

9 1 1 interpreters

# INFORMATION PACKAGE



FOR TIPS MEMBERS



# TIPS Contract

911 Interpreters is an awarded vendor through the TIPS Purchasing Cooperative. As an Awarded Vendor, 911 Interpreters offers TIPS Members the opportunity to purchase products at discounted pricing without the delay and expense of going out to bid. Through the TIPS program, 911 Interpreters is able to save agencies both time and money while delivering exceptional and affordable linguistic services.

Contract #: 241002

Check out our [TIPS Profile](#)

Contact us for a TIPS quote at [operations@911interpreters.com](mailto:operations@911interpreters.com)

## Contact Information

Legal Company Name:  
911 Interpreters Inc.

Years in Business:  
29

Address:  
444 N Michigan Ave, Suite 1200, Chicago, IL, 60611

Telephone:  
1-866-810-0911

Fax:  
1-866-842-5593

General email:  
[info@911interpreters.com](mailto:info@911interpreters.com)

Website:  
<https://www.911interpreters.com>

Hours of Operation:  
24 hours a day, 7 days a week, 365 days a year



# Our History, Experience and Qualifications

911 Interpreters was incorporated in August 1995 in response to the large demand for professional interpretation and translation services in North America. Since then, the company's primary focus has been providing quality, accredited linguistic services to all our customers.

Since 2004 we have been an ISO 9001:2000 accredited company ensuring unsurpassed quality of service and world-wide recognition. The International Organization for Standardization is the world's largest developer and publisher of International Standards which regulates the standards for businesses in 161 countries. In addition, we are a member of several professional organizations including:

- **ATA** (American Translators Association)
- **AIIA** (Language Industry Association)
- **Critical Link** - International Counsel for the Development of Community Interpreting
- **HIN** (Healthcare Interpretation Network)

The success of 911 Interpreters is largely due to the company's dedicated staff and over 7000 accredited interpreters who have consistently met and exceeded our client's requirements for quality and timely service in over 350 languages and dialects. We have developed an easy-to-use service that is a simple phone call or email away.

## How It Works



# Key Service Advantages for Your Company

911 Interpreters has more than 25 years of experience in the educational, medical, emergency, health care, insurance, legal, utilities, community and social services industries.

Let us show you why we were specifically chosen by TIPS to offer their valued members the best language solutions available. Here are some of the many benefits and services your company will have access to when you choose 911 Interpreters:

- Call Centre accessible 24 hours a day, 7 days a week and 365 days a year, with an automated IVR (Interactive Voice Response) system for both on demand as well as pre-scheduled services.
- Access to all services (telephone/ video interpreting and written translations) in over 350 languages by over 7000 professional linguists.
- Well trained and accredited professionals in medical, emergency, legal, insurance terminology.
- We can support the growth of your company by translating digital content such as website content and ad copy.
- We go the extra mile - The best possible services and fastest turnaround times. We are also more than happy to accommodate any preferred pronouns and/or names the client and/or requester wishes to use.
- Use of the latest technology to make our processes run smoothly and efficiently as well as reduce customer costs.

Little helpful things ...

We can provide visual help to facilitate the service request or identify the language your client speaks. Here are some examples:



# Languages

911 Interpreters provides interpretation and translation services in over 350 languages, by over 7000 professional linguists....



- |            |           |             |               |            |             |
|------------|-----------|-------------|---------------|------------|-------------|
| Adari      | Creole    | Hareri      | Krobo         | Ojibway    | Swahili     |
| Afghani    | Croatian  | Hausa       | Kurmanji      | Oji-Cree   | Swedish     |
| Afrikaans  | Czech     | Hebrew      | Kyrgyz        | Oromiffa   | Tadjiki     |
| Akan       | Danish    | Hindi       | Laotian       | Pashto     | Tagalog     |
| Albanian   | Dari      | Hmong       | Latvian       | Pakistani  | Taiwanese   |
| Algoma     | Dinka     | Hoi Ping    | Ligala        | Pangasinan | Tamil       |
| Amharic    | Dutch     | Hunanese    | Lithuanian    | Patois     | Telugu      |
| Arabic     | Estonian  | Hungarian   | Luganda       | Persian    | Thai        |
| Armenian   | Ewe       | Ibo         | Luxembourgish | Pilipino   | Tibetan     |
| Ashanti    | Fanti     | Icelandic   | Macedonian    | Polish     | Tigre       |
| ASL        | Farsi     | Ido         | Malay         | Portuguese | Toishan     |
| Assyrian   | Finnish   | Ilocano     | Malayalam     | Punjabi    | Tshiluba    |
| Azeri      | Flemish   | Indonesian  | Maltese       | Romanian   | Turkish     |
| Badinani   | Frafra    | Italian     | Mandarin      | Runyankore | Turkmen     |
| Bengali    | French    | Japanese    | Mandingo      | Rukooro    | Twi         |
| Belarusian | Fukienese | Javanese    | Marathi       | Russian    | Uighur      |
| Bosnian    | Fulani    | Kalmyk      | Marshallese   | Serbian    | Ukrainian   |
| Bulgarian  | Fu Zhou   | Kanata      | Mien          | Shanghai   | Urdu        |
| Burmese    | Ga        | Kashmiri    | Mohawk        | Sindhi     | Uzbek       |
| Cambodian  | Gaelic    | Kazakh      | Moldovan      | Sinhalese  | Vietnamese  |
| Cantonese  | Georgian  | Kinyarwanda | Mongolian     | Slovak     | Wa          |
| Catalan    | German    | Kirundi     | Nepalese      | Slovenian  | Welsh       |
| Cebuano    | Greek     | Kiswahili   | Norwegian     | Somali     | Yiddish     |
| Chaldean   | Gujarati  | Konkani     | Nuer          | Sorani     | Zaza        |
| Chiu Chow  | Hakka     | Korean      | Nzima         | Spanish    | Zulu        |
|            |           |             |               |            | and more... |

