



VCU

Procurement Services

November 1, 2021

American Language Services
18635 Arrowwood Drive
Monument, CO 80132

RE: Contract #: 7677216EC01
Renewal No.:4 of 4

Procurement Services
University Purchasing

912 W Grace Street, 5th Floor
Box 980327
Richmond, Virginia 23284

804 828-1077
Fax: 804 828-7837
TDD: 1-800-828-1120
www.vcu.edu/procurement

Dear Mr. Jay Herzog:

Your firm's contract with Virginia Commonwealth University (VCU) for (Special Accommodations Translation Services) expires on (December 7, 2021). VCU intends to exercise the renewal of this contract.

Your signature constitutes your firm's acceptance of this renewal, to include the optional use language and the eVA registration requirement provisions below.

OPTIONAL USE CONTRACT:

This contract is an optional use, requirements based contract. VCU is in no way required to make purchases from the Contractor and may, in its sole discretion, purchase the identical and/or similar goods/services from other sources. Any estimates/quantities identified on a purchase order issued against this contract do not represent a purchase commitment by VCU. Services shall be provided in accordance with the contract for the renewal period: (December 8, 2021) through (December 7, 2022).

- Pricing remains the same as the previous contract period.
- Attached is the revised pricing in accordance with the contract terms.
- By signing and submitting this contract renewal letter Contractor certifies that it will maintain the insurance coverages required at the time the contract was awarded. At renewal, Contractor shall have a new Certificate of Insurance listing VCU as the "Additional Insured", citing the contractor's name and contract number, mailed to VCU Risk Management, Box 843040, Richmond, VA.

Please return this document to me no later than (November 8, 2021). Please email your response to me at ewcharity@vcu.edu. If you have any questions, please contact me at (804) 828-0904.

Sincerely,
Earlene Charity
Earlene Charity, CUPO
Senior Buyer

Contract #: 7677216EC01

RESPONSE:

Name of Firm - American Language Services

Signature

Name Printed - Jay Herzog

Title - Senior Account Executive

Date - 11/01/2021



VCU

Procurement Services

November 9, 2020

American Language Services
18635 Arrowwood Drive
Monument, CO 80132

RE: Contract #: 7677216EC01
Renewal No.: 3 of 4

Procurement Services
University Purchasing

912 W Grace Street, 5th Floor
Box 980327
Richmond, Virginia 23284

804 828-1077
Fax: 804 828-7837
TDD: 1-800-828-1120
www.vcu.edu/procurement

Dear Mr. Jay Herzog:

Your firm's contract with Virginia Commonwealth University (VCU) for (Special Accommodations Translation Services) expires on (December 7, 2020). VCU intends to exercise the renewal of this contract.

CONTRACT MODIFICATION:

Description of Modification:

Government Funded Grant Attachment - is attached and made part of this agreement.

Your signature constitutes your firm's acceptance of this renewal, to include the optional use language and the eVA registration requirement provisions below.

OPTIONAL USE CONTRACT:

This contract is an optional use, requirements based contract. VCU is in no way required to make purchases from the Contractor and may, in its sole discretion, purchase the identical and/or similar goods/services from other sources. Any estimates/quantities identified on a purchase order issued against this contract do not represent a purchase commitment by VCU. Services shall be provided in accordance with the contract for the renewal period: (December 8, 2020) through (December 7, 2021).

Pricing remains the same as the previous contract period.

Attached is the revised pricing in accordance with the contract terms.

By signing and submitting this contract renewal letter Contractor certifies that it will maintain the insurance coverages required at the time the contract was awarded. At renewal, Contractor shall have a new Certificate of Insurance listing VCU as the "Additional Insured", citing the contractor's name and contract number, mailed to VCU Risk Management, Box 843040, Richmond, VA.

Please return this document to me no later than (November 13, 2020). Please email your response to me at ewcharity@vcu.edu. If you have any questions, please contact me at (804) 828-0904.

Sincerely,

Earlene Charity

Earlene Charity, CUPO
Senior Buyer

Contract #: 7677216EC01

RESPONSE:

American Language Services

Name of Firm

Signature

Jay Herzog

Name Printed

Senior Account Executive

Title

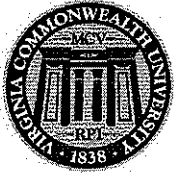
11/09/2020

Date



Attachment – Government Funded Grant or Contract Provisions

- A. The agreement includes a U.S. Government grant or contract; therefore, the following provisions, as contained in Appendix II of the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards; Final Rule (2 CFR Part 200, et al) are incorporated herein and made a part of the agreement between the parties:
1. Equal Employment Opportunity (E.O. 11246 as amended by E.O. 11375 and supplemented by 41 CFR part 60).
 2. For construction with Federal funds: the Davis-Bacon Act (40 U.S.C. 3141-3148) as supplemented by 29 CFR part 5.
 3. Copeland "Anti-Kickback" Act (40 U.S.C. 3145 and 29 CFR part 3).
 4. Where applicable, the Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708) as supplemented by 29 CFR part 5.
 5. For non-profit organizations and small business, patent rights will be governed by 37 CFR part 401, "Rights to Inventions Made by Non-Profit Organizations and Small Business Firms under Government Grants, Contracts and Cooperative Agreements."
 6. The Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387.), as amended.
 7. Mandatory standards and policies relating to energy efficiency contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6201).
 8. When applicable, this Order is subject to Debarment and Suspension (E.O.s 12549 and 12689) as provided in 2 CFR part 180.
 9. The BYRD Anti-Lobbying Amendment (31 U. S. C. 1352): awards of \$100,000.00 or more will file the required certification.
 10. **This contractor and subcontractor shall abide by the requirements of 41 CFR 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, national origin, and for inquiring about, discussing or disclosing compensation. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.**



VCU

Procurement Services

November 14, 2019

American Language Services
1849 Sartell Boulevard, Suite 600
Los Angeles, CA 90025

Procurement Services
University Purchasing

912 W Grace Street, 5th Floor
Box 980327
Richmond, Virginia 23284

804 828-1077
Fax: 804 828-7837
TDD: 1-800-828-1120
www.vcu.edu/procurement

RE: Contract #:7677216EC01
Renewal No.:2 (two) of 4 (four)


Dear Jay Herzog:


Your firm's contract with Virginia Commonwealth University (VCU) for (Special Accommodations Translation Services) expires on (December 7, 2019). VCU intends to exercise the renewal of this contract.

Your signature constitutes your firm's acceptance of this renewal, to include the optional use language and the eVA registration requirement provisions below.

OPTIONAL USE CONTRACT:

This contract is an optional use, requirements based contract. VCU is in no way required to make purchases from the Contractor and may, in its sole discretion, purchase the identical and/or similar goods/services from other sources. Any estimates/quantities identified on a purchase order issued against this contract do not represent a purchase commitment by VCU. Services shall be provided in accordance with the contract for the renewal period: (December 8, 2019) through (December 7, 2020).

 Pricing remains the same as the previous contract period.

 Attached is the revised pricing in accordance with the contract terms.

By signing and submitting this contract renewal letter Contractor certifies that it will maintain the insurance coverages required at the time the contract was awarded. At renewal, Contractor shall have a new Certificate of Insurance listing VCU as the "Additional Insured", citing the contractor's name and contract number, mailed to VCU Risk Management, Box 843040, Richmond, VA.

Please return this document to me no later than (November 19, 2019). Your response may emailed to be at ewcharity@vcu.edu. If you have any questions, please contact me at (804) 828-0904.

Sincerely,

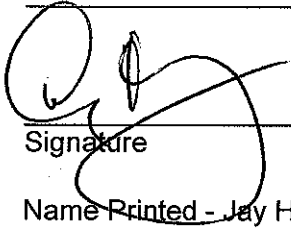


Earlene Charity, Senior Buyer

Contract #: 7677216EC01

RESPONSE:

Name of Firm - American Language Services



Signature

Name Printed - Jay Herzog

Title - Senior Account Executive

Date - 11/14/2019



VCU

Procurement Services

Date October 3, 2018

American Language Services
1849 Sawtelle Blvd, Suite 600
Los Angeles, CA 90025

Procurement Services
University Purchasing

912 W Grace Street, 5th Floor
Box 980327
Richmond, Virginia 23284

804 828-1077
Fax: 804 828-7837
TDD: 1-800-828-1120
www.vcu.edu/procurement

RE: Contract #: 7677216EC01
Renewal No.: 1 of 4

Dear Mr. Jay Herzog:

Your firm's contract with Virginia Commonwealth University (VCU) for [Special Accommodations Translation Services] expires on December 7, 2018. VCU intends to exercise the renewal of this contract.

Your signature constitutes your firm's acceptance of this renewal, to include the optional use language and the eVA registration requirement provisions below.

OPTIONAL USE CONTRACT:

This contract is an optional use, requirements based contract. VCU is in no way required to make purchases from the Contractor and may, in its sole discretion, purchase the identical and/or similar goods/services from other sources. Any estimates/quantities identified on a purchase order issued against this contract do not represent a purchase commitment by VCU. Services shall be provided in accordance with the contract for the renewal period: December 8, 2018 through December 7, 2019.

- Pricing remains the same as the previous contract period.
- Attached is the revised pricing in accordance with the contract terms.
- By signing and submitting this contract renewal letter Contractor certifies that it will maintain the insurance coverages required at the time the contract was awarded. At renewal, Contractor shall have a new Certificate of Insurance listing VCU as the "Additional Insured", citing the contractor's name and contract number, mailed to VCU Risk Management, Box 843040, Richmond, VA.

Please return this document to me no later than October 8, 2018. Please email your response to me at ewcharity@vcu.edu. If you have any questions, please contact me at (804) 828-0904.

Sincerely,

Earlene Charity
Earlene Charity, CUPO

Senior Buyer

Date

10/3/2018

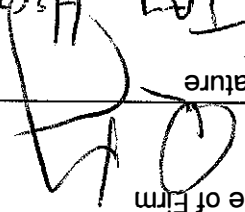
Title

BA. Account Executive

Name Printed

Jay Higgins

Signature



Name of Firm

American Language Services

RESPONSE:

Contract #: 7677216EC01



Procurement Services

COMMONWEALTH OF VIRGINIA STANDARD CONTRACT

Contract Number: 7677216EC-01

This contract entered into on December 8, 2017 by American Language Services, hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Commonwealth University, called the "Purchasing Agency".

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

PERIOD OF THE PERFORMANCE: From December 8, 2017 through December 7, 2018 with four (4) successive one (1) year renewal options.

SCOPE OF CONTRACT: The Contractor shall provide the goods and services to the Purchasing Agency as set forth in the Contract Documents.

The contract documents shall consist of:

- (1) This signed form
- (2) Contract Appendix A, The Negotiated Modification dated November 15, 2017.
- (3) The Request for Proposals (RFP) # 7677216EC, dated August 29, 2017, including Addendum #1 dated September 11, 2017.
- (4) The Contractor's Proposal dated September 27, 2017

All documents are incorporated herein by reference. Any conflict or inconsistency between the incorporated documents shall be resolved by giving precedence in the following order:

- (1) This signed form
- (2) Contract Appendix A, The Negotiated Modification dated November 15, 2017.
- (3) The Request for Proposals (RFP) # 7677216EC, dated August 29, 2017, including Addendum #1 dated September 11, 2017.
- (4) The Contractor's Proposal dated September 27, 2017

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

American Language Services _____

By:  _____

Date: 12/11/2017 _____

Name Printed: Jay Herzog _____

Title: SR. Account Executive _____

PURCHASING AGENCY:

Virginia Commonwealth University

By: Brenda Mowen

Name:
Printed: Brenda Mowen

Date: 12/8/17

Title: Director of Procurement Services



VCU Procurement Services

CONTRACT #7677216EC-01: APPENDIX A

NEGOTIATION MODIFICATION SUMMARY

RFP #7677216EC Special Accommodations Translation Services

DATE: November 15, 2017

BUYER Earlene Charity, Senior Buyer

ALL formal procurements involving negotiation will be summarized into a single document. This document shall specify the final outcome when negotiations have concluded and final agreements have been made.

All emails, records of phone calls, conference discussions and any other communication method used to conduct negotiations shall be saved as part of the supporting documentation for the formal procurement, but only the summary will be submitted with the contract documents being presented for signature.

SUMMARY OF NEGOTIATIONS:

Offeror: American Language Services

- American Language Services provided written responses to clarification questions.

Can they include the cost of travel into their rate?	Yes, they can incorporate travel cost into the interpreting rate but, it depends on various factors such as timing of the request and location of the assignment as well as the language needed.

- American Language Services response to Best and Final Offer received on November 7, 2017

Additional Cost Savings they can offer are:	additional 5% discount on Interpreting additional 5% discount on notetaking

- Best and Final Offer (BAFO):

Total Contract Estimated Amount: \$100,000.00
(Contract amount is an estimate not a guarantee of work)



VCU

Procurement Services

Request for Proposals

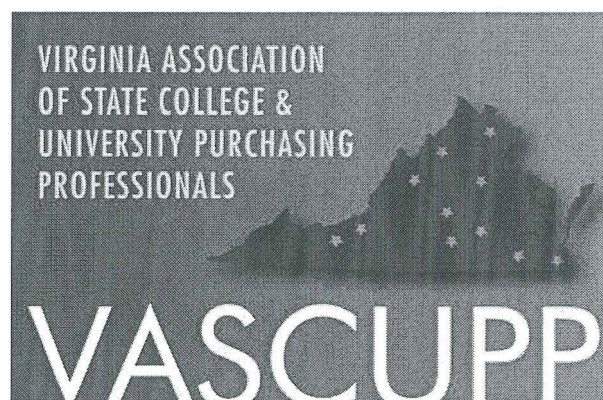
RFP #: 7677216EC

RFP Title #: **Special Accommodations
Translation Services**

Issuing Agency: Virginia Commonwealth University

Issue Date: August 29, 2017

Closing Date: September 29, 2017 @ 11:00 a.m.



A VASCUPP Member Institution

Request for Proposals RFP #7677216EC

Issue Date: August 29, 2017

Title: Special Accommodations Translation Services

Send all Proposals To: Virginia Commonwealth University
RFP #: 7677216EC
Attention: Earlene Charity
912 W Grace St, 5th floor
Richmond, Virginia 23284-0327

Proposals Shall Be Received Until: September 29, 2017 @ 11:00 a.m.

Direct ALL inquiries concerning this RFP to: Earlene Charity, Senior Buyer,
ewcharity@vcu.edu

Questions concerning this RFP must be received via email no later than: September 11, 2017@ 10:00a.m.

This Request for Proposals & any Addenda are posted on the eVa website at: <http://www.eva.virginia.gov>

HARD-COPY, ORIGINAL PROPOSALS MUST BE RECEIVED IN VIRGINIA COMMONWEALTH UNIVERSITY'S DEPARTMENT OF PROCUREMENT SERVICES ON OR BEFORE THE DATE AND TIME DESIGNATED ON THIS SOLICITATION. ELECTRONIC SUBMISSIONS AND FACSIMILE SUBMISSIONS WILL NOT BE ACCEPTED IN LIEU OF THE HARD-COPY, ORIGINAL PROPOSAL. VENDORS ARE RESPONSIBLE FOR THE DELIVERY OF THEIR PROPOSAL. PROPOSALS RECEIVED AFTER THE OFFICIAL DATE AND TIME WILL BE REJECTED. THE OFFICIAL DATE AND TIME USED IN RECEIPT OF RESPONSES IS THAT TIME ON THE CLOCK OR AUTOMATIC TIME STAMP IN THE DEPARTMENT OF PROCUREMENT SERVICES.

IF PROPOSALS ARE HAND DELIVERED OR SENT BY FEDEX, UPS, OR ANY OTHER PRIVATE COURIER, DELIVER TO THE ADDRESS NOTED ABOVE: VIRGINIA COMMONWEALTH UNIVERSITY, RFP # 7677216EC, ATTENTION: Earlene Charity, 912 W. GRACE ST., 5TH FLOOR, RICHMOND, VA 23284-0327. IF USING US MAIL (NOT RECOMMENDED): IF PROPOSALS ARE MAILED VIA US MAIL, MAIL TO VIRGINIA COMMONWEALTH UNIVERSITY, RFP#7677216EC, ATTN: Earlene Charity, BOX 980327, RICHMOND, VA 23298-0327. THE RFP NUMBER, DATE AND TIME OF PROPOSAL SUBMISSION DEADLINE, AS REFLECTED ABOVE, MUST CLEARLY APPEAR ON THE FACE OF THE RETURNED PROPOSAL PACKAGE.

In Compliance With This Request for Proposals And To All Conditions Imposed Therein and Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services Described Herein In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation. Furthermore, The Undersigned Agrees Not To Start Any Work Relative To This Particular Solicitation Until A Resulting Formal Signed Purchase Order Is Received By The Contractor From University's Department of Procurement Services. Any Work Relative To This Request for Proposals Performed By The Contractor Prior To Receiving A Formal Signed Purchase Order Shall Be At The Contractor's Own Risk And Shall Not Be Subject To Reimbursement By The University. **Signature below constitutes acknowledgement of all information contained through links referenced herein.**

NAME AND ADDRESS OF COMPANY:

_____	Date: _____
_____	By (Signature In Ink): _____
_____	Name Typed: _____
_____	Title: _____
_____	Fax Number: () _____
_____	Toll free. if available
_____	FEI/FIN NO.: _____

REGISTERED WITH eVA: () YES () NO	SMALL BUSINESS: () YES () NO
VIRGINIA DSBSD CERTIFIED: () YES () NO	MINORITY-OWNED: () YES () NO
DSBSD CERTIFICATION#: _____	WOMEN-OWNED: () YES () NO

A Pre-Proposal conference will not be held.

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I. PURPOSE:

The intent and purpose of this Request for Proposals (RFP) is to seek proposals to establish a contract(s) with a qualified source for translation services.

The initial contract term shall be one year, with the option of up to four (4), one (1) year renewals, to be executed upon mutual signed agreement of both parties.

It is the intent of this solicitation and resulting contract(s) to allow for cooperative procurement, at the contractor's discretion. Accordingly, any public body, public or private health or educational institution or lead-issuing institution's affiliated foundations may access any resulting contract(s) if authorized by the contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor(s), the resultant contract(s) may be extended to the entities indicated above to purchase at contract prices in accordance with contract terms. Upon request, the Contractor shall notify the lead-issuing institution in writing of any entities accessing the contract. No modification of this contract or execution of a separate contract is required to participate. The Contractor shall provide usage reports for all entities accessing the Contract upon request. Participating entities shall place their own orders directly with the Contractor(s) and shall fully and independently administer their use of the contract(s) to include contractual disputes, invoicing and payments without direct administration from the lead-issuing institution. The lead-issuing institution shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that the lead-issuing institution is not responsible for the acts or omissions of any entity, and will not be considered in default of the Agreement no matter the circumstances.

Use of this contract(s) does not preclude any participating entity from using other contracts or competitive processes.

Additional information on cooperative procurement is available at:

[http://documents.procurement.vcu.edu/purchasing/pdf_docs/forms/RFP Website Link Cooperative Procurement.pdf](http://documents.procurement.vcu.edu/purchasing/pdf_docs/forms/RFP%20Website%20Link%20Cooperative%20Procurement.pdf)

II. GOVERNING RULES:

This solicitation is issued in accordance with the provisions of:

- A. Purchasing Manual for Institutions of Higher Education and their Vendors (<https://vascupp.org/hem.pdf>)
- B. Rules Governing Procurement of Goods, Services, Insurance, and Construction by a Public Institution of Higher Education of the Commonwealth of Virginia (<https://vascupp.org/rules.pdf>)

III. OPTIONAL USE CONTRACT:

The resulting contract(s) will be an optional use contract. VCU is in no way required to make purchases from the Contractor and may in its sole discretion purchase the identical and/or similar goods/services from other sources. Any estimates/quantities contained herein do not represent a purchase commitment by VCU.

IV. THE UNIVERSITY:

Information is available at:

V. STATEMENT OF NEEDS:

This Section describes VCU's requested goods and/or services and the areas to be addressed in Offeror's Proposal. Proposal response must be written in the same order as outlined below. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities. Emphasis should be placed on completeness and clarity of content. Failure to submit all information requested may result in the elimination of the Proposal from consideration. Proposals that are substantially incomplete or lack key information may be rejected by VCU. Please note that utilization of the words "shall" or "must" indicates a mandatory requirement.

The VCU Rehabilitation Research and Training Center (RRTC) provides employment training often at locations outside of the Richmond, VA area for individuals whose first language is Spanish and for those who may require sign language interpretation. The locations vary, based on the stipulations of the grant funding, and may be anywhere in the U.S. and Puerto Rico.

The contractor must provide event and written translation services as requested. Event translations shall be provided either onsite or from a remote location. The contractor must also have the capability of translating all written material from English to Spanish and any other languages; including the translation into Braille if needed.

Description of requested services and proposal response requirement are as follows:

1. **Event Translation Requirements.**

The Contractor should:

- a) Communicate by phone or email with the event contact within five (5) business hours, Eastern time, after notification by the contact and within thirty minutes during a scheduled event;
- b) Coordinate the translation services with the event contact;
- c) Provide confirmation to the event contact with the following information:
 - Event contact information to include phone# and e-mail
 - Alternate event contact information to include phone# and e-mail
 - Dates and times for the event with scheduled arrival and departure times for the translator(s)
 - Deadline for notifying event contact if unable to provide the service; and
 - Estimated costs for the translation service based on the scheduled information.
- d) Provide onsite translation for the following:
 - Spanish language translation
 - Sign language translation
 - CART/Captioning
 - Notetaking
 - Other languages as requested by the contract administrator.

- e) Provide Remote/Online CART/Captioning.

Firm should provide detailed information regarding proposed Event Translation services to include:

Your firm's ability to meet communication specifications.

Minimum number of hours billed per day/job.

Minimum cancellation time and what is the penalty for late cancellations.

The number of hours after which a 2nd interpreter is brought in.

Your firm's approach to travel costs i.e. which costs VCU would be expected to pay and when VCU would be expected to pay them.

Describe your firm's standard process to coordinate and confirm event translation services and the information you propose to provide.

Discuss your firm's ability to meet Federal Travel Regulations and VCU Travel and Reimbursement policies.

Your firm's ability to provide interpreters anywhere in the US and Puerto Rico.

The languages, including sign, that your firm can provide translation services.

For Remote/Online CART/Captioning, discuss your firm's ability to provide a transcript and the circumstances/time frame when you would bring it a second caption writer. List the type of equipment you propose to use for CART/Captioning.

2). **Written Translation Requirements.**

The Contractor should:

- a) Provide translation of written materials from English to Spanish;
- b) Quote per word for new translations
- c) Quote a separate rate for reps, 100%, and fuzzy matches when an existing Spanish translation is available
- d) Be able to provide written translations for other languages to include Braille

Your firm's ability to provide written translation services as described above.

The languages your firm can provide written translation services.

Discuss your firm's ability to include the following in your written translation services:

Human translation;

Proofreading and the number involved;

Delivery time standards;
Fees for rush jobs and any details associated with them;
Volume discounts offered on top of the proposed prices;
Additional certification fees; and
Minimum orders or minimum charges per order.

VI. PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS:

A. Instructions are as follows:

1. In order to be considered for award, proposal submissions must contain, at minimum, the following:
 - a) Company Qualifications and Experience
 - b) Responses to all requirements listed in the Statement of Needs above
 - c) A list of three (3) references for whom similar services were provided, preferably institutions of higher education, or similarly-sized organizations.
 - d) Pricing Schedule as required in Section VII
 - e) SWaM documentation as required in Section XIII
2. Complete and return page 2 of the RFP. Proposals shall be signed by an authorized representative of the Offeror. By submitting a Proposal, Offerors certify that all information provided in response to the Request for Proposals is true and accurate. Failure to provide information required by this Request for Proposals will ultimately result in rejection of the Proposal.
3. Complete and return signed addenda acknowledgments (if applicable).
4. Submit one (1) original hard copy (paper) document of the entire Proposal, including all attachments and all proprietary information (see #7 below). Submit one (1) unsecured, electronic copy (on a disc or flash drive) of the entire Proposal including all attachments and EXCLUDING ANY PROPRIETARY INFORMATION. This disc or flash drive must be clearly marked on the outside that it **excludes** proprietary information.
5. Submit six (6) unsecured electronic copies (on a disc or flash drive) of the entire Proposal, INCLUDING ANY ATTACHMENTS AND PROPRIETARY INFORMATION.
6. All information requested must be submitted. Failure to submit all information requested may result in the University requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the University, at the University's sole discretion.
7. If applicable, the outside of the Proposal must be marked to clearly denote proprietary information is contained in the documents. ***Written notice of proprietary information must be submitted as the first page of the Offeror's Proposal.*** Notice must specifically identify the applicable portions of the Offeror's Proposal that contain data or materials to be protected and shall state the reasons why protection is necessary. In addition, the specific (i.e. specific words, figures or paragraphs) proprietary or trade secret material submitted, must be identified on the applicable page(s) within the Offeror's Proposal, by some distinct method, such as highlighting, underlining, etc. The classification of an entire Proposal document, line item prices and/or total Proposal prices as proprietary or trade secrets is not acceptable and may result in rejection and return of the Proposal, at the University's sole discretion.

8. Invoicing and Payment: Firm must complete Appendix II which is available at:
http://documents.procurement.vcu.edu/purchasing/pdf_docs/forms/RFP_Website_Link_Appendix_2.pdf
9. Communications regarding this Request for Proposals (RFP) shall be formal from the date of the issuance for this RFP, until either a Contractor has been selected or the University Procurement Services Department rejects all proposals. Formal communications shall be directed to the University Procurement Department only. Informal communications including but not limited to, request for information, comments or speculations, regarding this RFP to any ~~University employee other than Procurement Services Department representative~~ may result in the offending Offeror's Proposal being rejected.
10. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to conduct an oral presentation of their proposal to VCU. Oral presentations are an option and may or may not be required. Should an oral presentation be required, VCU will designate the date and location for the presentation; the date is critical and alternative dates will not be available. Offerors who are invited to conduct an oral presentation shall include the individual(s) who would be the primary point of contact for VCU, on the Offerors presentation team. VCU reserves the right to rescore proposals following oral presentations.
11. The version of the solicitation issued by the Virginia Commonwealth University Purchasing Department as amended by any addenda is the mandatory controlling version of the document. Any modification of or additions to the solicitation by the Offeror shall not modify the official version of the solicitation issued by the Virginia Commonwealth University Purchasing Department unless accepted in writing by the University. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, Virginia Commonwealth University reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal. If the modifications or additions are not identified until after the award of the contract, the controlling version of the solicitation document shall still be the official state form issued by the Purchasing Department.
12. **Exceptions:** Firm must note any exceptions to any of the requirements and/or any of the terms and conditions stated in this RFP in *Appendix III: Exceptions*.
13. Additional information is available at:
<http://go.vcu.edu/procurement-purchasing>

VII. PRICING SCHEDULE:

Offeror should provide pricing for:

- Price per word for written translation of Spanish language for new translations.
- Price per word for reprints, 100%, and fuzzy matches for an existing Spanish language version.
- Price per word for other languages, including Braille.
- Or suggest an alternate method for pricing that may provide a better value to VCU.

****Renewal Pricing:** Discuss your firm's ability to hold rates offered for the translation services for optional renewal terms, or suggest a method to modify costs for renewal terms e.g. % caps or ties to the CPI for a specific commodity.

VIII. SMALL, WOMEN-OWNED, AND MINORITY-OWNED BUSINESS COMMITMENT (SWaM):

It is the policy of the Commonwealth of Virginia that 42% of its purchases be made from small businesses to contribute to the establishment, preservation, and strengthening of small businesses, and businesses owned by women and minorities, and to encourage their participation in VCU procurement activities. The Commonwealth encourages Contractors to provide for the participation of small

businesses and businesses owned by women and minorities through partnerships, joint ventures, subcontracts or other contractual opportunities.

Offerors must submit complete Appendix I (see section XIII: Attachments) unless offeror is a DSBSD certified small business. DSBSD certified small businesses must include their certification number on the coversheet of this RFP, but are not required to complete Appendix I.

Use of Subcontractors: If the Offeror intends to use subcontractors to perform any portion of the work described in this RFP, the Offeror must clearly so state. VCU is placing an increased emphasis on its SWaM (Small, Women, and Minority Owned) business program and is interested in identifying any potential opportunities that may be available to engage SWaM vendors to be certified by the Virginia Department of Small Business and Supplier Diversity (DSBSD) through new or existing contracts.

Identify and list any such opportunities that your firm would commit to if awarded this Contract in Appendix I- Participation in VCU Procurement Transactions Small Businesses and Businesses Owned by Women and Minority. The Offeror's response must include a description of which portion(s) of the work will be sub-contracted out and the names and addresses of potential Subcontractor(s) under the Contract.

SWaM REPORTING AND DELIVERY REQUIREMENTS:

Unless the Contractor is a DSBSD certified small business, the Contractor shall submit quarterly reports on the direct involvement of Department of Small Business and Supplier Diversity (DSBSD) certified SWaM Businesses in the performance of the Contract. The report shall specify the actual dollars spent to date with Small Businesses, Women-Owned Businesses, and Minority-Owned Businesses based upon the Contractor's commitment for utilization of DSBSD SWaM Businesses.

The Contractor shall provide this information to:

Virginia Commonwealth University
Procurement Services Office
Attn: SWaM Coordinator
912 W. Grace Street, POB 980327
Richmond, VA 23284
Email: swamreporting@vcu.edu

Failure to submit the required information will be considered a contract compliance issue and will be addressed accordingly. In addition, failure to submit the required information will result in invoices being returned without payment.

IX. EVALUATION AND AWARD CRITERIA:

Proposals will be evaluated based upon the information provided in the Offeror's Proposal using the criteria specified below. Negotiations shall be conducted with Offerors so selected. After negotiations have been conducted with each Offeror so selected, the VCU shall select the Offeror which, in its opinion, has made the best offer, and shall award the contract to that Offeror. The University may cancel this Request for Proposals or reject Proposals at any time prior to an award, and is not required to furnish a statement of the reason why a particular Proposal was not deemed to be the most advantageous (Governing Rules Section 49.D). Should the University determine in writing and in its sole discretion that only one Offeror has made the best proposal, a Contract may be negotiated and awarded to that Offeror. The award document will be a Contract incorporating by reference all the requirements, terms and conditions of the RFP, and the Offeror's response thereto. VCU reserves the right to award to multiple offerors, should such an award benefit the University.

Notice of Award(s) or Notice of Intent to Award may be accessed electronically at <http://www.eva.virginia.gov>.

**Offeror's status as a Virginia certified SWaM Business or the Offeror's plans to utilize Virginia DSBSD-certified SWaM Businesses in the Offeror's performance of the contract.*

X. GENERAL TERMS AND CONDITIONS:

General Terms and Conditions can be viewed at: <http://procurement.vcu.edu/document-library/business-with-vcu/>

XI. SPECIAL TERMS AND CONDITIONS:

- A. **ADDITIONAL USERS OF CONTRACT:** It is the University's intent to provide other Virginia Association of State College and University Purchasing Professionals (VASCUPP) with access to the University's Agreements and to provide Contractors with opportunities to do business with other VASCUPP institutions of higher education.

To that end and if agreeable with the Contractor, the following Colleges and Universities listed are the VASCUPP institutions and may have access to any agreement resulting from this solicitation: College of William and Mary, University of Virginia, George Mason University, Virginia Military Institute, James Madison University, Old Dominion University, Virginia Polytechnic Institute & State University and Radford University. Upon written request from a VASCUPP institution, the Contractor may allow access to the Contract. Although the University desires to provide access on such contract to VASCUPP, the Contractor is not required to provide such access. A firm's willingness to provide this access to VASCUPP members will not be a consideration in awarding this contract. Although the VASCUPP Agencies may have access to any resulting Agreement, VASCUPP is not bound to use the Agreement and any use of the Agreement is strictly optional.

If the VASCUPP institutions choose to access the Agreement and the Contractor agrees to such access, the terms and conditions of the Agreement will be in full force and effect as between the VASCUPP institutions and the Contractor. VCU will have no responsibility for the resolution of any contractual disputes, or for payment for services rendered which may arise from a VASCUPP institution accessing the Agreement. The Contractor understands and agrees that it shall not have any recourse against VCU with respect to any claim it may have against another VASCUPP institution that accessed this Agreement.

- B. **ADVERTISING:** In the event a contract is awarded for supplies, equipment, or services resulting from this proposal, no indication of such sales or services to Virginia Commonwealth University will be used in product literature or advertising. The Contractor shall not state in any of the advertising or product literature that the Commonwealth of Virginia or any agency or institution of the Commonwealth has purchased or uses its products or services.
- C. **AUDIT:** The Contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or State auditors shall have full access to and the right to examine any of said materials during said period.
- D. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that the agency shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.

~~Commonwealth reserves the right to make multiple awards as a result of this solicitation.~~ The Commonwealth may cancel this Request for Proposals or reject proposals at any time prior to an award, and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. (*Governing Rules Section 49-D*). Should the Commonwealth determine in writing and in its sole discretion that only one Offeror is fully qualified, or that one Offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Contractor's proposal as negotiated.

Notice of Award(s) or Notice of Intent to Award may be accessed electronically at <http://www.eva.virginia.gov> for a minimum of 10 days.

BEST AND FINAL OFFER (BAFO): At the conclusion of negotiations, the Offeror(s) may be asked to submit in writing, a best and final offer (BAFO). After the BAFO is submitted, no further negotiations shall be conducted with the Offeror(s). The Offeror(s) proposal will be re-evaluated to combine and include the information contained in the BAFO. The decision to award will be based on the final evaluation including the BAFO.

- G. **CANCELLATION OF CONTRACT:** The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon sixty (60) days written notice to the Contractor. In the event the initial contract period is for more than twelve (12) months, the resulting contract may be terminated by either party, without penalty, after the initial twelve (12) months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- H. **COMMUNICATIONS:** Communications regarding this Request for Proposals (RFP) shall be formal from the date of issue for this RFP, until either a Contractor has been selected or the University Purchasing Department rejects all proposals. Formal communications shall be directed to the University Purchasing Department.

Informal communications including but not limited to, request for information, comments or speculations, regarding this RFP to any University employee other than a Purchasing Department representative may result in the offending Offeror's proposal being rejected.

- I. **CRIMINAL BACKGROUND CHECK:**
The Contractor is required to comply with Virginia Commonwealth University's ("VCU") employment policies on criminal conviction investigations.
<http://www.policy.vcu.edu/sites/default/files/Criminal%20Conviction%20Investigations.pdf>
The Contractor shall perform criminal conviction investigations on all prospective candidates for full time or part time placement at VCU, including newly hired, re-hired, seasonal, and or temporary employees.
- J. **DRUG FREE WORKPLACE:** The Contractor acknowledges and certifies that it understands that the following acts by the Contractor, its employees and/or agents performing services on state property are prohibited:
1. The unlawful manufacture, distribution, dispensing, possession or use of alcohol or other drugs; and

Subsequent correspondence (i.e. responses to requests for clarification and documents generated through the negotiation process) in an unsecured electronic format (i.e. email, disc – CD or DVD or flash drive). **The Contractor SHALL NOT INCLUDE ANY PREVIOUSLY IDENTIFIED PROPRIETARY INFORMATION IN THE ELECTRONIC FORMAT; VCU will post the Contractor's original proposal, and all subsequent correspondence on the VCU Department of Procurement Services Website, VCU shall not be responsible for the Contractor's failure to exclude proprietary information submitted in the unsecured electronic format).**

L. GRAMM-LEACH-BLILEY ACT:

The Contractor shall comply with the Act by implementing and maintaining appropriate safeguards to protect and prevent unauthorized release of student, faculty and staff nonpublic information. Nonpublic information is defined as social security numbers, or financial transactions, bank, credit and tax information.

M. IDENTIFICATION OF PROPOSAL: The proposal package should be identified as follows:

From:

Name of Offeror	Due Date	Time
Street or Box Number	RFP No.	
City, State, Zip Code +4	RFP Title	

Name of Contract / Buyer:

The package should be addressed as directed on Page 2 of the solicitation.

If a proposal is not clearly identified, the Offeror takes the risk that the proposal may be inadvertently opened and the information compromised which may cause the proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

N. INDEMNIFICATION: Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the Contractor/any services of any kind or nature furnished by the Contractor, provided that such liability is not attributable to the sole negligence of the using agency or to failure of the using agency to use the materials, goods, or equipment in the manner already and permanently described by the Contractor on the materials, goods, or equipment delivered.

LATE PROPOSALS: To be considered for selection, proposals must be received by the issuing office by the designated date and hour. The official time used in the receipt of proposals is that time on the automatic time stamp machine in the issuing office. Proposals received in the issuing office after the date and hour designated are automatically disqualified and will not be considered. The University is not responsible for delays in the delivery of mail by the U.S. Postal Service, private couriers, or the intra university mail system. It is the sole responsibility of the Offeror to insure that its proposal reaches the issuing office by the designated date and hour.

P. IDENTIFICATION CARDS:

All Contractor employees authorized to work at VCU, must obtain a VCU identification card.

Information on obtaining a card is available at <http://vcucard.vcu.edu/myid.html>. Contractor's employees must wear their VCU identification when they are on VCU property.

- Q. **POLICY OF EQUAL EMPLOYMENT:** Virginia Commonwealth University is an equal opportunity/affirmative action employer. Women, Minorities, persons with disabilities are encouraged to apply. The University encourages all vendors to establish and maintain a policy to insure equal opportunity employment. To that end, Offerors should submit along with their proposals, their policy of equal employment.
- R. **PRIME CONTRACTOR RESPONSIBILITIES:** The Contractor shall be responsible for completely supervising and directing the work under this contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this contract shall be responsible to the prime Contractor. The Contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.
- S. **PROPOSAL ACCEPTANCE PERIOD:** Any proposal in response to this solicitation shall be valid for sixty (60) days. At the end of the sixty (60) days, the proposal may be withdrawn at the written request of the Offeror. If the proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is cancelled.
- T. **PROPOSAL PRICES:** Proposal prices shall be in the form of a firm unit price for each item during the contract period.
- U. **PROTEST:**

Any Offeror who desires to protest the award or decision to award a Contract shall submit the protest in writing to:

Director of Procurement Services
Virginia Commonwealth University
912 West Grace, 5th Floor
Richmond, VA 23284

VCU will announce the award utilizing the Commonwealth of Virginia's e-Procurement system (eVA). The protest must be received no later than ten (10) days after the award or the announcement of the decision to award, whichever occurs first. However, if the protest of any actual or potential Offeror depends in whole or in part upon information contained in public records pertaining to the procurement transaction that are subject to inspection under the Rules Governing Procurement of Goods, Services, Insurance, and Construction by a Public Institution of Higher Education of the Commonwealth of Virginia Governed by Subchapter 3 of the Restricted Higher Education Financial and Administrative Operations Act,, Chapter 4.10 (§23-38.88 et seq) of Title 23 of the Code of Virginia, §34, then the time within which the protest shall be submitted shall expire ten (10) days after those records are available for inspection by such Offeror under §34, or at such later time as provided in this section.

VCU Notices of Award(s) or Notices of Intent to Award may be accessed electronically at <http://www.eva.virginia.gov>.

No protest shall lie for a claim that the selected Offeror is not a responsible Offeror. The written protest shall include the basis for the protest and relief sought.

The VCU Director of Procurement Services shall issue a decision in writing within ten (10) days of receipt stating the reasons for the action taken. This decision shall be final unless the Offeror appeals within ten (10) days of receipt of the written decision by instituting legal action as provided in Section 54 of the Governing Rules.

Nothing in this clause shall be construed to permit a proposer to challenge the validity of the terms or conditions of the RFP. "Days" as used in this paragraph refer to calendar days. If a deadline falls on a Saturday or Sunday, the next business day shall be considered to be the deadline.

ds under the terms and conditions of the original contract except as stated in 1. below. Price increases may be negotiated only at the time of renewal. Written notice of the Commonwealth's intention to renew should be provided approximately 60 days prior to the expiration date of each contract period:

1. If the Commonwealth elects to exercise the option to renew the contract for an additional one (1) year period, the contract price(s) for the additional one (1) year shall not exceed the contract price(s) of the previous contract period increased/decreased by more than the percentage increase/decrease of the "Services" category under the Commodity and service group of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available.

XII. CONTRACT ADMINISTRATION:

Upon award of the contract VCU shall designate, in writing, the name(s) of the Contract Administrator(s) who shall work with the contractor in formulating mutually acceptable plans and standards for the delivery, installation and on-going service and/or maintenance that may be required.

- A. The Contract Administrator shall use all powers under the contract to enforce its faithful performance. The Contract Administrator shall determine the amount, quality and acceptability of work and shall decide all other questions in connection with the work.
- B. All direction and orders from VCU shall be transmitted through the Contract Administrator, or his designee. However, the Contract Administrator shall have no authority to order changes in the work which alter the concept or scope of the work or change the basis for compensation to the contractor.

XIII. ATTACHMENTS:

Appendix I: SWaM Form – Participation in State Procurement Transactions by Small Businesses and Businesses Owned by Women and Minorities:

http://documents.procurement.vcu.edu/purchasing/pdf_docs/forms/RFP_Website_Link_Appendix_1.pdf

Appendix II: Invoicing and Payment:

http://documents.procurement.vcu.edu/purchasing/pdf_docs/forms/RFP_Website_Link_Appendix_2.pdf

Appendix III: Exceptions – see below.

**Appendix III:
Exceptions**

Any and all exceptions to the terms, conditions or specifications of this RFP must be clearly stated, section by section, in the space provided below. Exceptions should be numbered to coincide with the RFP numbering and be provided in the sequence in which the item appears in the RFP. If more space is required, please copy this page or attach separate sheets. Please note VCU, at its discretion, reserves the right to consider proposals containing significant exceptions to be non-responsive.

UNIVERSITY PROPOSAL SECTION NUMBER	STATED EXCEPTION



VCU
VIRGINIA COMMONWEALTH UNIVERSITY

RFP 7677216EC- Addendum #1

ADDENDUM NO.1 TO ALL OFFERORS:

Date: September 11, 2017

Reference - Request for Proposals: ~~RFP#7677216EC~~

Title: Special Accommodations Translation Services

Issue Date: August 29, 2017

Proposal Due: September 29, 2017 at 11:00 AM, EST.

The Addenda includes the following information:

CHANGES TO THE REQUEST FOR PROPOSAL (RFP)

Change #1: **V. STATEMENT OF NEEDS:**

The contractor to provide event and written translation services as requested.

Questions and Answers

Question #1

For RFP# 7677216EC Special Accommodations Translation Services, would you accept a bid for telephonic interpretation services only?

Answer#1

We cannot accept a bid from a firm that specializes in solely 1 service. All firms submitting bids must have the capabilities of performing multiple special accommodation services if needed.

Question #2

What is the anticipated volume of written translation requests per year?

Answer#2

Written translations requests are always on an "as needed basis". Therefore, the volume of requests are undetermined for each project year.

Question #3

What is the current rate per word charged to VA Commonwealth University for written translation?

Answer#3

At this time, we do not obtain a pricing table for the rate per word. Rates are determined by the vendor/firm.

Question #4

What are the most commonly requested languages for written translation beyond Spanish?

Answer#4

Braille

Question #5

What type of documents are most commonly requested for translation?

Answer#5

Manuals and other types of training materials (i.e. Powerpoints, Word documents, PDF's, Excel spreadsheets, etc.)

Question #6

Who is/are the current provider(s) of translation and interpreting services?

Answer#6

Most commonly used providers are Caption First, American Sign Language, Graham Staffing, and Telelanguage.

Question #7

Whether companies from Outside USA can apply for this?
(like, from India or Canada)

Answer#7

At this time we are accepting proposals from vendors/firms within the USA. The storage of data outside of the United States is not acceptable. Any proposal that involves the access to data by Non-US Nationals will have to be reviewed by the VCU Export Control Officer. The Vendor is responsible for complying with U.S. Export Control Laws, including but not limited to the Export Administration Regulations (15 C.F.R. Parts 730 to 774) and the International Traffic in Arms Regulations (22 C.F.R. Parts 120 to 130). The Vendor agrees to obtain any required permission under the regulations to complete the work outlined in the RFP.

Question #8

Whether we need to come over there for meetings?

Answer#8

Not required.

Question #9

Can we perform the tasks (related to RFP) outside USA?
(like, from India or Canada)

Answer#9

Remote locations must be within the USA. The storage of data outside of the United States is not acceptable. Any proposal that involves the access to data by Non-US Nationals will have to be reviewed by the VCU Export Control Officer. The Vendor is responsible for complying with U.S. Export Control Laws, including but not limited to the Export Administration Regulations (15 C.F.R. Parts 730 to 774) and the International Traffic in Arms Regulations (22 C.F.R. Parts 120 to 130). The Vendor agrees to obtain any required permission under the regulations to complete the work outlined in the RFP.

Question #10

Can we submit the proposals via email?

Answer#10

No, Proposals must be in accordance with the instructions as contained in the solicitation.

Question #11

Can VCU provide any historical metrics on use for the following services: translation, CART and Braille?

Answer#11

No.

Question #12

Is there is an incumbent currently providing services?

Answer#12

Most commonly used providers are Caption First, American Sign Language, Graham Staffing, and Telelanguage.

Question #13

I was just reading the VCU RFP #7677216EC for Special Accommodations Translation Services and wanted to inquire if we could submit a proposal for the written translation portion of the proposal only. Fox Translation Services is a minority Woman owned small business headquartered in Hummelstown, PA. We do not have on call translators in Richmond, VA at this time, but we have many ongoing written translation contracts in the education field and believe we could provide VCU with great experience, service and value

Answer#13

Yes, your company may submit a proposal.

Question #14

I am writing to write to check on a detail regarding this RFP. I see that it's for interpreting services, but I wondered if you have any need for written document translation.

Answer#14

All needs and requirements are listed in the RFP.

Question #15

Are we required to submit a proposal for both categories: Event & Written Translation?

Answer#15

Each vendor/firm will submit a proposal for categories they are capable of providing services. If you have the capability of providing 1 of the 2 services you will need to submit a proposal for that category only.

Question #16

Are we required to submit a proposal for all of the Event Translation services listed, i.e. Spanish/Sign Language/CART/Notetaking, or are we able to submit for just one or two of the services?

Answer#16

Your proposal should specify all areas of your expertise. As an example, For Event Translations, if your area of expertise is cart and notetaking only you will notate that in your proposal.

Question #17

As VCU RRTC's events can take place anywhere in the continental United States and Puerto Rico, any subcontractors we utilize would likely reside outside of Virginia, and therefore they would not be eligible for SWaM certification by VA DSBSD. Are we required to guarantee a minimum percentage of our contract performance by SWaM businesses? Is there a way for us to denote this exception on Appendix I?

Answer#17

VCU has an overall goal of 42% SWaM participation for all annual purchases and seeks the maximum level of participation possible from all its contractors. We're flexible with working with a vendor/firm that's located outside the State of VA.

Question #18

Are we required to bid on all services?

Answer#18

Bid on services your company has the capability of providing to VCU as needed.

Question #19

Within the Statement of Needs for the event translation requirements, VCU requests "onsite translation for the following:

- Spanish language translation
- Sign language translation
- Other languages as requested by the contract administrator.

Please clarify this request. Is VCU requesting on-site interpreters to offer spoken language interpretation during events as well as on-site CART stenographers? If so, should we also include on-site interpretation pricing in our proposal?

Answer#19

Some academic departments will conduct trainings/conferences to the public that are conducted either off campus or out of state. From time to time, 1 or 2 attendees who have special needs will request an interpreter. Based on their specific request, it will be decided if the attendee needs sign or spoken language translation, or on-site or remote CART. Yes, include on-site interpretation pricing in your proposal.

Question #20

How many translation requests were made within the last fiscal year for Spanish/Sign Language/other languages?

Answer#20

Requests vary for each academic department because it's strictly an "as needed request".

Question #21

Does VCU have data available on the number of CART requests that were made during the last fiscal year?

Answer#21

No data available. CART requests varies because it's "as needed".

Question #22

Does VCU have data available on the number of Braille translation requests made during the last fiscal year?

Answer#22

No data available. Braille requests varies because it's "as needed".

Question #23

Does VCU have any specific legal requirements or regulations for CART services?

Answer#23

Answer pending upon further review

Question #24

Can VCU provide an example of the “notetaking” that is required for on-site translation?

Answer#24

The note taker will be required to attend to a 6-8 hour event (the event is for 5 days) to assist with notetaking for an attendee with special needs. The note taker will come prepared with a laptop or a device that is used to compile notes during the event. The notes compiled will be provided to the attendee for their own use.

Question #25

How many events per year are expected that need on-site interpreters?

Answer#25

Varies each year.

Question #26

In which cities do you expect these events to take place?

Answer#26

Location of the events vary each year. There’s no set location. Events can be held in cities like Los Angeles, Orlando, Baltimore/DC, Boston, Salt Lake City to name a few.

Question #27

On average, how long is each event (how many days)?

Answer#27

5 days

Question #28

Do you expect the events to be in large metropolitan cities?

Answer#28

Yes. Events can be held in cities like Los Angeles, Orlando, Baltimore/DC, Boston, Salt Lake City to name a few.

Question #29

1. During the previous five years (since the last RFP for these services) how many hours of service (or money spent, whichever is easier for you) did VCU receive (or spend) for the following services:

- a. Onsite Spanish Language Translation
- b. Onsite Sign Language Translation
- c. Onsite CART/Captioning
- d. Onsite Notetaking
- e. Remote/Online CART/Captioning

Answer#29

No data available

Question #30

Sections VI.A.4-5.: If our proposal contains no proprietary information do we still need to submit two discs/flash drives? (one for proprietary information and one containing no proprietary information)

Answer#30

Yes, and please label them as requested.

Question #31

Section VI.A.5.: Do you really want 6 identical electronic files on the same storage device?

Answer#31

Yes

Question #32

Wagner Consulting LLC is a US-registered Language Service Provider operating world-wide.

~~We would like to know if we are eligible, as the US company to submit our proposal only for distant written translation services?~~

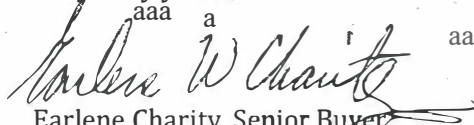
If yes, should we do it via courier only or submission via e-mail is possible?

Answer#32

At this time we are accepting proposals from vendors/firms headquartered within the USA. If your company is headquartered within the USA you may submit a proposal. Proposals must be submitted in accordance with the instructions as contained in the solicitation. The storage of data outside of the United States is not acceptable. Any proposal that involves the access to data by Non-US Nationals will have to be reviewed by the VCU Export Control Officer. The Vendor is responsible for complying with U.S. Export Control Laws, including but not limited to the Export Administration Regulations (15 C.F.R. Parts 730 to 774) and the International Traffic in Arms Regulations (22 C.F.R. Parts 120 to 130). The Vendor agrees to obtain any required permission under the regulations to complete the work outlined in the RFP

NOTE: A signed acknowledgment of this addendum must be received by this office either prior to the proposal due date and hour or attached to your proposal. Signature of this addendum does not constitute your signature on the original proposal document. The original proposal document must also be signed.

Very truly yours,


Earlene Charity, Senior Buyer
Procurement Services

I hereby acknowledge receipt of Addendum #1 for RFP# 7677216EC- Special Accommodations Translation Services

Name of Firm

Signature/Title

Date

American Language Services

Proposal for Virginia
Commonwealth
University RFP
#7677216EC

**Spanish Language Translation; ASL Translation; Cart/Captioning; Note
Taking, Braille and Other Languages**

09/27/2017



AML-Global
AMERICAN LANGUAGE SERVICES

Making The World Smaller

ISO Certified – 9001 & 13485

9/27/2017

Dear Earlene:

For over three decades, American Language Services (AML-Global) has specialized in translation, interpretation, transcription multimedia services and specialized language services like Cart, ASL, Braille and Notetaking. Our teams of linguists translate and interpret millions of words each year in every language in the world. We have extensive experience in written and verbal translation and possess vast knowledge and experience executing a wide range of documents and events for the country's most prestigious universities. We have translated thousands of types of documents in our company's history and are considered an industry leader in the field. We are perhaps the foremost event translation company in the country and offer the full range of comprehensive services. Moreover, we have successfully completed many complex projects for Virginia Commonwealth University in the requested services from the statement of needs.

Throughout the years AML-Global has worked hard to perfect quality-control processes that lead the industry and greatly enhance the communication, practices and cultural exchange for organizations who serve multi-cultural communities. As an **ISO 9001 and 13485 as well as Women's Business Enterprise certified company** AML- Global is acutely aware of the speed and importance of communication in today's global economy and our flexibility allows our systems to work based on the needs and objectives our client's.

As one of the nation's largest Language Service Providers we have fifteen sites throughout the United States, as well as hundreds of affiliates, thousands of linguists and support teams around the world. On behalf of our linguists, project managers, coordinators and administrators and we look forward to demonstrating our superior language and customer service skills.

We also look forward to continuing to serve Virginia Commonwealth University with the high quality standards which we deliver to all of our clients who include institutions of higher learning, major nonprofits, Fortune 500 corporations, and all levels of government. If you have questions or concerns I encourage you to contact me personally. My number is (310) 829-0741, extension 305.

Sincerely,

Jay Herzog

Jay Herzog
Senior Account Representative
American Language Services



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Event Translation

American Language Services® (AML-Global) evolved from an intimate language school into the leading interpreting agency it is today. AML-Global provides a full range of international multi-language communication services and equipment. We offer local services nationwide, in Puerto Rico and in every country in the world. Our language professionals are available 24 hours/7 days a week. Our interpreting process covers all aspects of the parameters described in the statement of needs.

AML-Global Company Back Ground and Experience Regarding Interpretations

AML-Global provides consecutive and simultaneous interpretation at conferences, conventions, meetings, training sessions, and seminars. We have earned an excellent reputation over the years and consistently perform high quality interpretation work in a variety of settings.

We have successfully completed thousands of assignments around the U.S. and internationally for a variety of organizations that work with clients in a wide variety of fields. We have extensive experience working with universities. We regularly work with universities such as Georgetown, LSU, DePaul, VCU, UCLA, USC, Harvard and many others. We also work with Google, Deloitte, Twitter, Oracle, Amazon, Hewlett Packard, US DOJ and AMCI, to name just some. We have worked on many complex interpreting assignments that are large in scope and have multi-languages, as well as highly technical terminology that must be interpreted quickly and flawlessly on the spot. These types of assignments also have required a wide variety of AV equipment and logistical technical support needs. We have been providing Spanish, ASL, and Cart services for our clients flawlessly for more than thirty years and possess perhaps the largest database and in-house staff of linguists in these particular languages and services in the country.

Overall Interpreting Process

Quality Assurance Process

AML-Global Services offers expert interpretation services in more than 200 languages. We have developed and maintained a state of the art, effective, and comprehensive database of more than 40,000 linguists who delivers top-quality interpretation services that clearly and accurately reflect a speaker's words in a chosen target language. Our exacting interpretation and quality control processes ensure that interpreted speech is accurate in meaning and tone, and is clearly understood by those experiencing the participants' linguistic exchanges. Our quality assurance process entails a series of procedures to ensure that multiple qualified professionals are reviewing the documentation, and the ISO Quality Management System (QMS) is followed precisely. Our depth of locally based, talented, and highly-certified interpreters is crucial in reducing costs by eliminating expensive travel and accommodations. AML-Global interpreters are a talented and highly experienced group. We also often provide services for emergency and last-minute sessions. Our interpreters are professional, precise, and will arrive at least twenty minutes early as a courtesy to you.

Quoting: After receiving information from the client regarding the details of the assignment the Sales department prepares a detailed quote for the client based on the parameters of the assignment. The quote includes all services needed and details, cost, timing, cancelation and ability to perform services. . The client approves or revises the details until a final quote is accepted.

- The interpretation manager will speak with the PM to discuss the project details including special interpretation and testing & certification requirements, assignment times and dates, etc. The interpretation manager ensures that the project coordinator clearly understands the project's details and that the project coordinator is aware of all start times, and can meet them. The interpretation manager will communicate to the project coordinator any special considerations associated with the project.
- If the PM has any further questions, or if clarifications are needed, he or she will contact the client directly and confirm the details about the work that is to be performed.
- Pre-Project Client Consultation. Our PM will be in touch with the client, their on-site AV team and other personnel to review and coordinate all logistical matters and any questions that may arise. They will also make coordinated decisions in regards to the timing of various tasks, equipment set up, placement and breakdown.
- Upon final ascertains of all the details, the PM enters the sales order in the AML-Global system. A sales order is produced, a job number is assigned, and the job is entered into the AML-Global Project Workflow Management System (PWMS) with the project details such as assignment times, dates and locations, special instructions for the interpreter, etc. Any special instruction regarding the delivery and setup of equipment are added to the purchase order file.
- The warehouse facility manager receives the purchase order and sends a confirmation to the interpretation manager acknowledging that the equipment is available to be delivered on the specified date.
- A technician or a team of technicians will be scheduled and then prepped as to the specific details of the assignments. Our technicians are in-house and have many years of experience working in a wide variety of settings.
- A confirmation is sent to the client on each confirmed assignment stating the AML-Global contact information, alternative contact information and dates times, arrival times as well as all pertinent information regarding the event.

AML-global is proud of the quality assurance system we have developed over a quarter of a century. Our belief is consistent with the ISO Quality Management System, and our focus is on performance and quality improvements with the goal in mind of top-notch customer service. We maintain a diverse and loyal customer base, and have outstanding long-term relationships with Virginia Commonwealth University. We look forward to demonstrating excellent service and delivering precise, timely, and cost-competitive interpretations.

Responsiveness to Client Needs:

As part of our overall quality management process, we are committed to responding to our clients in a manner that is prompt, professional and efficient. We have a process in place whereby we can respond to any client's need in a matter of minutes.

Selection Process:

AML-Global interpretation process involves a number of defined, consistent measures that ensure that the best possible interpreter will be assigned to your event, and that source language will be interpreted in the target language that precisely represents the original speech.

Our adherence to best practices in interpretation services assures that our quality standards in each area of the process are consistently maintained. Our ability to readily maintain the channels of communication in complex dialogue is excellent.

As a testament in measure to our quality assurance, AML-Global has earned a prestigious ISO #9001 and ISO #13485 certification. This demonstrates our commitment to providing the highest quality work in the industry. The ISO certification is a systematic process that AML-Global meticulously adheres to and culminates with a yearly audit. The process itself is an overall measure of AML-Global processes, management input feedback and quality improvement.

- The Project Manager sources the project to an appropriate interpreter using AML-Global's proprietary database which contains 40,000 linguists in over 200 languages. The database allows us to search by numerous criteria, allowing us to best match the experience and skill set of the interpreter with the project parameters.
- The PM contacts the interpreters, and assigns them to the project. A purchase order is issued, confirming all pertinent details, instructions, scheduling, etc. Confirmation is then sent to the interpreter or interpreters.
- AML Global will be selecting experienced, highly skilled Spanish and ASL interpreters for VCU Interpreting assignments.

We have developed a myriad of long-term relationships with our valued clients. We look forward to continuing our excellent service and delivering precise, timely, and cost-competitive interpretations to VCU as we always have.

Extended Hours of Operation:

Our standard hours of operations are 6.00 am to 6:00 pm PST

Often we are here before and after our listed hours.

Interpreter Availability:

Our interpreters are available 24 hours, 7 days a week at any location around the world.

Emergency After-Hours: We have listed below after- hour's phone numbers in the event of any emergencies or special circumstances.

Account Representatives:

VCU Point Person:

Jay Herzog

jay@alsglobal.net

Senior Account Executive

800 951 5020 Ext. 305

VCU 2nd Point Person

Alan Weiss

alan@alsglobal.net

Vice President of Sales

800 951 5020 Ext. 304

Interpreting Operations Personnel

VCU Point Person:

Ramon Delgado: Interpreting Manager

ramon@alsglobal.net

310-829-0741 Ext. 301

VCU 2nd Point Person:

Leslie Jacobsen: Project Coordinator

leslie@alsglobal.net

310-829-0741 Ext. 312

After-Hours Phone Numbers:

Ramon Delgado, Interpreting Manager, Cell: 310-491-6449

Leslie Jacobsen, Project Coordinator, Cell: 310-433-7025

Alan Weiss, Vice President of Sales, Cell: 310-968-0622

Jay Herzog, Senior Sales Executive, Cell: 310-633-3170

In the event that your schedule changes, you can contact us by phone at 800-951-5020. We can also be reached email interpreting@alsglobal.net or through our on-line ordering form at www.alsglobal.net

Minimum Number of Hours Billed

The minimum number of hours billed on any interpreting assignment is two hours per interpreter.

Cancelation

Our Cancelation policy on all languages excluding American Sign Language is 24 hours. If cancelled less than 24 hours before the assignment start time, the fee will be 100% of the confirmed assignment time.

With interpreting assignments with equipment the cancelation policy is as follows. 30 calendar days prior to the event -10% cancelation fee, 29-15 days calendar days prior to the event - 20% cancelation fee and 14 - 3 calendar days prior to the event -40% cancelation fee, less than 3 calendar days full fee.

For American Sign Language the cancelation time is 48 hours. If cancelled less than 48 hours before the assignment start time the fee will be 100% of the confirmed assignment time.

When a Second Interpreter is Required

For simultaneous interpreting assignments in all languages (excluding American Sign Language) lasting two hours or more two interpreters are required.

For American Sign Language any assignment lasting more than one hour requires two interpreters.

Travel Costs

For any assignment in which the interpreters are less than 20 miles from the location, there are no travel costs. For assignments in which the available interpreters are more than 20 miles from the assignment, standard government mileage rates apply. If in addition to mileage, travel time cost to the location is applicable due to the location of the nearest available interpreter and the costs for that travel time exceeds the originally quoted amount then VCU would be notified beforehand to approve such travel costs before the assignment.

Languages Covered

American Language Services covers every language in the world. List of languages covered and pricing is located in pricing sheet on page 22.

Equipment

American Language services possesses the full array of state of the art interpreting equipment for conferences and events. AML- Global team of Technical support can provide you with the right equipment for your event. We have booths and stationary set ups as well as portable wireless equipment for every type of setting imaginable and provide this equipment to any location requested. Our equipment can handle up to 16 languages at a time as is fundamental in providing certain types of event interpreting.

ALS and CART/Captioning Service

AML-Global has specialized in American Sign Language (ASL) and CART services since its inception. Our language professionals are available 24 hours/7 days a week.

As a worldwide leader in American Sign Language and CART Services we pay meticulous attention to details and have earned an outstanding reputation for providing Sign Language for conferences, meetings, trainings, classes, entertainment, technical, theatre venues, educational and medical appointments, conventions and many more.

American Languages Services first became an ASL provider in its early years by providing ASL interpreters to local hospitals for deaf urban youths. Since this time we have provided thousands of hours of quality interpreting for the widest variety of assignments and in the widest variety of industries across the USA. At AML-Global we are acutely aware of the needs of the deaf community and are continually striving to enhance their experience.

AML-Global offers professional Sign Language services around the globe. We have accumulated and developed some of the most impressive certified linguistic talent in the world. Our language experts are located in hundreds of countries, covering every time zone. These highly skilled professionals are recruited, screened and tested to ensure the quality of our work is at the highest level.

AML-Global has many years of successful experience managing a wide variety of projects. Our skilled and knowledgeable teams are able to combine the care, creative elements, specialized ALS linguists, and sophisticated technology that ensures inspired results and inventive end products resulting in the impact you desire.

Statement about ASL Disability Rights:

We believe that every person with a disability deserves a fair opportunity and a level playing field to be able to learn, compete and excel in their endeavors. The ASL community is one of the largest, most, respected, highly educated and important group in society. AML-Global is a long term provider of outstanding, cost effective and compassionate services to this growing and thriving community.

About Sign Language interpreter's

- AML-Global American Sign Language (ALS) interpreters are the most highly-educated and trained in the industry.
- Our sign language interpreters use both verbal and physical skills in coordination with sensory skills.
- Sign Language interpreters have a minimum of 3-4 years of training to reach effective skill levels.
- Due to the physical aspects of sign language interpreting, ASL interpreters work in pairs and take turns translating during assignments that are over one hour.
- Certification process for private and public ASL interpreters:
 - RID Certification
 - Certifications from public and private institutions
 - Level 1-5 certifications

Scheduling Facts for ASL:

- Worldwide coverage
- Easy scheduling
 - On-line: <http://www.alsglobal.net>
 - Email: interpreting@alsglobal.net
 - Call in: 800-951-5020
 - Fax: 866-773-8591
- Certified and Qualified for *ASL interpreters – All credentialed levels*
- Emergency & last minute scheduling
- Specializing in: Meetings, events, conferences, legal, medical, education and entertainment
- Early courtesy arrival

Additional Notes for ASL assignments:

- ASL Assignments over One Hour require two (2) interpreters.
- AML-Global offers ALS certified interpreters.
- Overtime fees may apply after 8 hours per day.
- AML-Global rates may be subject to change if scheduling ALS with two weeks or less notification.
- Please note: We have a 48-hour cancellation policy for American Sign Language (ASL)
- **Short Notice:** AML-Global has 15 locations around the country and we are available 24/7 and we have perhaps the largest ALS database of Interpreters in the country. We are able to handle same day request using our priority scheduling software that allow us to lead the industry in rapid response & turnaround

Cart Services and Providing Real Time Transcriptions

Communication Access Real-time Translation (CART) is a technology service used for providing instant transcription of the spoken word into text form. CART is primarily used for the hearing impaired and allows anyone who can't process spoken language or people who are not adept in English or can't understand accents to participate in a group setting. ~~By using high-tech stenographic machines and specialized computer software, we can translate spoken word into text~~ almost instantaneously. The text can then be displayed and viewed in several forms including a computer monitor, laptop, TV screen or projection screen. Cart services are used for a wide variety of corporate, educational, governmental and community events. Our CART providers possess at least two years of training and are extremely experienced and skilled providers. We provide CART both on-site and remotely.

Equipment for Cart Services

Our on-site CART provider will set up a stenographic machine and a laptop computer at an event attended by deaf and hard of hearing people. The CART specialist will listen to what is said, and transcribe every word so that it can be viewed on the computer screen of the attendee almost as soon as it is spoken. AML-Global will provide all of the equipment needed. If you want it projected onto a big screen, it would require VCU to supply a projector and a screen.

Our Remote CART services can transcribe all that is said with little to no delay so that the individual can read along and remain an active participant during the event. The equipment needed by VCU for remote CART would consist of a wireless microphone or feed from the speaker, an Internet connection and a computer or smart phone. The receiver for the wireless microphone is plugged into the attendee's laptop. The speaker wears the wireless microphone, which allows our remote CART provider to hear everything that is said. The text is then streamed from the CART provider's computer through the Internet and displayed on the attendees computer screen. We would provide a remote instruction sheet which is very user-friendly.

Providing a Second CART Transcriber

For assignments lasting longer than two hours a second transcriber would be brought in.

Providing a Hard Copy Transcript

AML-Global can provide a hard copy transcript of any event. We can provide the raw unedited copy or we can provide a refined and edited copy as well. See pricing schedule.

EVENT NOTETAKING

American Language Services has offered manual and electronic notetaking services for a small amount of clients. Manual notetaking would be in-person and can be completed by two methods. The first method is having a note taker take hand or computer notes and create an unedited transcript. After the event is completed they will type the notes into electronic form, clean it up and have a completed accurate transcript. The second method is also in person and that would require a laptop to laptop connection and internet access. This method would also generate an unedited transcript to be cleaned up to create an accurate, completed transcript. The Notetaker will go to the same lecture or meeting as the attendee and will need to sit within "listening distance" of the speaker and can be placed next to the attendee if desired. The Notetaker will create a summarized account of all relevant spoken information and any discussion or comments; this leaves the attendee free to concentrate on what is being said. One advantage of Manual Notetaking is that explanations of handouts, diagrams and equations can be easily added to the written notes. Manual Notetakers can also provide Notetaking services on outdoor excursions and field trips. The offsite notetaking is completed electronically through technology and works very similar to CART services from a technological standpoint.

The offsite note taker would have a laptop that connects to the event. A laptop and internet access would be required at the event site in order to utilize this type of service. Initially an unedited transcript would be created and then would need to be cleaned up to deliver an accurate detailed transcript. An Electronic Notetaker may provide communication support for D/deaf people who are comfortable reading English at high speed. The Electronic Notetaker produces a real-time summary of what is said using a regular laptop computer – usually linked to a second laptop for the client to read from. The laptops are connected by cable, wireless or Bluetooth networking. At the end of a meeting or event, we would provide a copy of the transcript by email, hard copy or memory stick.

Written Translation Services

Each year we localize thousands of documents and millions of words to and from Spanish for the largest and most well-known organizations and academic institutions in America and all over the world. We are considered to be one of the premier translation providers in the US and this is particularly true in the academic arena. We work with over 50 of the country's top universities. In addition to Spanish we translate documents to and from every language in the world. Our translation teams and our Bilingual project management teams are among the best in the industry and when combined with our 360 degree quality control processes our translations are consistently outstanding and on time. Our core offerings in translation are as follows.

- Document translation of any size or type of document.
- Document translation in any language in the world
- Dedicated Global Communities project management team
- Dedicated Global Communities translation team
- Translation Memory and discounts
- Repetitive word discounts
- Editing and proofing
- Full Desk Top Publishing and formatting services
- Ability to meet any deadline
- Secure transference and storage of documents

AML-Global's list of Spanish translation clients includes organizations and institutions like Louisiana State University, The American Red Cross, Institute of International Education, DePaul University, Community Strategy Center, Virginia Commonwealth University, Federal Mediation & Conciliation Service, US Institute of Peace, Jhpeigo Corporation, Department of Toxic Substances Control, Smithsonian Institution, McKinsey & Company and Deloitte Consulting. We have played an integral role in translating complex financial, process and instructional documents for the organizations listed above. We are particularly adept in this field and in the Spanish language. Our client retention levels are extremely high due to our excellent customer service, accurate, 100% on-time translation services and cost competitive pricing. AML-Global prides itself on working with highly qualified native language speaking and writing translators and editors. Our translation volume gives us the advantage of possessing talented in house dedicated translation teams which guarantees consistency, best prices and gives us the ability to produce large volumes of material to meet any deadline. Our team selection process is based on a multitude of criteria and qualifications which includes educational background, certifications, and years of experience, field testing, reference checking, and industry specialization, among other qualifications. Many of our team members have been with us for well over a decade. Others have between 20 to 30 years of experience. Our firm only employs linguists with a minimum of seven years of actual field experience. Our translators are native speakers who have abundant experience in all kinds of manuals, instructions material, as well as a wide variety of subject matter.

Experience, Background, Certification and Expertise of Company and Translators

AML-Global is an ISO Certified company in two categories 9001 and 13485. Our systems of quality control, quality assurance and corrective and preventive actions are clearly defined and adhered to. We are a long time member of numerous translation bodies including the ATA and are up to date on all of the industries newest and best practices. Our translators are ATA certified and hold various degrees, credentials, awards and citations from the most prestigious institutions. Numerous have been with us for more than 15 years and have direct experience with the style, formatting

expertise. Our translation teams are extremely experienced with Global Communities documents and the same personnel has been assigned to the Global Community account when applicable.

Other Languages

AML-Global also specializes in translation in countless other languages (Over 200 in total). We have completed many projects in these languages which include complex information/instruction booklets, training material, handouts and forms as well as sophisticated Legal and other complex fields.

Human Translation

AML-Global uses only certified professional human translators to produce material. The translation industry has had many technological developments over the last ten years and we are up to date on all the most modern practices. For any company producing high quality translations in today's world, CAT tools (Computer Aided Translation) are an essential component of high quality, quick turnaround, consistency and discounts. Translation memory which insures that human translation is done consistently and efficiently is a fundamental tool for any serious translation company. Below are answers to common questions on how CAT works:

Translation Memory

What system do you utilize for translation memory?

- We use SDL Trados Studio 2011.

How does the system operate?

- Trados is an empty database when we start working with a client. Each client has their own database of translations. Trados allows translators to record every sentence of source text with the translations. Later, if it can find a previous occurrence of a sentence, Trados fills in the translation, and a translator can see it in context and decide whether they can use that segment again. This helps to maintain consistency with certain words and terms. For example, the same word in Spanish can be translated in many ways according to context, and there are endless examples like this in every language pair. Trados allows the translator to choose the context and/or change the segment.

How are words/phrases applied to translations (describe full match, fuzzy match, etc.)?

- **100% match:** A segment that is exactly the same in wording and formatting as a segment that is already in the translation memory
- **Fuzzy match:** A segment that is similar to a segment that is already in the translation memory, but is not exactly the same in wording and/or formatting and therefore must be edited manually; fuzzy matches are broken down into percentages (50-74% match, 75-84% match, 85-94% match, 95-99% match). The memory is applied to the same document and what is already stored in the translation memory and can be used on future documents.

- **Repetitions:** The number of times the same segment (which is not already in the translation memory) appears in a document
- **Segment:** A selection of text (usually a sentence) which along with its translation can be stored in a translation memory

In the event that your company has worked with VCU, will their translation memory be available for VCU's use?

- We have worked with VCU many times and we have a current translation memory that can be used to provide VCU with discounts on ongoing projects.

Is translation memory applied only within the same document or is it stored in a word bank and utilized on all future documents?

The translations are stored in a word bank and utilized for consistency and potential discounts on current projects.

Translation Process

- AML-Global has an in house team of 10 Spanish Translators and Proofreaders and six bilingual project managers.
- With the document and analysis, the VCU account representative will determine turnaround time, formatting/DTP requirements, and other technical considerations for translation into the specified target language.
- A timeframe for delivery is confirmed between AML-Global's sales department and the client. If a hard deadline is dictated by the client it is adhered to 100% of the time.
- The Sales Representative also provides the client with a detailed price confirmation on the project based on the particulars or established rates. The client reviews and verifies the price confirmation and issues an approval or PO, and the project begins.

Communication During the Project

AML-Global staff is available 24/7 via e-mail. We are available on the phone Monday to Friday, 7.30am to 6pm and our phone messaging is directly connected to our email. Moreover, we also have staff on call every weekend.

Glossary Creation

- On projects with technical terminology, the Project Coordinator and the translators (also known as linguists) will look through the documents and identify preferential terms that may need client approval.
- After identifying terms in the source document, the native linguist will translate and edit these terms to create the basis for a glossary. This glossary is sent to the client for approval, and to confirm if any changes need to be made. Once the client approves, the glossary is saved in the client's folder on the storage system to be used as reference on both this project and any future assignments.

Assigning a Project Coordinator

- After having fully assessed the assignment's details, the translation manager will assign the project to the dedicated VCU Project Coordinator who will oversee the entire project.
- The Translation Manager will relay to the Project Coordinator all of the details on the project and will ensure that he or she clearly understands the project's goals and deadlines.
- The Project Coordinator will then confirm via email with project details and that the project has started. If the Project Coordinator has any further questions they will email the client who can provide answers and confirm any details about the work that is to be performed.

Translation in Process, Editing and Review

- The Project Coordinator assigns our team of native speaking translators and editors in the particular language pair to the project, confirming all pertinent details, instructions, and deadline. The project is then sent to the linguists, and the translation begins.
- Our voluminous VCU glossary and TM will ensure consistency and the maximum discounts available.
- The translator will begin translating the source document into the target language accurately. The Project Coordinator will follow up with the translator to check the progress of the assignment to ensure the deadline is met.
- If the translators have any questions, they will report them to the Project Coordinator, who in turn will communicate with the client to ask appropriate questions and obtain clarifications.
- Once the translation is complete, the linguist will send the completed file(s) back to the Project Coordinator. The Coordinator saves the final translated file into the project folder on the secured system network.

Quality of Work and Quality Assurance

- The Project Coordinator will forward the translated document(s) to an editor, who will then review translated documents. The editor performs a complete review of the source document and the translated text, checking spelling, grammar, punctuation, formatting and that the glossary is followed.
- If the editor sees any areas which could be improved upon (such as preferential word choice,) they send back a detailed report to the Project Coordinator specifying what and where the issues are in the document, as well as their recommended improvements.
- The Project Coordinator reviews the recommended changes and then communicates those changes with the translator. The translator also reviews the editor's comments, and sends their own notes. Typically, the translator agrees with the editor, and changes are made where appropriate. If there is a preferential difference, opinion on word choice, or other issues, a second editor called a Quality Manager will be brought into the process to make the best selection.
- Once the Quality Manager completes the edits, they will send the document back to the Project Coordinator to perform a final quality assurance check on the document before it is delivered.
- Once the Project Coordinator is finished with the quality assurance process, the project coordinator will save the final document, the source document and all notes and correspondence pertaining to the project in the secured system network, where clients' documents are permanently archived following a project's completion date.
- The Project Coordinator will also update the TM in our CAT tool to ensure that these translations are saved for future projects.
- As an ISO certified company AML-Global has strict written procedures for corrective and preventive actions. Our customer service and on time delivery percentages are closely monitored and disseminated on a regular basis. We achieve a 98.5% on time delivery.

- AML-Global quality system is a written manual for quality assurance & procedures that go through a vigorous audit on a yearly basis. Copies of our QMS can be furnished upon request.
- In terms of translation consistency we use sophisticated CAT tools which are addressed in the FAQ's section.

Delivery

- The Project Coordinator notifies the client that the assignment is complete. They deliver the final file via email, FTP link, our secure website portal or however the client specifies.
- If there are any post-delivery comments or revisions needed, the Project Coordinator is available for any follow-ups.

Delivery Times Standard and Expedite

Standard - Translation output is measured by words. Standard turnaround time is any project that is deliverable two business days or later from the start of a project. A single translator can translate 2,000-2,500 words in a normal day. Standard delivery in days is measured by the documents word count and normal output capacity. Our in house Spanish teams can translate large capacities of material.

Expedited – Any project needed the same or next day and any project that requires more than 4,000 words per day output.

Example

15,000 words in two days would be an expedite

15,000 words in 4 days would be standard

Storage

All projects are permanently stored by job number, date, source and target language in our secure server and can be accessed at any time.

Last Minute Changes and Updates

AML - Global is recognized as one of the most responsive and flexible companies in the translation industry. We are fully cognizant of the critical nature of international communication and understand the need for changes updates and expedited requests. AML- Global's team is available 24/7. We immediately acknowledge in writing changes or update requests as soon as they are received in our system. Because our translation teams are in house we have the ability to immediately react to meet the client's deadline.

Minimum Translation Fees

AML- Global translates any size document. We handle these requests in the same manner we handle all requests. We respond immediately and acknowledge receipt and confirm the projects instructions. We have pre-established minimum pricing parameters that are amongst the most competitive in the industry. If possible we always encourage clients to submit multiple projects at the same time to get the best cost benefit possible.

List of Certifications

- ISO 9001
- ISO 13485
- WOMAN BUSINESS ENTERPRISE (WBE)
- ATA Certified translators in certified language combinations.
- ATA Member

Software Capabilities

AML- Global works in all major software formats including the full range of Word and Adobe products such as Power Points, Excel, Word documents, Publisher InDesign, Photoshop, Illustrator and many other programs as well. We can receive and transmit the final version electronically via email or secure web portal in any format.

Turnaround Time for Quotes

All projects received during regular business hours 8.00 am – 6.00 pm EST and 8.00 am – 6.00 pm PST will be quoted on the same day. For projects involving large word counts (more than 50,000 words) or extensive DTP typically would be quoted on the same day but may be the next business day depending on what time the request was received.

Office Hours Translation

Our standard business hours are 6.00 am – 6.00 pm PST. It is during this time we process translation requests. We receive, respond to and translate projects 24 hours per day.

Costs Outside Business Hours

We have no additional fees for off business hour translation outside our per word rates, minimums or expedited fees.

Volume Discounts Offered

AML- Global offers discounts based on its translation memory and offers VCU an additional 6% discount on translation projects of more than 20,000 words.

Certification

If you need the document certified, an additional \$50.00 per certification will be charged. In order not to delay processing, the client must provide the document title, on a timely basis. AML-Global will create a title if we are not given one in a timely manner. AML-Global certification process is as follows: AML-Global certifies in a one page affidavit that the completed translation is a true and accurate representation of the original document. We affirm that we have retained a professional translator. We then notarize the affidavit on one separate page and mail the client the original copy. If you would like to see an example of what we use, please request one and we will be happy to send it to you.

We utilize National Association Notary forms to notarize the affidavit, which constitutes the official "Certification". AML-Global cannot guarantee that these forms will be acceptable to the institution they are being sent to and we are not responsible for the decisions of the receiving party. The forms we use are industry standard and are generally acceptable. Before starting the assignment, and depending on the language combination, an ATA Certified, Judicial Council or other State Certified linguist may be requested, to translate and/or to certify the translations. If this is requested and/or we are required to change our standard certification and/or translation process, we are happy to do so, but please note this may affect the total cost of the project. If this is requested after the start of the project, this will affect the total cost of the project.

Minimum Translation Orders

AML- Global has minimum translation fees as follows,

Any project in Spanish less than 750 words= \$75

Any project in all other languages less than 450 words= \$95

Braille Services

American Language Services (AML – Global) provides Braille services for a wide variety of clients including VCU and for many important purposes. Braille is a tactile writing system used by people who are blind or visually impaired. It is written with embossed paper. Most recently AML-Global provided VCU with its WIPA Manual and supporting documents in Braille. A project of more than 300 pages of material. As with all of the AML-Global services strict adherence to quality and ISO standards are implemented. Our Braille team has years of experience and the equipment needed for perfect execution. AML-Global has strong flexibility on pricing in the Braille area due the nature of people needing this critical service and its strong manufacturing ties. AML-Global can negotiate rates on any Braille project once reviewed.

As with translation of written material submit all requests for braille services to your VCU account representative stating the parameters of the assignment. A quote will be sent directly to the requestor. The Braille Services team members at AML-Global develop a time line for completion of the project, costs involved and a quote is generated. After the project is approved the AML-Global project manager assigns the project to the transcriptionists. Our transcriptionists are certified by the state and the National Library Service (NLS) and produce the braille text using computers and create hand-crafted tactile graphics as needed. The transcriptionists are also provided specific instructions regarding the formatting of each document. Their completed work is proofread by NLS Certified proofreaders and the final document is produced and shipped to the customer. AML-Global retains file copies for future production as requested. Our Braille Services team manages large and technical transcription projects, and specializes in tactile graphics including pictures, graphs and maps.

60614, 14 E. Jackson Blvd., Suite 411 Chicago, IL 60604, P (312) 362-8998 F (312) 476-3260

Ryan Michael Connolly, Program Coordinator, School of Cinematic Arts International Programs, **University of Southern California**, 900 West 34th Street, Los Angeles, CA 90089

Additional Reference

Soraya Moye, Grants and Contracts Specialist, **Virginia Commonwealth University School of Education**, Rehabilitation Research & Training Center
1314 West Main Street, Richmond, VA 23284-2011, Phone: 804-827-0759 Fax:804-828-2193

Pricing

The Rates that compose the pricing schedule are confirmed thru December 31st 2020, the first two years of the successive 1 year contract periods. AML-Global understands that VCU will provide written notice approximately 60 days prior to the expiration date of each contract period of one year. Further increases if any after 2020 would be capped at 5%.

Pricing Schedule Interpreting	Language	Cost Per hour per interpreter	Two hour minimum per interpreter
	American Sign Language	\$95	\$190
	Spanish	\$115	\$230
	Additional Languages	See attachment for additional languages	
Pricing Schedule Translation	Language	Cost Per Word Standard	Cost Per Word Spanish Expedite (1 day or less turnaround or more than 4,000 words per day)
	Spanish	New Words: - .10 cents	New Words: - .13 cents
		Fuzzy Match: - .075 cents	Fuzzy match: - .095 cents
		Reps: - .065 cents	Reps: .075 cents
		6% Discount on projects of more than 20,000 words	6% Discount on projects of more than 20,000 words
		Spanish minimum - \$75 per project. All other languages \$95 per project	Cost Per Word expedite all other languages 30% additional of quoted price
	Additional Languages	See attachment for additional languages	
Pricing Schedule	Braille	*Costing is negotiable at time of project	
	straight text on 8.5x11 paper and 12 point font	\$4.95 per print page for set-up (transcription and proofing) \$0.45 per braille page (estimated at 2.5 braille pages per every print page)	6% discount on projects of more than 100 pages. *Pricing for copies is determined at the time of quoting. Pricing is based on number of pages and copies needed.
		\$0.45 per braille page (estimated at 2.5 braille pages per every print page)	
Pricing Schedule	On Site CART Services		
	Remote CART	\$275 per hour	
	Raw unedited Hard Copy Transcript	\$140 per hour	
	Refined and edited transcript copy	\$50 for the entire transcript	
		\$145 for 4 hours of spoken time	
Pricing Schedule	Notetaking	Cost per hour	
	Manual or electronic in person	\$95	
	Remote	\$140	



AML-Global
AMERICAN LANGUAGE SERVICES

Making The World Smaller

**AMERICAN LANGUAGE SERVICES LOCAL
INTERPRETING RATES**

AS OF AUGUST 1, 2014

LANGUAGE	HALFDAY 2 HOUR MINIMUM	ADDITIONAL HOURLY RATE
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15 PRIME LANGUAGES

SPANISH	\$230	\$115
ARABIC	\$290	\$145
ARMENIAN	\$310	\$155
CANTONESE	\$290	\$145
FRENCH	\$300	\$150
GERMAN	\$300	\$150
ITALIAN	\$300	\$150
JAPANESE	\$390	\$195
KOREAN	\$310	\$155
MANDARIN	\$290	\$145
PORTUGUESE	\$310	\$155
RUSSIAN	\$310	\$155
TAGALOG	\$310	\$155
VIETNAMESE	\$310	\$155

LANGUAGES BY REGION

MIDDLE EASTERN	\$300	\$150
MOST ASIAN	\$310	\$155
MOST EUROPEAN	\$300	\$150

SPECIALIZED LANGUAGES

AFGHAN, AFRICAN, BURMESE, CROATIAN, CZECH, (OTHER) FILIPINO DIALECTS GREEK, HEBREW, INDIAN, INDONESIAN, LAO, MONGOLIAN, PAKISTANI, SERBIAN, SLAVIC, SLOVENIAN, THAI & OTHERS	\$350	\$175
AMERICAN SIGN LANGUAGE (CERTIFIED)	\$190	\$95

Note: ASL Assignments over one (1) hour require two (2) interpreters.

World Headquarters
1849 Sawtelle Boulevard, Suite #600 • Los Angeles, California 90025
Phone: 800.951.5020 or 310.829.0741 Fax: 866.773.8591 email: translation@alsglobal.net
www.alsglobal.net



TRANSLATION RATES

LANGUAGE

PRICE PER WORD

Arabic	\$.18-.22
Chinese	\$.18-.22
Danish	\$.21-.24
Dutch	\$.21-.24
French	\$.18-.21
German	\$.18-.21
Hebrew	\$.21-.25
Italian	\$.18-.21
Japanese	\$.19-.24
Korean	\$.19-.24
Norwegian	\$.21-.24
Portuguese	\$.16-.19
Russian	\$.18-.21
Spanish	\$.10-.14
Swedish	\$.21-.24
Vietnamese	\$.19-.24

Translation rates include Translations, Proofing, and Editing

- Please note that this is a partial list. AML-Global can support any language combination
- Project volume & deadline may affect pricing.
- Rates effective January 1, 2014
- All jobs are individually priced
- Standard delivery format is in Microsoft Word
- Technical elements may affect pricing

Acknowledgement of Special Terms and Conditions and Forms

American Language Services has read Section XI Special Terms and Conditions and acknowledges and will adhere to all conditions specified.

Request for Proposals RFP #7677216EC

Issue Date: August 29, 2017

Title: Special Accommodations Translation Services

Send all Proposals To:

Virginia Commonwealth University
RFP #: 7677216EC
Attention: Earlene Charity
912 W Grace St, 5th floor
Richmond, Virginia 23284-0327

Proposals Shall Be Received Until: September 29, 2017 @ 11:00 a.m.

Direct ALL inquiries concerning this RFP to: Earlene Charity, Senior Buyer,

ewcharity@vcu.edu

Questions concerning this RFP must be received via email no later than: September 11, 2017 @ 10:00a.m.

This Request for Proposals & any Addenda are posted on the eVa website at: <http://www.eva.virginia.gov>

HARD-COPY, ORIGINAL PROPOSALS MUST BE RECEIVED IN VIRGINIA COMMONWEALTH UNIVERSITY'S DEPARTMENT OF PROCUREMENT SERVICES ON OR BEFORE THE DATE AND TIME DESIGNATED ON THIS SOLICITATION. ELECTRONIC SUBMISSIONS AND FACSIMILE SUBMISSIONS WILL NOT BE ACCEPTED IN LIEU OF THE HARD-COPY, ORIGINAL PROPOSAL. VENDORS ARE RESPONSIBLE FOR THE DELIVERY OF THEIR PROPOSAL. PROPOSALS RECEIVED AFTER THE OFFICIAL DATE AND TIME WILL BE REJECTED. THE OFFICIAL DATE AND TIME USED IN RECEIPT OF RESPONSES IS THAT TIME ON THE CLOCK OR AUTOMATIC TIME STAMP IN THE DEPARTMENT OF PROCUREMENT SERVICES.
IF PROPOSALS ARE HAND DELIVERED OR SENT BY FEDEX, UPS, OR ANY OTHER PRIVATE COURIER, DELIVER TO THE ADDRESS NOTED ABOVE: VIRGINIA COMMONWEALTH UNIVERSITY, RFP # 7677216EC, ATTENTION: Earlene Charity, 912 W. GRACE ST., 5TH FLOOR, RICHMOND, VA 23284-0327. IF USING US MAIL (NOT RECOMMENDED): IF PROPOSALS ARE MAILED VIA US MAIL, MAIL TO VIRGINIA COMMONWEALTH UNIVERSITY, RFP#7677216EC, ATTN: Earlene Charity, BOX 980327, RICHMOND, VA 23298-0327. THE RFP NUMBER, DATE AND TIME OF PROPOSAL SUBMISSION DEADLINE, AS REFLECTED ABOVE, MUST CLEARLY APPEAR ON THE FACE OF THE RETURNED PROPOSAL PACKAGE.

In Compliance With This Request for Proposals And To All Conditions Imposed Therein and Hereby Incorporated By Reference, The Undersigned Offers And Agrees To Furnish The Goods/Services Described Herein In Accordance With The Attached Signed Proposal Or As Mutually Agreed Upon By Subsequent Negotiation. Furthermore, The Undersigned Agrees Not To Start Any Work Relative To This Particular Solicitation Until A Resulting Formal Signed Purchase Order Is Received By The Contractor From University's Department of Procurement Services. Any Work Relative To This Request for Proposals Performed By The Contractor Prior To Receiving A Formal Signed Purchase Order Shall Be At The Contractor's Own Risk And Shall Not Be Subject To Reimbursement By The University.
Signature below constitutes acknowledgement of all information contained through links referenced herein.

NAME AND ADDRESS OF COMPANY:

American Language Services

Date: 9/27/17

1849 Sawtelle Blvd, Suite 600

By (Signature in Ink):

Los Angeles, CA Zip code 90025

Name Typed: Jay Herzog

E-Mail Address: jay@alsglobal.net

Title: Senior Account Executive

Telephone: (800) 951-5020 ext 305

Fax Number: (866) 773-8591

Toll free, if available

Toll free, if available

DUNS NO.: 155880581

FEI/FIN NO.: 141885441

REGISTERED WITH eVA: (X) YES () NO SMALL BUSINESS: (X) YES () NO

VIRGINIA DSBSD CERTIFIED: () YES (X) NO MINORITY-OWNED: () YES (X) NO

DSBSD CERTIFICATION #: _____ WOMEN-OWNED: (X) YES () NO

A Pre-Proposal conference will not be held.

PARTICIPATION IN STATE PROCUREMENT TRANSACTIONS SMALL BUSINESSES AND BUSINESSES OWNED BY WOMEN AND MINORITIES

The following definitions will be used in completing the information contained in this Appendix.

Definitions

- **Small business** is an independently owned and operated business which, together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. Nothing in this definition prevents a program, agency, institution or subdivision from complying with the qualification criteria of a specific state program or federal guideline to be in compliance with a federal grant or program.
- **Women-owned business** is a business concern which is at least 51 percent owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more women, and whose management and daily business operations are controlled by one or more of such individuals.
- **Minority-owned business** is a business concern which is at least 51 percent owned by one or more minorities or in the case of a corporation, partnership or limited liability company or other entity, at least 51 percent of the equity ownership interest in which is owned by one or more minorities and whose management and daily business operations are controlled by one or more of such individuals.
- **Minority Individual:** "Minority" means a person who is a citizen of the United States or a legal resident alien and who satisfies one or more of the following definitions:
 - "Asian Americans" means all persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands, including but not limited to Japan, China, Vietnam, Samoa, Laos, Cambodia, Taiwan, Northern Marianas, the Philippines, U. S. territory of the Pacific, India, Pakistan, Bangladesh and Sri Lanka and who are regarded as such by the community of which these persons claim to be a part.
 - "African Americans" means all persons having origins in any of the original peoples of Africa and who are regarded as such by the community of which these persons claim to be a part.
 - "Hispanic Americans" means all persons having origins in any of the Spanish speaking peoples of Mexico, South or Central America, or the Caribbean Islands or other Spanish or Portuguese cultures and who are regarded as such by the community of which these persons claim to be a part.
 - "Native Americans" means all persons having origins in any of the original peoples of North America and who are regarded as such by the community of which these persons claim to be a part or who are recognized by a tribal organization.
 - "Eskimos and Aleuts" means all persons having origins in any of the peoples of Northern Canada, Greenland, Alaska, and Eastern Siberia and who are regarded as such in the community of which these persons claim to be a part.

PARTICIPATION BY SMALL BUSINESSES, BUSINESSES OWNED BY WOMEN
BUSINESSES OWNED BY MINORITIES

This appendix should only be completed by firms that are not Virginia Department of Small Business and Supplier Diversity (DSBSD) certified small businesses.

Offeror certifies that it will involve Small Businesses, Women-Owned Businesses, and/or Minority-Owned Businesses (SWaM) in the performance of this contract either as part of a joint venture, as a partnership, as Subcontractors or as suppliers.

VCU has an overall goal of 42% SWaM participation for all annual purchases and seeks the maximum level of participation possible from all its contractors.

List the names of the SWaM Businesses your firm intends to use and identify the direct role of these firms in the performance of the contract. State whether the firm is a Small Business (SB), Women-Owned (WO), or Minority-Owned (MO).

Name of Businesses:	SB, WO, MO:	Role in contract:
American Language Services	SB, WO	Contracting Company

Commitment for utilization of DSBSD SWaM Businesses:

 N/A % of total contract amount that will be performed by DSBSD certified SWaM businesses.

Identify the individual responsible for submitting SWaM reporting information to VCU:

Name Printed: Jay Herzog
Email: jay@alsglobal.net
Phone: 800-951-5020
Firm: American Language Services

Offeror understands and acknowledge that the percentages stated above represent a contractual commitment by the Offeror. Failure to achieve the percentage commitment will be considered a breach of contract and may result in contract default.


Acknowledged:

By (Signature):

Name Printed:

Title:

Email:



 Jay Herzog

 Senior Account Executive

 jay@alsglobal.net

Note: Small, Minority and/or Women-owned business sub-contractors are required to become certified and maintain certification through the Virginia Department of Small Business and Supplier Diversity (DSBSD; <http://www.sbsd.virginia.gov/swamcert.html>) to fulfill the Offeror's commitment for utilization.

APPENDIX II INVOICING AND PAYMENT

Invoicing:

The Contractor shall submit a fully itemized invoice to Virginia Commonwealth University, Accounts Payable and Support Services, Box 980327, Richmond, VA 23298-0327, that, at minimum, includes the following information: the Virginia Commonwealth University purchase order number; a description of the goods or services provided; quantities; unit prices; extended prices; and total prices. Payment will be issued in accordance with the payment method selected below and with the Commonwealth of Virginia Prompt Payment Legislation.

Upon request by VCU, the Contractor shall submit invoices electronically using the Ariba Network or other e-commerce channel utilized by VCU; and agrees to comply, within reason, with any future e-commerce initiatives including, but not limited to: procurement, procurement content, sourcing or any other electronic procurement and sourcing solutions.

Questions regarding this method of invoicing should be sent to: ecommerce@vcu.edu.

Payment:

VCU Procurement Services is automating the payment process to the greatest extent possible. Contractors are encouraged to accept payment electronically through the commercial card program. Please review the payment methods described below and select one for your firm. By selecting the payment method below, Contractor acknowledges that the selected payment method is **not specific to the contract resulting from this solicitation and will apply to all payments made to the Contractor** by Virginia Commonwealth University. For example, if the Contractor has an existing contract(s) and is currently receiving payment by paper check, and the Contractor is now electing to receive payment by the commercial card, **all payments** will be made using the commercial card once the commercial card payment process is implemented for the firm.

Payment Methods

1. Electronically through a Wells Fargo Visa commercial card: Payment will be made ten days (10) after receipt of a proper invoice for the amount of payment due, or ten (10) days after receipt of the goods or services, whichever is later.

It is the Contractor's responsibility to contact its banking institutions to determine any credit limit that may restrict the payment of invoices. It is the Contractor's responsibility to have its credit limit raised as necessary to facilitate the timely payment of all invoices. Invoices exceeding the Contractor's credit limit will be returned unpaid.

Failure to accept the commercial card after award of contract will be considered a contract compliance issue and will be addressed accordingly. In addition, invoices will be returned without payment until the Contractor can accept the payment through the commercial card.

Questions regarding this method of payment should be sent to commcard@vcu.edu.

2. **ACH:** Electronic payment via automated clearing house (ACH) to the vendor provided bank account of record. Payment is processed thirty (30) days after receipt of a proper invoice for the amount of payment due, or thirty (30) days after receipt of the goods or services, whichever is later. Additional information about ACH payments is available at: <http://treasury.vcu.edu/banking/vendor-ac>

Contractor must indicate the method of payment selected:

- Commercial Card Payment (Wells Fargo VISA)
- X Automated Clearing House (ACH)

Invoicing and Payment Method Acknowledgement:

Signature:
Name Printed:
Title:
Name of Firm:
Date:



Jay Herzog

Senior Account Executive

American Language Services

9/27/17

Please identify the following contact information for the individual who will serve as the appropriate point of contact within your company to be contacted by VCU Accounts Payable to implement the electronic invoicing and payment processes:

Name of the individual: Jay Herzog
Title: Senior Account Executive
Mailing address: 1849 Sawtelle Blvd, Ste 600
Los Angeles, CA 90025
Email address: Jay@alsglobal.net
Phone number: 800-951-5020 ext 305
Fax number: 866-773-8594