

PERFORMANCE BASED CONTRACT GUIDELINES

**Hanna Interpreting Services, LLC.
3322 Sweetwater Springs BLVD – Ste-204
Spring Valley, CA 91977
619-930-9648**

1. WHAT IS THE PURPOSE AND SCOPE OF THE SERVICE? (Describe in detail any services to be provided or materials to be purchased)

The purpose of the service is to provide comprehensive linguistic support to ensure effective communication across different languages and mediums.

Interpreter Services: On-site and remote video interpretation, including consecutive, simultaneous.

Transcription Services: Audio and video transcription, real-time transcription, and specialized transcription for various industries.

Translation Services: Document translation, certified translation, localization services, and website translation.

2. AMOUNT OF SERVICE?

(Set forth the monetary value of the proposed agreement and quantities and/or amounts of time required to be devoted to the contract and describe where services are to be provided as specified in Schedule "B")

\$5,600.00

3. WHO IN THE SCHOOL DISTRICT IS SERVED?

(Describe whether services are to be provided directly to students, to staff, etc.)

Our interpreters support a wide range of individuals within the school district. They work with students and staff. They assist staff, including teachers and administrators, in effectively communicating with students who have language needs. Interpreters also facilitate clear communication with parents and guardians during school meetings and events, ensuring they can actively participate in their child's education. Additionally, they support school therapists and specialists in delivering effective therapeutic services.

4. WHO WILL PROVIDE SERVICES?

(If individual providers are contemplated, set forth the names and qualifications of the service providers)

Hanna Interpreting Services LLC

4a. WILL THE CONTRACTOR BE UTILIZING ANY SUBCONTRACTORS OR VOLUNTEERS IN FURTHERANCE OF THIS AGREEMENT? IF YES, PLEASE LIST ALL OF THEIR NAMES AND CONTACT INFORMATION.

NA

5. WHAT WILL BE COMMUNICATED TO DISTRICT PERSONNEL, PARENTS, OTHERS ABOUT PROGRESS AND RESULTS OF THE SERVICES?

(How specifically will the contractor report to the School District (or parents, if applicable) about their progress towards achieving the goals of the contract?)

NA

6. HOW WILL THE SCHOOL DISTRICT JUDGE THE QUALITY OF SERVICES? (Set forth the method which will be used to evaluate contractor's performance)

Hanna maintains an ongoing process of monitoring and assessing the network of all its active linguists to ensure their adherence to professional standards, codes of ethics, protocols, and more. These measures encompass a variety of actions and strategies, including but not limited to:

- Completion of an annual recertification course
 - Required of all linguists, whether interpreting or translating
- Quarterly client meetings
 - Hanna's executive staff meets with its clients at least once per quarter to address the quality of service we are providing
- Staff review
 - Hanna conducts monthly and annual reviews of linguists based on recertification training, client feedback, evaluation forms, and compliancy with company policies
- Problem solving
 - Hanna takes any client complaint very seriously and takes appropriate steps to address or resolve the issue. We will investigate any such matter, and where appropriate, remove any linguist from our active roster.
- Evaluation forms
 - Hanna's translation management system allows staff to provide feedback, check the satisfaction level of the client, and evaluate individual document translation jobs.
 - Each job is evaluated individually, while translators are reviewed monthly and annually.

7. INDIVIDUALS RESPONSIBLE FOR ADMINISTERING THE CONTRACT.

Vendor Name: HANNA INTERPRETING SERVICES LLC

Vendor Address: 3322 Sweetwater Springs Blvd., Suite 204, Spring Valley, CA 91977

Vendor Phone No.: (855) 777-8007

Vendor Business Status: (LLC Corporation)

Vendor Contact Name: Jonathan Barros

Vendor Contact Email: Jonathan.barros@hannais.com

Tax ID No.: 27-3318460

School District Administrator Name: Dr. Stephanie McCaskill

School District Administrator Title: Interim Assistant Superintendent Special Education and Pupil Support Services

School District Administrator Phone No.: 914-376-8489

School District Administrator Email: smccaskill@yonkerspublicschools.org

8. ARE THE SERVICES PURSUANT TO A GRANT AGREEMENT? **IF YES, WHAT IS THE GRANT, AND WHAT ARE THE GRANT REQUIREMENTS RELATED TO THIS AGREEMENT?**

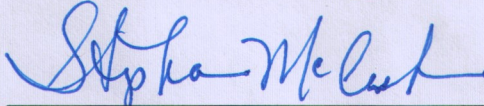
NA

9. WILL THE CONTRACTOR BE RECEIVING ANY STUDENT DATA OR OTHER DATA FROM YONKERS PUBLIC SCHOOLS? **IF YES, PLEASE DESCRIBE. IF STUDENT DATA IS BEING SHARED, PLEASE PROCEED TO QUESTION 10 BELOW.**

Yes, data is kept in accordance with Family Educational Rights and Privacy Act(FERPA).

10. WILL THE STUDENT DATA BE USED FOR THE PURPOSE OF DEVELOPING, VALIDATING, ADMINISTERING STUDENT AID PROGRAMS, OR IMPROVING INSTRUCTION? **IF YES, PLEASE SPECIFICALLY DESCRIBE.**

NA

<p>Performance Based Guidelines Reviewed and approved by:</p>  <p>(Signature of School District administrator/employee)</p> <p>Dr. Stephanie McCaskill Interim Assistant Superintendent Special Education & Pupil Support Services (Printed Name)</p>
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