>Spanish</b><br>Señale su idioma.<br>Se llamará a un intérprete.  | Español   |
| <b>Swahili</b><br>Onyesha lugha yako.<br>Tutamwita mtu atakayekufasiria.  | Kiswahili   |
| <b>Tigrinya</b><br>ናብ ናትዓ ቋንቋ እመልክቶ<br>ተርጓሚ ክድወልሉ እየቶ   | ትግርኛ    |
| <b>Vietnamese</b><br>Chỉ vào ngôn ngữ của quý vị.<br>Chúng tôi sẽ gọi một thông dịch viên.  | Tiếng Việt   |

**APPENDIX B**



**Office of General Services  
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Coming Tower, Empire State Plaza, Albany, NY 12242 | <https://ogs.ny.gov/procurement> | [customer.services@ogs.ny.gov](mailto:customer.services@ogs.ny.gov) | 518-474-6717

# Contractor Information Summary

Updated: October 25, 2022

## Group 73003 – Language Services – Temporary Personnel (Statewide)

**Award Number:** [23253](#) **Contract Period** *October 25, 2022 – October 26, 2027*

| OGS CONTRACT NUMBER  | <b>CONTRACTOR INFORMATION</b><br><b>DO NOT USE THE EMAILS BELOW FOR RFQ REQUESTS</b><br><b>USE <a href="#">MAILING LIST/MATRIX LINK</a></b>                                    |   | CONTRACT SPECIFICS   |
|----------------------|--|---|--|
| PS69746<br>SB        | <b>Accents Language Services Inc.</b><br>400 Tree Road<br>South Setauket, NY 11720<br><br><b>Federal ID:</b> 863322565<br><b>Vendor ID:</b> 1100261321                         | <b>Contact Information</b><br>Belinda Obi<br>631-504-1748<br>belinda.obi@accentinterpreters.com   | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |
| PS69759<br>SB        | <b>American Sign Language Inc.</b><br>1412 Broadway<br>#2118<br>New York, NY 10018<br><br><b>Federal ID:</b> 133844996<br><b>Vendor ID:</b> 1000006477                         | <b>Contact Information</b><br>David Jondreau<br>212-477-0775<br>contracts@asli.com                | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |
| PS69760              | <b>Avantpage, Inc.</b><br>523 G Street<br>Davis, CA 95616<br><br><b>Federal ID:</b> 273930611<br><b>Vendor ID:</b> 1100091143  | <b>Contact Information</b><br>Joanna Oseman<br>530-750-2040 ext. 94<br>joanna@avantpage.com       | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |
| PS69761<br>SB<br>MBE | <b>B&amp;N Legal Interpreting, Inc.</b><br>745 Fifth Avenue<br>5 <sup>th</sup> Floor<br>New York, NY 10151<br><br><b>Federal ID:</b> 753178774<br><b>Vendor ID:</b> 1100127233 | <b>Contact Information</b><br>Livingston Buchanan<br>866-661-1053<br>lbuchanan@bninterpreting.com | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |
| PS69762              | <b>Baystate Interpreters Inc.</b><br>55 Lake St<br>Suite 300<br>Gardner, MA 01440<br><br><b>Federal ID:</b> 753204399<br><b>Vendor ID:</b> 1100154761                          | <b>Contact Information</b><br>Jeff LeBlanc<br>978-632-1662<br>rfp@baystateinterpreters.com        | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |
| PS69763<br>WBE       | <b>Bilingual Professional Agency, Inc.</b><br>1663 East 17th Street<br>Brooklyn, NY 11229<br><br><b>Federal ID:</b> 112880271<br><b>Vendor ID:</b> 1000011957                  | <b>Contact Information</b><br>Florence Geliebter<br>718-382-2026<br>bpa@comprehensivenet.com      | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |



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Updated: October 25, 2022

## Group 73003 – Language Services – Temporary Personnel (Statewide)

**Award Number:** [23253](#)      **Contract Period**      *October 25, 2022 – October 26, 2027*

| OGS<br>CONTRACT<br>NUMBER | <b>CONTRACTOR INFORMATION</b><br><b>DO NOT USE THE EMAILS BELOW FOR RFQ REQUESTS</b><br><b>USE <a href="#">MAILING LIST/MATRIX LINK</a></b>  |   | CONTRACT<br>SPECIFICS  |
|---------------------------|--|---|--|
| PS69764                   | <b>Center for Disability Rights, Inc.</b><br><b>d/b/a Sign Language Connection</b><br>497 State Street<br>Rochester, NY 14608<br><br><b>Federal ID:</b> 223141275<br><b>Vendor ID:</b> 1000017090                | <b>Contact Information</b><br>Brooke Erickson<br>585-286-2021<br>berickson@cdrnys.org   | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |
| PS69765                   | <b>Choice Temps, Inc.</b><br>622 Third Ave<br>7 <sup>th</sup> Floor<br>New York, NY 10017<br><br><b>Federal ID:</b> 133526432<br><b>Vendor ID:</b> 1100145747  | <b>Contact Information</b><br>Howard Chesloff<br>646-254-4350<br>hchesloff@choiceco.com | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |
| PS69766<br>WBE            | <b>Clark Media Corp.</b><br><b>d/b/a Responsive Translation Services</b><br>655 Jersey Avenue<br>Jersey City, NJ 07302<br><br><b>Federal ID:</b> 133591255<br><b>Vendor ID:</b> 1100074777                       | <b>Contact Information</b><br>Yoko Clark<br>212-818-1102<br>yclark@resptrans.com        | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |
| PS69768                   | <b>Corporate Translation Services, LLC</b><br><b>d/b/a Language Link</b><br>701 NE 136 <sup>th</sup> Ave<br>Suite 200<br>Vancouver, WA 98684<br><br><b>Federal ID:</b> 911506430<br><b>Vendor ID:</b> 1000047516 | <b>Contact Information</b><br>Margot Lamy<br>360-433-0440<br>rfp@language.link          | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |
| PS69769<br>WBE            | <b>Eriksen Translations Inc.</b><br>360 Court Street<br>Unit 37<br>Brooklyn, NY 11231<br><br><b>Federal ID:</b> 113067585<br><b>Vendor ID:</b> 1000000653  | <b>Contact Information</b><br>Kevin Hudson<br>718-802-9010<br>Kevin.hudson@eriksen.com  | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |



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Updated: October 25, 2022

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| <b>Group 73003 – Language Services – Temporary Personnel (Statewide)</b> |                       |                        |                                     |
| <b>Award Number:</b>   | <a href="#">23253</a> | <b>Contract Period</b> | October 25, 2022 – October 26, 2027 |

| OGS CONTRACT NUMBER | <b>CONTRACTOR INFORMATION</b><br><b>DO NOT USE THE EMAILS BELOW FOR RFQ REQUESTS</b><br><b>USE <a href="#">MAILING LIST/MATRIX LINK</a></b> | CONTRACT SPECIFICS |
|---------------------|---|--------------------|
|---------------------|---|--------------------|

|               |  |   |  |
|---------------|--|---|--|
| PS69770<br>SB | <b>FourCorners Translation LLC</b><br>7014 13th Avenue<br>Suite 202<br>Brooklyn, NY 11228<br><br><b>Federal ID:</b> 474240003<br><b>Vendor ID:</b> 1100272111                      | <b>Contact Information</b><br>Omid Jafarzadeh<br>646-761-1493<br><a href="mailto:omid@fourcornerstranslation.com">omid@fourcornerstranslation.com</a> | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |
| PS69771       | <b>Geneva Worldwide, Inc.</b><br>228 Park Ave S.<br>PMB 27669<br>New York, NY 10003<br><br><b>Federal ID:</b> 133897160<br><b>Vendor ID:</b> 1000001361                            | <b>Contact Information</b><br>Amanda Broadway<br>212-255-8400 ext. 166<br><a href="mailto:rfp@genevaworldwide.com">rfp@genevaworldwide.com</a>        | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |
| PS69772<br>SB | <b>Global Employment Services, Inc.</b><br>45 Ashgrove Lane<br>Selkirk, NY 12158<br><br><b>Federal ID:</b> 141802094<br><b>Vendor ID:</b> 1000014381                               | <b>Contact Information</b><br>Michael Coluccio<br>518-378-1937<br><a href="mailto:mcolucc1@nycap.rr.com">mcolucc1@nycap.rr.com</a>                    | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |
| PS69773       | <b>Indus Translation Services Inc.</b><br>7 Lincoln Highway<br>#206<br>Edison, NJ 08820<br><br><b>Federal ID:</b> 260879463<br><b>Vendor ID:</b> 1100272659                        | <b>Contact Information</b><br>Farah Kamran<br>732-889-1490<br><a href="mailto:farah@industranslation.com">farah@industranslation.com</a>              | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |
| PS69774       | <b>International Language Services, Inc.</b><br>515 Madison Ave<br>8 <sup>th</sup> Floor<br>New York, NY 10022<br><br><b>Federal ID:</b> 133732289<br><b>Vendor ID:</b> 1100064548 | <b>Contact Information</b><br>Angelo Franco-DeWitt<br>212-856-9848<br><a href="mailto:afranco@iislanguages.com">afranco@iislanguages.com</a>          | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |



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| <b>Award Number:</b>   | <a href="#">23253</a> | <b>Contract Period</b> | October 25, 2022 – October 26, 2027 |

| OGS CONTRACT NUMBER | CONTRACTOR INFORMATION<br><b>DO NOT USE THE EMAILS BELOW FOR RFQ REQUESTS</b><br>USE <a href="#">MAILING LIST/MATRIX LINK</a> | CONTRACT SPECIFICS |
|---------------------|---|--------------------|
|---------------------|---|--------------------|

|                             |  |  |  |
|-----------------------------|--|--|--|
| PS69776<br>SB<br>MBE<br>WBE | <b>JR Language Translations Services, Inc.</b><br>2112 Empire Blvd<br>Suite 1C<br>Webster, NY 14580<br><br><b>Federal ID:</b> 113822602<br><b>Vendor ID:</b> 1100152230                              | <b>Contact Information</b><br>Douglas Dohr<br>585-935-7144<br>Douglas.Dohr@jrlanguage.com                  | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |
| PS69777                     | <b>Language Line Services Inc<br/>d/b/a LanguageLine Solutions</b><br>1 Lower Ragsdale Drive<br>Building 2<br>Monterey, CA 93940<br><br><b>Federal ID:</b> 770586710<br><b>Vendor ID:</b> 1000009702 | <b>Contact Information</b><br>LeRue Carr<br>831-648-5575<br>lcarr@languageline.com                         | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |
| PS69778                     | <b>Language Services Associates, Inc.</b><br>455 Business Center Drive<br>Horsham, PA 19044<br><br><b>Federal ID:</b> 232831198<br><b>Vendor ID:</b> 1000004650                                      | <b>Contact Information</b><br>Tom Benton<br>267-962-8616<br>tbenton@LSAweb.com                             | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |
| PS69779                     | <b>Michael Giammarrino<br/>d/b/a Language Today</b><br>520 Green Mountain Road<br>Mahwah, NJ 07430<br><br><b>Federal ID:</b> 262491640<br><b>Vendor ID:</b> 1100020101                               | <b>Contact Information</b><br>Michael Giammarino<br>201-981-4738<br>languagetoday@aol.com                  | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |
| PS69780<br>SB               | <b>Liberty Translations and Interpreters</b><br>502 Court St<br>Suite #242<br>Utica, NY 13502<br><br><b>Federal ID:</b> 843294838<br><b>Vendor ID:</b> 1100238887                                    | <b>Contact Information</b><br>Dzanan Bristina<br>315-507-2419<br>dzananbristina@libertytranslationsllc.org | <a href="#">Price List</a><br><br><a href="#">Quality Control Procedures</a> |



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|--|-----------------------|------------------------|-------------------------------------|
| <b>Group 73003 – Language Services – Temporary Personnel (Statewide)</b> |                       |                        |                                     |
| <b>Award Number:</b>   | <a href="#">23253</a> | <b>Contract Period</b> | October 25, 2022 – October 26, 2027 |

| OGS<br>CONTRACT<br>NUMBER | CONTRACTOR INFORMATION<br><b>DO NOT USE THE EMAILS BELOW FOR RFQ REQUESTS</b><br>USE <a href="#">MAILING LIST/MATRIX LINK</a>   | CONTRACT<br>SPECIFICS  |
|---------------------------|---|--|
| PS69781<br>SB             | <b>LinguaLinx Language Solutions, Inc.</b><br><b>d/b/a LinguaLinx, Inc.</b><br>433 River Street<br>Suite 6001<br>Troy, NY 12180<br><br><b>Federal ID:</b> 010749117<br><b>Vendor ID:</b> 1000010901 | <b>Contact Information</b><br>Charlotte Knoll<br>518-388-9000 ext. 1034<br>CKnoll@LinguaLinx.com<br><br><a href="#">Price List</a><br><a href="#">Quality Control Procedures</a> |
| PS69782                   | <b>Lionbridge Technologies LLC</b><br>1050 Winter Street<br>Suite 2300<br>Waltham, MA 02451<br><br><b>Federal ID:</b> 861225758<br><b>Vendor ID:</b> 1100276974                                     | <b>Contact Information</b><br>John Drugan<br>781-801-2929<br>John.Drugan@Lionbridge.com<br><br><a href="#">Price List</a><br><a href="#">Quality Control Procedures</a>          |
| PS69783<br>MBE<br>WBE     | <b>LM Language Services Inc.</b><br>103 Carnegie Center<br>Suite #300<br>Princeton, NJ 08540<br><br><b>Federal ID:</b> 264096112<br><b>Vendor ID:</b> 1100014477                                    | <b>Contact Information</b><br>Veronica Mehno<br>917-319-9932<br>veronica@lmlanguageservices.net<br><br><a href="#">Price List</a><br><a href="#">Quality Control Procedures</a>  |
| PS69784                   | <b>Mill Neck Services, Inc.</b><br><b>d/b/a Mill Neck Interpreter Service</b><br>40 Frost Mill Road<br>Mill Neck, NY 11765<br><br><b>Federal ID:</b> 113119786<br><b>Vendor ID:</b> 1000012099      | <b>Contact Information</b><br>Lindsay Byrne<br>516-512-6222<br>interpret@millneck.org<br><br><a href="#">Price List</a><br><a href="#">Quality Control Procedures</a>            |
| PS69785<br>SB             | <b>Mohawk Valley Interpreters LLC</b><br>2017 Genesee Street<br>Utica, NY 13501<br><br><b>Federal ID:</b> 833872343<br><b>Vendor ID:</b> 1100234721   | <b>Contact Information</b><br>Fang Dong<br>315-864-8006<br>fang@mvinterpreters.com<br><br><a href="#">Price List</a><br><a href="#">Quality Control Procedures</a>               |



**Office of General Services  
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# Contractor Information Summary

Updated: October 25, 2022

## Group 73003 – Language Services – Temporary Personnel (Statewide)

**Award Number:** [23253](#) **Contract Period** *October 25, 2022 – October 26, 2027*

|                           |   |                       |
|---------------------------|---|-----------------------|
| OGS<br>CONTRACT<br>NUMBER | <b>CONTRACTOR INFORMATION</b><br><b>DO NOT USE THE EMAILS BELOW FOR RFQ REQUESTS</b><br><b>USE <a href="#">MAILING LIST/MATRIX LINK</a></b> | CONTRACT<br>SPECIFICS |
|---------------------------|---|-----------------------|

|                |   |   |   |
|----------------|---|---|---|
| PS69786        | <p><b>Para-Plus Translations, Inc.</b><br/>2 Coleman Avenue<br/>Cherry Hill, NJ 08034</p> <p><b>Federal ID:</b> 222587968<br/><b>Vendor ID:</b> 1100127408</p>                                      | <p><b>Contact Information</b><br/>Robert Santiago<br/>856-547-3695<br/><a href="mailto:robsantiago@para-plus.com">robsantiago@para-plus.com</a></p> | <p><a href="#">Price List</a></p> <p><a href="#">Quality Control Procedures</a></p> |
| PS69787        | <p><b>People Inc.</b><br/>1219 North Forest Road<br/>Williamsville, NY 14221</p> <p><b>Federal ID:</b> 160975538<br/><b>Vendor ID:</b> 1000028496</p>   | <p><b>Contact Information</b><br/>Jodie Chibi<br/>716-833-1637 ext. 105<br/><a href="mailto:jchibi@wnydas.org">jchibi@wnydas.org</a></p>            | <p><a href="#">Price List</a></p> <p><a href="#">Quality Control Procedures</a></p> |
| PS69788        | <p><b>Propio LS, LLC</b><br/>10801 Mastin Street<br/>Suite 580<br/>Overland Park, KS 66210</p> <p><b>Federal ID:</b> 463268968<br/><b>Vendor ID:</b> 1100110896</p>                                 | <p><b>Contact Information</b><br/>Jared Shiffman<br/>913-359-1691<br/><a href="mailto:jshiffman@propio-ls.com">jshiffman@propio-ls.com</a></p>      | <p><a href="#">Price List</a></p> <p><a href="#">Quality Control Procedures</a></p> |
| PS69789<br>WBE | <p><b>Sign Language Resources Inc.</b><br/>400 Stony Brook Court<br/>Suite 3<br/>Newburgh, NY 12550</p> <p><b>Federal ID:</b> 141734985<br/><b>Vendor ID:</b> 1000027755</p>                        | <p><b>Contact Information</b><br/>Tammy Mancinelli<br/>845-566-7951<br/><a href="mailto:Tammy@slrconnect.com">Tammy@slrconnect.com</a></p>          | <p><a href="#">Price List</a></p> <p><a href="#">Quality Control Procedures</a></p> |
| PS69792        | <p><b>TransPerfect Translations International, Inc.</b><br/>1250 Broadway<br/>32<sup>nd</sup> Floor<br/>New York, NY 10001</p> <p><b>Federal ID:</b> 823570718<br/><b>Vendor ID:</b> 1100273211</p> | <p><b>Contact Information</b><br/>Jonathan Levy<br/>520-991-3826<br/><a href="mailto:jolevy@transperfect.com">jolevy@transperfect.com</a></p>       | <p><a href="#">Price List</a></p> <p><a href="#">Quality Control Procedures</a></p> |
| PS69793        | <p><b>United Language Group Inc.</b><br/>1550 Utica Avenue South<br/>Suite 420<br/>Minneapolis, MN 55416</p> <p><b>Federal ID:</b> 411597895<br/><b>Vendor ID:</b> 1100245681</p>                   | <p><b>Contact Information</b><br/>Annie Sligh<br/>612-400-6520<br/><a href="mailto:annie.sligh@ulgroup.com">annie.sligh@ulgroup.com</a></p>         | <p><a href="#">Price List</a></p> <p><a href="#">Quality Control Procedures</a></p> |



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## Group 73003 – Language Services – Temporary Personnel (Statewide)

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|---------------------------|--|--|--|
| PS69794<br>SDVOB          | <b>VANCRO Inc.</b><br>4730 S Fort Apache Road<br>#300<br>Las Vegas, NV 89147<br><br><b>Federal ID:</b> 203212926<br><b>Vendor ID:</b> 1100253755 | <b>Contact Information</b><br>Jessica Huntzinger<br>805-709-9003<br><a href="mailto:jessica.huntzinger@vancro.com">jessica.huntzinger@vancro.com</a> | <a href="#">Price List</a><br><br><a href="#">Quality Control<br/>Procedures</a> |