



Mid-Atlantic Interpreting Group, Inc.  
 www.maigsolutions.com  
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# CAPABILITIES STATEMENT

## CAPABILITIES OVERVIEW

Mid-Atlantic Interpreting Group, Inc. (MAIG) is a Deaf-owned, 8(a), Economically Disadvantaged Women-Owned Small Business (EDWOSB, WOSB, SB) founded in 2005 and headquartered in the National Capital Region (NCR). We provide professional American Sign Language (ASL), Video Remote Interpreting (VRI), Communication Access Realtime Translation (CART), TypeWell, transcription, reasonable accommodations (RA) services, and other services to federal, state, and local agencies to foster an inclusive work environment and reduce communication barriers for our clients and consumers.



MAIG's ASL interpreters are all nationally certified through the Registry of Interpreters for the Deaf (RID) and/or the National Association of the Deaf (NAD) and qualified to transmit accurate interpreting using a variety of modalities and formats, including ASL, Pidgin Signed English (PSE), team interpreting using Certified Deaf Interpreters (CDIs), tactile and protactile Deaf-Blind interpreting, and low vision/restricted vision interpreting. Our providers are highly qualified to interpret in various settings, including conferences, meetings, seminars, training courses, interviews, public speaking events, and special events. We have one of the largest and most skilled pools of qualified ASL interpreters in the nation, maintaining an active roster of more than 450 interpreters across the US.



MAIG|VRI is an on-demand, HIPAA-compliant interpreting app that provides not only ASL interpreting but also on-demand foreign language interpreters. MAIG|VRI can be accessed from any internet-enabled computer or laptop with a webcam or any Android or iOS mobile device with internet connectivity. This service is billed per-minute with a 30-minute minimum.

MAIG|VRI  
Standard VRI

MAIG can also provide VRI services through Teams, Zoom and Zoom for Government, or other common web-based platforms. MAIG's standard VRI services are billed per-hour with a 2-hour minimum, the same as our in-person ASL assignments.

Both types of VRI allow Deaf and hard of hearing (D/HH) consumers to access interpreting when and where they need it using the device most convenient to them. Users can even choose their preferred interpreters. By creating preferences and identifying those interpreters your users are most comfortable with, our software prioritizes routing to those interpreters first.



CART accommodates consumers' participation in meetings, trainings, conferences, and phone calls. MAIG's nationally-certified CART captioners use the most current software and equipment. They transcribe text that can be viewed on a laptop, projector screen, or television monitor, allowing consumers to read in real time the information being shared by presenters. MAIG's CART captioners deliver consistent and accurate captions during the performed service. CART users typically receive an unedited but spell-checked and 99.1% accurate verbatim transcript following each assignment. Depending on the meeting environment, CART services can be provided onsite or remotely. All of our CART captioners, both onsite and remote, hold National Court Reporting Association (NCRA) certifications.

Onsite CART  
Remote CART



MAIG also provides real-time notetaking/TypeWell services using TypeWell transcribers and special software. The consumer simultaneously sees the transcript as typed by the transcriber and the full transcript is also sent electronically to the client after the event. MAIG TypeWell transcribers are trained in meaning-for-meaning transcribing. They relay the speaker's intended meaning, so the consumer receives the full message and reflect a speaker's emphases, pauses, and body language to assist in conveying the intended message to the consumer.

Notetaking  
TypeWell

## CODES AND CERTIFICATIONS

- SBA-Certified 8(a) Company
- Small Business
- Economically Disadvantaged Women-Owned Small Business
- 100% Women-Owned Small Business
- Deaf Owned Business
- DCAA Compliant Accounting System
- GSA MAS Contract: GS-10F-143AA
- GSA STARS III: 47QTCB22D0332
- SAM.GOV Registered

- NAICS CODES:
- 541513 - Computer Facilities Management Services
  - 541611 - Administrative Management and General Management Consulting
  - 541930 - Translation and Interpreting Services
  - 561110 - Office Administrative Services
  - 561210 - Facilities Support Services
  - 561311 - Employment Placement Agencies
  - 561410 - Document Preparation Services
  - 561492 - Court Reporting and Stenotype Services
  - 624120 - Services for the Elderly and Persons with Disabilities

UEI: LCYFBNAT8EY4 | CAGE CODE: 43EA3 | PRIMARY NAICS CODE: 541930

# ADDITIONAL SERVICES



Travel

MAIG has been providing off-site, travel, and other non-standard support to the federal government since 2006. We are experts in this type of travel including federal regulations and logistical challenges for standard and cleared assignments. Whether we are interpreting a training class, meeting at a local training center in Elkridge, or flying cleared interpreters to Southeast Asia to support a National Security conference, we have the capability to meet any and all offsite requirements. We provide this assurance while managing costs and working in accordance with GSA per diem rate requirements, Joint Travel Regulations (JTR) or Federal Travel Regulations (FTR), and other federal instructions, laws, and guidelines for travel reimbursement and cost allowability.



508 Compliance

MAIG employees completed 508 Trusted Tester training as well as other accessibility trainings plus engage in ongoing professional development. MAIG offers Section 508 specialized training support as subject matter experts (SMEs) and works regularly with employees with disabilities (EWDs) to ensure websites and systems the employees use are accessible, including providing technical support, troubleshooting, and testing.



Translation

MAIG specializes in highly technical, sensitive, and specialized translation. Our document control specialists receive new requests for translation through MAIG Request Management System (MAIG|RMS) and then source the appropriate translator based on native language, content, and translator availability. Our translators are fully vetted and chosen for their ability to produce high-quality, accurate, and timely translations. We verify each translation provider's certifications through the American Translators Association (ATA) and monitor quality through our separate editing process.



Interpretation

MAIG provides interpretation support in-person, virtually, or over the phone (OPI). Our in-person interpreters can provide consecutive or simultaneous interpreting (with the proper equipment). In consecutive interpretation, the participants or presenters pause between phrases so the interpreter can convey the phrase into the target language. Consecutive interpretation is best suited for 1:1 meetings or small groups. Simultaneous interpreting occurs in real time, with a team of two or more interpreters working together and using specialized equipment so participants hear the target language almost at the same time as the source language is being spoken. Simultaneous interpretation is best for conferences, conventions, and large meetings. OPI is available 24/7/365 in over 300 languages and utilizing almost any device preferred by the consumer. OPI can be pre-scheduled or used on-demand.



VSS/Readers

MAIG's Visual Support Specialists (VSSs), also known as Readers, are specially trained to provide a complete portfolio of visual accommodations for eligible employees who are blind or have low visual acuity. This includes professional notetaking services, orientation and mobility support, and knowledge of accessibility software in government settings including Microsoft Office applications, ZoomText, JAWS, and other commonly used adaptive software solutions. MAIG Readers provide descriptive information during meetings such as describing visual information in an auditory format including non-verbal communication cues, graphics on slides or videos, and furnishing polished, professional written notes from meetings or events, as needed.



PAS

As a proven, long-time, and reliable disability-owned provider of accessibility and disability support, MAIG ensures that MAIG personnel are properly credentialed. MAIG providers hold designations necessary to perform the duties of Personal Assistant Services (PAS), such as Certified Nursing Assistant (CNA) or Licensed Practical Nurse (LPN). Our PAS providers offer a variety of services including (but not limited to): carrying packages and equipment; accessing items out of reach; assistance with toileting; dressing and grooming; traveling with the individual; transferring individuals in and out of vehicles; adjusting, manipulating, or operating workstations and government equipment/technology, etc.



MAIG|RMS

Our web-based scheduling system, MAIG Request Management System (MAIG|RMS), is customized and ready to manage your ASL, interpretation, and translation requests. Our user-friendly platform simplifies the process for scheduling your assignments while maintaining the highest security and reliability standards. MAIG|RMS is accessible from any mobile device or computer, providing you with the control to view and manage assignments on all common browsers, 24/7/365. Full training and support is available for users and points of contact.



Transcription/Court Reporting



Administrative Services



Strategic Consulting & Training

## CONTACT US TODAY

### Points of Contact

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