

**COUNTY OF HIDALGO
VENDOR COMPLAINT REPORT**

VENDOR: Allworld Language Consultants DEPARTMENT: Juvenile Probation
 ADDRESS: 172 Rolling Avenue CONTACT PERSON: _____
 CITY: Rockville MD 208 CONTRACT # C-16-012-01-26
 STATE: MD ZIP CODE: 20852 PURCHASING DEPT. BUYER: _____
 CONTACT REPRESENTATIVE: _____ P.O. NO.: 738209
Carlos A Scandiffio P.O. DATE: 2/08/16
 PHONE NO.: 301-385-6518 AMOUNT OF PO: 2,000

NATURE OF COMPLAINT		
01 Late Delivery	08 Failure to Meet Specifications	15 Poor Workmanship
02 Unauthorized Substitution	09 Failure to Identify Shipment	16 Failure to Provide Warranty
03 Poor Quality	10 Shipment Made Collect	17 Shipment of Used Goods
04 Failure to Respond to Letter or Call	11 Failure to Cancel Due to Bid Error	18 Short Weight or Overshipment
05 Poor Service	12 Failure to Furnish Price List/ Catalog	19 Failure to Provide MSDS Sheets
06 Failure to Respond to Service Call	13 Failure to Replace Damaged Goods	20 <u>personnel not available</u>
07 Incorrect Invoices	14 Repair Parts Not Available	

DETAILS OF COMPLAINT: (Attach second page if necessary)

The company was unable to provide services.

COMPLAINANT'S SIGNATURE:  TITLE: Cliff Director
 PHONE NUMBER: 956-587-6200 JPO
 DATE SENT: 3/15/16

ACTION TAKEN BY PURCHASING DEPT :

Yes _____ No _____

Has complaint been resolved? _____

Date: _____

BUYER: _____


DATE: _____

ORIGINAL: PURCHASING
COPY: USER DEPARTMENT

Zimbra

joann.lozano@jpd.co.hidalgo.tx.us

ASL Request Form

From : Char Patterson <cpatterson@ALCINC.COM> Fri, Mar 04, 2016 01:37 PM
Subject : ASL Request Form  1 attachment
To : Joann lozano
<Joann.lozano@jpd.co.hidalgo.tx.usa>, Joann
Lozano <Joann.Lozano@jpd.co.hidalgo.tx.us>

Good Afternoon,

Ms. Lozano- As per our discussion attached you will find the ASL request form, please fill out the form electronically. During this time I will begin to work on filling your ASL interpreter request for Monday, March 7, 2016. I sincerely apologize for the inconvenience of having to reschedule. If you have any questions, please feel free to contact me. Thanks and I look forward to working with you!

Char Patterson
AllWorld Language Consultants, Inc.
cpatterson@alcinc.com
ph: 301.881.8884 x 1070
fax: 301-881-6877 | efax: 301-560-6695

 **ASL Request Form.doc**
540 KB

Zimbra

joann.lozano@jpd.co.hidalgo.tx.us

ASL Request Form

From : Char Patterson <cpatterson@ALCINC.COM> Fri, Mar 04, 2016 01:58 PM
Subject : ASL Request Form  1 attachment
To : Joann Lozano
<Joann.Lozano@jpd.co.hidalgo.tx.us>

Good Afternoon,

Ms. Lozano- As per our discussion attached you will find the ASL request form, please fill out the form electronically. During this time I will begin to work on filling your ASL interpreter request for Monday, March 7, 2016. I sincerely apologize for the inconvenience of having to reschedule. If you have any questions, please feel free to contact me. Thanks and I look forward to working with you!

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 **ASL Request Form.doc**
540 KB

Zimbra

joann.lozano@jpd.co.hidalgo.tx.us

RE: form

From : Char Patterson <cpatterson@ALCINC.COM> Fri, Mar 04, 2016 02:23 PM
Subject : RE: form  1 attachment
To : Jo Ann Lozano
<joann.lozano@jpd.co.hidalgo.tx.us>

Ms. Lozano,

Thank you so much. I am working diligently alongside my colleague Christian Gal to fill your request.
Have a great weekend!

Best Regards,

Char Patterson
Global Recruiter
AllWorld Language Consultants, Inc.



Sign Language, Translation/Interpretation

ph: 301.881.8884 x 1070

fax: 301-881-6877 | efax: 301-560-6695

From: Jo Ann Lozano [mailto:joann.lozano@jpd.co.hidalgo.tx.us]
Sent: Friday, March 04, 2016 3:17 PM
To: Char Patterson
Subject: form

Jo Ann Lozano
Juvenile Probation Officer
Judge Mario E. Ramirez, Jr. Juvenile Justice Center
P.O. Box 267
1001 N. Doolittle Rd.
Edinburg, Texas 78542
(956) 587-6200 ext. 7008

Zimbra

joann.lozano@jpd.co.hidalgo.tx.us

ASL Interpreter status Update

From : Char Patterson <cpatterson@ALCINC.COM> Fri, Mar 04, 2016 03:52 PM
Subject : ASL Interpreter status Update  1 attachment
To : Jo Ann Lozano
<joann.lozano@jpd.co.hidalgo.tx.us>

Ms. Lozano,

This message is a follow up to my previous email. Unfortunately, ALC will be closing at 5 pm today and we have yet to fill your request. I understand that it is an inconvenience to postpone so my colleague and I will continue to work through the weekend. I will update you Monday morning with the status of your request. Thank you for understanding.

Have a great weekend!

Char Patterson
Global Recruiter
AllWorld Language Consultants, Inc.



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Zimbra

joann.lozano@jpd.co.hidalgo.tx.us

ASL Interpreter Request Update

From : Char Patterson <cpatterson@ALCINC.COM> Mon, Mar 07, 2016 08:49 AM
Subject : ASL Interpreter Request Update
To : Jo Ann Lozano
<joann.lozano@jpd.co.hidalgo.tx.us>

Good Morning,

Ms. Lozano- I hope all is well; this message is an update on your request for an ASL interpreter. Unfortunately, as of right now ALC has been unable to fill your request. We apologize for the inconvenience as we continue to work diligently. Please, let me know if postponing this assignment until tomorrow is an option. Again, I understand the dire need for an ASL interpreter this afternoon and we will continue to work on it. Thank you for understanding!

Best,

Char Patterson
Global Recruiter
AllWorld Language Consultants, Inc.
ph: 301.881.8884 x 1070
fax: 301-881-6877 | efax: 301-560-6695

Zimbra

joann.lozano@jpd.co.hidalgo.tx.us

RE: ASL Interpreter Request Update

From : Char Patterson <cpatterson@ALCINC.COM> Mon, Mar 07, 2016 09:58 AM
Subject : RE: ASL Interpreter Request Update
To : Jo Ann Lozano
<joann.lozano@jpd.co.hidalgo.tx.us>

Ms. Lozano,
I truly understand, however our go to court certified interpreters in the Hidalgo County area are booked. We are continuing to look outside of Hidalgo County and will notify you within an hour if we have found someone. We apologize for the inconvenience.

Thank you,

Char Patterson
Global Recruiter
AllWorld Language Consultants, Inc.
ph: 301.881.8884 x 1070
fax: 301-881-6877 | efax: 301-560-6695

From: Jo Ann Lozano [mailto:joann.lozano@jpd.co.hidalgo.tx.us]
Sent: Monday, March 07, 2016 10:04 AM
To: Char Patterson
Subject: Re: ASL Interpreter Request Update

Good Morning Ms. Patterson,
They reset the hearing from Friday to today so that there would be ample time to schedule an interpreter for this afternoon. I hope that one can be scheduled. Please let me know the outcome...

Thank you,
Jo Ann Lozano
Juvenile Probation Officer
Judge Mario E. Ramirez, Jr.
Juvenile Justice Center

From: "Char Patterson" <cpatterson@ALCINC.COM>
To: "Jo Ann Lozano" <joann.lozano@jpd.co.hidalgo.tx.us>
Sent: Monday, March 7, 2016 8:49:35 AM
Subject: ASL Interpreter Request Update

Good Morning,

Ms. Lozano- I hope all is well; this message is an update on your request for an ASL interpreter. Unfortunately, as of right now ALC has been unable to fill your request. We apologize for the inconvenience as we continue to work diligently. Please, let me know if postponing this assignment until tomorrow is an option. Again, I understand the dire need for an ASL interpreter this afternoon and we will continue to work on it. Thank you for understanding!

Best,

Char Patterson
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AllWorld Language Consultants, Inc.
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Zimbra

joann.lozano@jpd.co.hidalgo.tx.us

ASL Interpreter Update

From : Char Patterson <cpatterson@ALCINC.COM> Mon, Mar 07, 2016 12:03 PM
Subject : ASL Interpreter Update  1 attachment
To : Jo Ann Lozano
<joann.lozano@jpd.co.hidalgo.tx.us>

Good afternoon,

Ms. Lozano- Thank you, for your patience as we continue to work on your request for March 7th at 1 pm. Unfortunately, we have reached out to all of our court certified ASL interpreters within 100 mi of Hidalgo County and were unsuccessful in finding anyone available for today. However, we have located potential Video Remote Interpreters who are certified. I have spoken with the VRI specialist and all you would need in the courtroom is a pc, laptop, ipad, or phone. (Whatever is best for Ms. Granados) Please let me know if this option may work for you. If so we would need to test the device that Ms. Granados will be using.

Thank you in advance,

Char Patterson
Global Recruiter
AllWorld Language Consultants, Inc.



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Zimbra

joann.lozano@jpd.co.hidalgo.tx.us

Video Remote Interpreter Confirmation

From : Char Patterson <cpatterson@ALCINC.COM> Mon, Mar 07, 2016 12:51 PM
Subject : Video Remote Interpreter Confirmation 1 attachment
To : Jo Ann Lozano
<joann.lozano@jpd.co.hidalgo.tx.us>

Good afternoon,

Ms. Lozano, I left a voicemail however I wanted to let you know via email as well, that we have confirmed someone for Video Remote Interpreting. We ask that if this option works for the court hearing today that we test the device Ms. Granados will be using. On behalf, of ALC I apologize that we are unable to have an interpreter come out today. Thank you for continuing to work with us.

Thank you,

Char Patterson
Global Recruiter
AllWorld Language Consultants, Inc.



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