

## Capability Statement

### Trouble-Free Translation and Linguistic Services

Since our founding 30 years ago across the street from the United Nations, Responsive Translation has provided high-stakes translation and foreign-language solutions for leading international organizations. We started as a translation service provider, but thanks to our customers' interest and guidance, our focus now extends beyond translation, to translation process and best practice, where the search for quantifiable excellence guides all our efforts and implementations.

#### Core Competencies

##### Assessment Translation Services

*For test integrity and the best testing outcomes.*

Responsive Translation provides translation, adaptation, validation and review in Spanish and 80+ other languages for assessments and surveys used in K-12 education, health care and human resources.

##### Education Services

*For effective, inclusive, standards-based learning.*

We offer original item development, instructional design and authentic passage review services in Spanish and 80+ other languages.

##### Additional Foreign-Language Services

*When you need to get your message across with the right presentation.*

Responsive Translation offers multilingual audio recording and studio production, telephone interpreting, on-site interpreting and DTP/graphic services in 200+ languages.

#### New York Certifications

- Women's Business Enterprise (WBE) Certification from the State of New York
- Disadvantaged Business Enterprise (DBE) Certification from the State of New York

#### Differentiators

**Quantifiably Satisfied Customers:** In 2021, Responsive Translation earned a sky-high NPS score of 100, as audited by PRI.

**Certified as a Diverse Business:** We can help you meet your supplier diversity goals. We hold national and state-level certifications as a woman-owned business, minority-owned business and small business.

**Certified for Quality:** Responsive Translation is certified for ISO 9001. We use a variety of tools and workflows to ensure and control translation quality, and provide you with a trouble-free experience.

#### Company Details

Registered Company Name: Clark Media Corp.  
DBA: Responsive Translation Services  
Year Incorporated: 1990  
State of Incorporation: New York  
DUNS Number: 779970847

#### Contact Information

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