



VCU Procurement Services

November 3, 2021

HIS Sign, LLC
44050 Ashburn Shopping Plaza, Suite 20147
Ashburn, VA 20147

RE: Contract #: 7677216EC03
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. Matt Peev:

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.

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, 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 08, 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 #: 7677216EC03

RESPONSE:

HIS Sign, LLC
Name of Firm

Matt Peev
Signature

Matt Peev
Name Printed

Account Executive
Title

12/20/2021
Date



VCU Procurement Services

November 9, 2020

HIS Sign, LLC
44050 Ashburn Shopping Plaza, Suite 20147
Ashburn, VA 20147

RE: Contract #: 7677216EC03
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. Matt Peev:

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:

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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.

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- 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 #: 7677216EC03

RESPONSE:

HIS Sign, LLC
Name of Firm

Matt Peev
Signature

Matt Peev
Name Printed

Account Executive
Title

11/10/2020
Date



VCU

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 15, 2019

HIS Sign, LLC
44050 Ashburn Shopping Plaza, Suite 20147
Ashburn, VA 20147

RE: Contract #:7677216EC03
Renewal No.:2 (two) of 4 (four)

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 Matt Peev:

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
Earlene Charity, Senior Buyer

Contract #: 7677216EC03

RESPONSE:

HTS Sign, LLC
Name of Firm


Signature

Matt Peev
Name Printed

Account Executive
Title

11/15/19
Date



Procurement Services

COMMONWEALTH OF VIRGINIA STANDARD CONTRACT

Contract Number: 7677216EC-03

This contract entered into on December 8, 2017 by HIS Sign, LLC, 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 17, 2017
- (3) The Request for Proposals # 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 17, 2017.
- (3) The Request for Proposals # 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:

HIS Sign, LLC

By: _____

Date: _____

12/8/17

Name

Printed: _____

MATT PEEV

Title: _____

ACCOUNT EXECUTIVE

PURCHASING AGENCY:

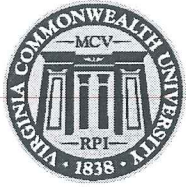
Virginia Commonwealth University

By: Brenda Mowen

Date: 12/8/17

Name
Printed: Brenda Mowen

Title: Director of Procurement Services



VCU Procurement Services

CONTRACT #7677216EC-03: APPENDIX A

NEGOTIATION MODIFICATION SUMMARY

RFP #7677216EC Special Accommodations Translation Services

DATE: November 17, 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: HIS Sign, LLC

- HIS Sign, LLC provided written responses to clarification questions.

<p>Can travel cost for interpreters be incorporated with the rate?</p> <p>You have indicated that there are no travel costs for assignments in the greater Richmond area? Please confirm.</p> <p>How do you define as the greater Richmond area. What are the rates outside of the Greater Richmond area?</p> <p>Some academic departments and centers will require their training or conferences to be held out of state rather than within the Greater Richmond Metropolitan Area. Does this impact the travel costs?</p> <p>You have indicated that your expertise is in an education setting. Some VCU departments & Centers will conduct special training or conferences in hotels, which is not the traditional classroom</p>	<p>There are no additional travel costs for HIS Sign Assignments. Right now our specialty is providing services in an education setting.</p> <p>Yes there will be no travel costs for the greater Richmond area, the zip codes this affects are:23173, 23221, 23225, 23231, 23241, 26269, 23279, 23286, 23292, 23218, 23222, 23226, 23232, 23249, 23274, 23282, 23289, 23293, 23219, 23223, 23227, 23234, 23260, 23276, 23284, 23290, 23295, 23220, 23224, 23230, 23235, 23261, 23278, 23285, 23291 and 23298.</p> <p>The travel rates for mileage outside of this area is \$.535 a mile, which is the current IRS standard.</p> <p>For assignments out of state, we have recently done several of these for a new customer. It is hard to quantify the cost as we use interpreters from this area and fly them out accordingly. We use this as a guide for determining per-diem cost and then calculate the cost of flight, hotel, rental car and can provide you that estimate in advance. (https://www.gsa.gov/travel/plan-book/per-diem-rates)</p> <p>The special seminars given the unique field is something that HIS Sign does cover regularly for our customers. The rate will be +\$25.00 per hour per interpreter given the uniqueness of the setting.</p>
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setting. Will your company be able to provide services? How will this impact the delivery of services? Are there any additional cost?	
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- **HIS Sign, LLC response to Best and Final Offer received on November 17, 2017**

Additional Cost Savings they can offer are:	In terms of monetary savings, there are no additional savings we can offer VCU at this time.
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- **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

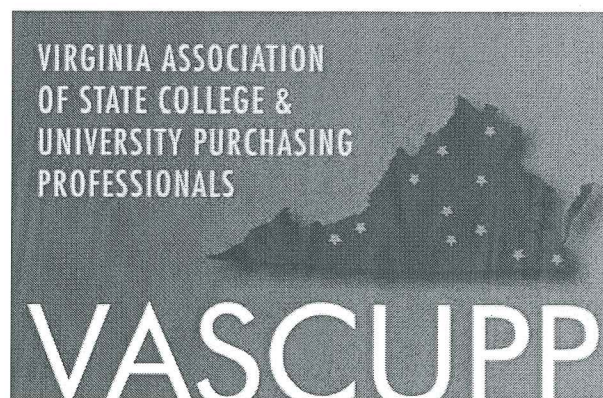
RFP #: 7677216EC

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): _____
_____ Zip Code _____	Name Typed: _____
E-Mail Address: _____	Title: _____
Telephone: (____) _____	Fax Number: (____) _____
Toll free, if available	Toll free, if available
DUNS NO.: _____	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.

TABLE OF CONTENTS

PAGE

I.	<u>PURPOSE</u>	4
II.	<u>GOVERNING RULES</u>	4
III.	<u>OPTIONAL USE CONTRACT</u>	4
IV.	<u>THE UNIVERSITY</u>	5
V.	<u>STATEMENT OF NEEDS</u>	5
VI.	<u>PROPOSAL PREPARATION AND SUBMISSION INSTRUCTIONS</u>	7
VII.	<u>PRICING SCHEDULE</u>	8
VIII.	<u>SWAM COMMITMENT AND REPORTING REQUIREMENTS</u>	9
IX.	<u>EVALUATION AND AWARD CRITERIA</u>	9
X.	<u>GENERAL TERMS AND CONDITONS</u>	10
XI.	<u>SPECIAL TERMS AND CONDITONS</u>	10
XII.	<u>CONTRACT ADMINISTRATION</u>	14
XIII.	<u>ATTACHMENTS</u>	15

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

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 reps, 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>.

EVALUATION CRITERIA

- | | | |
|----|-------------------------------|-----|
| 1. | Qualifications and Experience | 35% |
| 2. | Methodology and Approach | 35% |
| 3. | Price Schedule | 15% |
| 4. | SWaM Status/Utilization | 15% |

**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.

E. AWARD OF CONTRACT:

1. AWARD TO MULTIPLE OFFERORS: Selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation factors included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with Offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each Offeror so selected, the agency shall select the Offeror which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. The 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.

- F. 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

2. Any impairment or incapacitation from the use of alcohol or other drugs (except the use of drugs for legitimate medical purposes).
3. The Contractor further acknowledges and certifies that it understands that a violation of these prohibitions constitutes a breach of contract and may result in default action being taken by the Commonwealth in addition to any criminal penalties that may result from such conduct.

K. ELECTRONIC COPIES OF PROPOSALS:

The successful Contractor may be required to provide the VCU Department of Procurement Services with a copy of the Contractor's entire original proposal (to include all attachments), and all 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.

O. 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.

- V. **REFERENCES:** Offerors shall provide a list of at least 3 references where similar goods and/or services have been provided. Each reference shall include the name of the organization, the complete mailing address, the name of the contact person and telephone number.

<u>ORGANIZATION</u>	<u>ADDRESS</u>	<u>CONTACT PERSON</u>	<u>TELEPHONE</u>
---------------------	----------------	-----------------------	------------------

- | | | | |
|----|-------|-------|-------|
| 1. | _____ | _____ | _____ |
| 2. | _____ | _____ | _____ |
| 3. | _____ | _____ | _____ |

- W. **RENEWAL OF CONTRACT:** This contract may be renewed by the Commonwealth for Four (4) successive one (1) year periods 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**



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



HIS Sign, LLC
(Partnering with UNO Translations DBSD/SWaM #9035)

HIS Sign, LLC
44050 Ashburn Shopping Plaza
Suite 195-639
Ashburn, VA 20147

VCU RFP# 7677216EC
Special Accommodations Translation Services
Closing Date: September 29, 2017 @ 11:00 a.m.

Incorporated:
December 19, 2009 in Ashburn, Virginia

Registration Numbers:

DUNS: 168990385

Cage: 330M1

Business Type/Size: HIS Sign is Small, Women and Minority LLC Providing Sign Language Interpreting Services.

Federal Taxpayer Identification Number (EIN): 27-1383717

DSBSD/SWaM Certificate: #688943

State Corporation Commission (SCC) Identification No: S312118

HIS Sign POC Contact Info:

Matt Peev

September 27, 2017_

Account Executive

Matt@HISsign.com

P: 202-734-2256

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:

HIS Sign, LLC
44050 Ashburn Shopping Plaza
Suite 195-639 Zip Code 20147
E-Mail Address: Matt@HISsign.com
Telephone: (202) 734-2256
Toll free, if available
DUNS NO.: 168990385

Date: September 27, 2017
By (Signature In Ink):
Name Typed: Matt Peev
Title: Account Executive
Fax Number: (703) 738-8618
Toll free, if available
FEI/FIN NO.: 27-1383717

REGISTERED WITH eVA: (X) YES () NO SMALL BUSINESS: (X) YES () NO
VIRGINIA DSBSD CERTIFIED: (X) YES () NO MINORITY-OWNED: () YES (X) NO
DSBSD CERTIFICATION #: 688943 WOMEN-OWNED: (X) YES () NO

A Pre-Proposal conference will not be held.



HIS Sign, LLC Response to
VCU
RFP No: 7677216EC
Due Date: 9/29/17 @ 11:00 a.m.

Table of Contents

Cover Page.....	i
VCU Title.....	ii
HIS Sign Capability Statement.....	1
UNO Translations Capability Statement.....	2
HIS Sign Qualifications and Experience.....	3
ASL and Cart Pricing.....	9
Uno Translations Qualifications and Experience.....	9
Translation Services Pricing.....	12
References.....	13
Appendix II Invoicing and Payment.....	15
Addendum #1.....	17



HIS Sign

Sign Language Interpreting

Capability Statement

About Us

HIS Sign, LLC is a woman owned sign language interpreting agency based in Northern Virginia. We provide 24 x 7 x 365 onsite sign language interpreting services in the Virginia, Maryland, West Virginia and District of Columbia areas and Video Remote Interpreting (VRI) services to the world. As a company, we are all committed to providing valuable services to the Deaf community, the Business community, and the Interpreting Community. We do this by following the Golden Rule: "Treat Others as You Want to be Treated", and by serving with integrity and dedication.

Services Offered

- In-person Interpreting
- Video Remote Interpreting (VRI)
- Tactile Interpreting
- Real-time Captioning
- ASL Classes
- Interpreted Video Services
- Sign Translation of Text
- Spoken Language

Differentiators

- Over 300 experienced and highly qualified interpreters giving us a 99% filled request rate
- Accommodation of last minute requests
- Matching an interpreter to your language preference
- Services available 24 hours a day, 365 days a year

Who We Serve

- Educational
- Government
- Corporate
- Medical Services
- Legal Setting
- Conference/Performance

Our Team

HIS Sign, LLC is proud to have a large and highly technical workforce. The team averages close to 20 years of experience in virtually every industry vertical. That knowledge and know-how has helped HIS Sign work successfully with various clients, in many different spaces. Our smooth and cost-effective process matches you with a qualified interpreter to help you achieve your goals.

Contact

HIS Sign, LLC
44050 Ashburn Shopping Plaza
Suite 195-639
Ashburn, VA 20147
877-886-8879
RequestInterpreter@HISsign.com

DUNS: 168990385

TIN: 27-1383717

SWaM: 688943

eVA: VS0000066504

Cage Code: 330M1



UNO Translations and Communications, LLC offers high quality service in the area of linguistics and bicultural consulting. We put many years of sound experience to work by offering clear thinking, exceptional, creative, and effective solutions for your language needs.

Services Offered:

- **Supervise from concept to delivery, translated materials in over 200 languages including but not limited to: advertising, direct mail, public relations, brochures, flyers, and web sites.**
- **Provide language interpretation services.**
- **Provide phone interpretation services.**
- **Provide sign language interpretation services.**
- **Provide ADA enabled pdf documents.**
- **Provide graphic design and layout of documents.**
- **Assist in the strategic planning and creation of culturally correct campaigns that work in the Hispanic market.**
- **Review and assess Hispanic marketing objectives and strategies.**
- **Provide customized training in the Spanish language for your business needs.**

UNO Translations accept Visa, MasterCard, and American Express

UNO Translations and Communications, LLC
19309 Winmeade Drive, Suite 222 • Lansdowne, VA 20176
(571) 333-5515 • btoruno@unotranslations.com • www.unotranslations.com



HIS Sign, LLC Response to
VCU
RFP No: 7677216EC
Due Date: 9/29/17 @ 11:00 a.m.

Earlene Charity
912 W Grace St, 5th floor
Richmond, VA 23284-0327

September 27, 2017

RE: RFP No. 7677216EC – Special Accommodations Translation Services

Company Qualifications and Experience

HIS Sign is a woman-owned sign language interpreting agency formed on December 19, 2009 with its headquarters based in Ashburn, Virginia. HIS Sign is certified as a Small, Women-owned, and Minority-owned business (SWaM) by the Virginia Department of Small Business and Supplier Diversity (certification # 688943). We are committed to providing valuable services to the Deaf community, the Business community, and the Interpreting Community. We do this by following the Golden Rule: "Treat Others as You Want to be Treated" and by serving with integrity and dedication.

HIS Sign, founder Christina Hammrich was an interpreter herself for 25 plus years. She and her husband, CEO Brian Hammrich, who is Hard of Hearing, have been deeply and actively involved in the Deaf communities in California and for the past 18 years, Northern Virginia and the DC Metro area. They have used the business to sponsor interpreters at cultural events, educational events, concerts and street fairs. They bring that same dedication and commitment in the creation of a Deaf Friendly Business Certification initiative, a program they created in 2014. The program is designed to help businesses and organizations learn about and create a bond with, the local Deaf/Hard of Hearing community. To date, through a partnership with the Frederick Chamber of Commerce in Frederick, Maryland, 18 businesses have gone through the program and have become Deaf Friendly Certified.

Specialty Areas and Size of Firm

Since 2009 we have provided 24/7/365 sign language interpreting and video remote interpreting services to Schools, Government Agencies, Hospitals and Businesses in the Maryland, Northern Virginia, West Virginia and District of Columbia areas and more recently we have provided services to several other states in the country (Alabama, Alaska, California, Florida and Georgia). Our clients include universities and school systems, federal, state and local government agencies, hospitals and doctor's offices and an array of businesses.

HIS Sign currently has over 300 interpreters registered with the agency as well as 12 office staff employees. In 2017, we provided over 25,000 hours of services to our customers. Over the past four years, our yearly revenue is between \$1.3 and \$1.7 million. In the past six years, we have been able to cover over 98% of requests we have received.

Location and Organization Structure



HIS Sign, LLC Response to
VCU
RFP No: 7677216EC
Due Date: 9/29/17 @ 11:00 a.m.

HIS Sign is headquartered in Ashburn, Virginia. This location will service VCU.

The HIS Sign management team has over 25 years of interpreting and IT experience in and over 20 years of sales and administration experience. In addition, each employee carries with them at least 10 years of professional work experience.

HIS Sign has the following organizational structure:

Christina Hammrich, Owner (Christina.Hammrich@HISsign.com)

Brian Hammrich, CEO (Brian@HISsign.com)

Direct Reports to Brian:

Melanie Blue, Scheduling Manager (Melanie@HISsign.com)

Matt Peev, Account Executive (Matt@HISsign.com)

Ilene Breneman, Human Resources/Back Office Manager (Ilene@HISsign.com)

Jennifer Ilgenfritz, Business Manager (Jennifer@HISsign.com)

Chris Stein, Technical Support Specialist (Chris@HISsign.com)

Sinae Kim, Administrative Support (Sinae@HISsign.com)

Direct Reports to Melanie Blue:

Monica Lee, Assistant Scheduling Manager (Monica@HISsign.com)

Holly Elicker, Scheduler (Holly@HISsign.com)

Tina Campbell, Scheduler (Tina@HISsign.com)

Helen Kim, Scheduler (Helen@HISsign.com)

The Account Manager for VCU will be Matt Peev who will handle all questions related to the contract. The Scheduling Manager, Melanie Blue, will be the day-to-day contact available for questions regarding questions around specific assignments with Monica Lee, the Assistant Scheduling Manager, also available.

Expertise with Higher Education

HIS Sign was created by an interpreter with over 20 years of experience with the original goal of providing the best possible interpreters to students in the school system. While we have grown to service several other verticals, however our specialty and passion has very much remained in the Education field. Over 80% of the assignments we fill are in Colleges and Universities or County School systems. In the 2016-2017 school year, we provided over 20,000 hours of services for: Blue Ridge Community and Technical College, Shepherd University, Webster University, Strayer University, University of Maryland Carey School of Law as well as seven county school systems. Our scheduling team is staffed 24/7 allowing us to fill last minute school assignments where many other agencies would not be able to. Not only do our interpreters specialize in education and research oriented interpreting, but our scheduling team also knows the intricacies of handling these requests and work hard to match the best possible interpreting pairing for each assignment.



HIS Sign, LLC Response to
VCU
RFP No: 7677216EC
Due Date: 9/29/17 @ 11:00 a.m.

Expertise with Clients like VCU

HIS Sign has a vast array of customers in the education field. Some customers use us as a backup to their staff interpreters while others use us for several thousand hours of services each school year. HIS Sign takes great pride in having a reputation among our customers, as well as in the interpreting and Deaf community, as being an efficient and reliable vendor able to accommodate the unique needs of each customer. We currently support five Universities and have remained a backup to several others over recent years. At the beginning of 2017 HIS Sign has worked with government entities in providing CART services across the country, typically in a seminar/training setting.

Sign Language Interpreters

HIS Sign has 115 RID certified interpreters. The following applies to each of these interpreters:

- They are fluent in ASL and have proven that they are able to provide effective communication.
- They have passed a rigorous screening process utilized by HIS Sign to make sure only the highest caliber interpreters are added to our team. All interpreters whether staff or freelance must go through our 6-step process before accepting any work with HIS Sign. This six-step process can be found here: <http://hissign.com/interpreter-boarding-steps.html>. The screening focuses on educational interpreting and is broken down into the following parts:
 - Part 1: Ethical Questions. How an interpreter would approach problems on the field in an elementary school, business meeting and teamed assignments.
 - Part 2: Interpreting (signing): This is done in a college setting.
 - Part 3: Voicing (interpreter translating into sign): This is a school/casual setting.
 - Part 4: Interactive (signing and voicing): This is done in a medical setting.
- They are familiar with the ADA laws as it applies to the services they render. This knowledge is continually reinforced by HIS Sign in our social media and in workshops that we support.
- They have passed a comprehensive background test. The final step in the acceptance process is to have a National Criminal Background check performed on the staff member or freelance interpreter (at our expense) using Verified First.

They have signed a contract with HIS Sign indicating their compliance to the RID Code of Professional Conduct, and where applicable, the code of conduct set forth by the TECUnit and endorsed by the National Cued Speech Association

Statement of Needs

HIS Sign prides itself on exceptional customer service and communication with our clients. We typically confirm receipt of an assignment being sent to us within 15 minutes and our average confirmation of an interpreter for an assignment is 1 hour. We will ensure that there is excellent



HIS Sign, LLC Response to
VCU
RFP No: 7677216EC
Due Date: 9/29/17 @ 11:00 a.m.

communication and coordination with the event contact for every assignment. We will thus exceed the expectation set for in section 1(a).

The HIS Sign Scheduling Department will ensure that the information in the confirmation will adhere to the needs of VCU mentioned in Section 1(c). In regards to the deadline for notification if an event is unable to be filled, we will work with the VCU contact to establish a time that is suitable for them.

Through HIS Sign and Uno Translations, we can provide all the services stated in section 1(d).

HIS Sign has created a Scheduling Department that is staffed around the clock and that provides in-house and after hours scheduling support, responding to all requests that are submitted. Requests may be submitted anytime by email, phone, fax or using our online portal and a HIS Sign representative is always available to respond. In the past six years, we have been able to cover over 98% of requests we have received.

In accordance with industry standards, a two (2) hour minimum will be set by HIS Sign for in-person sign language services, and any assignment lasting less than two (2) hours will be billed with that minimum.

HIS Sign, LLC believes in utilizing the best technology available to us and our customers, tailoring our approach and communication methodology to best suit your needs. We've put into place technology that allows you to request services from us as follows:

1. Phone – Call us at 877-886-8879. Our phones are monitored 24/7.
2. Online - Use our secure online form at www.HISsign.com/RequestInterpreter
3. Email – Sent it to RequestInterpreter@HISsign.com and give us the details of the work. We will provide you with a request form/template you can use for easy reference in order for us to complete your request in the timeliest manner.
4. Fax - You can print and fill out a customized request form and fax it to us at 703-738-8618. You could also email a scanned copy of the completed form.

We have comprehensive documentation available to the Scheduling Department. This includes the process for handling and filling requests dealing with changes as well as no shows, late arrivals and replacement services. Each of the schedulers has been trained to handle all types of requests that come in. During the day, our scheduling manager, Melanie Blue, is available to work with customers, making sure each assignment is completed to the highest possible standard.

Our cancellation policy is 2 business days. Any assignment cancelled without the 2 business day notice is billed in full, while all assignments that are cancelled with the 2 business day notice carry no penalty.



HIS Sign, LLC Response to
VCU
RFP No: 7677216EC
Due Date: 9/29/17 @ 11:00 a.m.

The HIS Sign Scheduling Team has a vast amount of experience in teaming assignments. We communicate with both the interpreters and the customer point of contact to ensure assignments are getting a team when needed. Having said that in general, we typically team assignments that are more than 90 minutes of constant interpreting, however sometimes we have interpreters in a University that do not need a team based off the scope of the assignment. We will ensure this transparency in seeing if assignments should be teamed or not.

When we begin working with a new customer or a Deaf/Hard of Hearing consumer for the first time, we collect as much detailed information as we can regarding the needs and settings where services will be provided. We use this information to match the request with the interpreter that we feel is the best fit. Historically this has helped the customer and the end consumer tremendously as we do our best to make the best possible match the first time to avoid the need for a change or replacement. When the customer or consumer is happy with the services they are receiving, we will do all we can to keep that specific interpreter in place. If, at any point during the working relationship with the interpreter and consumer(s), we determine that there is not a suitable match, we will work to resolve the issue or replace the interpreter. We understand that this may not be a reflection on the skills of the interpreter but may just be a consumer preference in modes of communication.

All requests that are received are acknowledged and then entered into our web-based scheduling system. This system allows the Scheduling Department to attach documents to the request and quickly and efficiently broadcast the request to all qualified and available interpreters by email and text. Frederick County Government will be given access to the scheduling system so they can monitor the schedule and request changes/replacement services as they see fit.

For quality control, any interpreters that have a conflict of interest with the consumer or those that have been identified as a bad match for a consumer are automatically identified within the system. This automation prevents assigning interpreters to provide services to a consumer where a conflict exists.

At the time the request is received, the Scheduling Department may contact the requestor for clarification or for additional information that will help them to match the need to be best qualified and available interpreter.

The HIS Sign web-based scheduling system (system) offers a user-friendly interface where VCU can monitor and track all requests. The interface has the following features:

The system is HIPAA Compliant and Statement on Standards for Attestation Engagements (SSAE) 16 Certified.

All data entered into the system is only made available to the staff and interpreters responsible for providing the services for which the information is needed. This is controlled by the layers of user access available within the system.



HIS Sign, LLC Response to
VCU
RFP No: 7677216EC
Due Date: 9/29/17 @ 11:00 a.m.

After successfully gaining access to the system, the user may view their account details, the details all requests, the status of each request, and if an interpreter is assigned, their details and certification. The system may also be used to create in-house reports on request hours, interpreters used, and activity for an allotted period of time. This ability to view the schedule is a powerful tool available in order to validate accurate scheduling of services.

Last minute requests are immediately entered into our web-based scheduling system, this is augmented by making phone calls and sending texts to the list of available qualified interpreters. Note that the list of available interpreters is determined by whether or not they have blocked their time on our web-based scheduling system, are already scheduled for work, or have any conflict of interest with the Deaf/Hard of Hearing consumer. If any of these is true, they will not receive the broadcast notification for the assignment and will not receive the augmented notification described here. This process allows HIS Sign to get fill the request with a qualified interpreter that can be onsite quickly.

The HIS Sign Scheduling Department is available to our interpreters by phone, email and by texting. If an interpreter is late for a request for any reason, they have been instructed to contact us as soon as they know they will be late. This allows the Scheduling Department to immediately contact VCU to update them on the arrival time for the interpreter.

While HIS Sign has a high success rate for filling requests, on occasion requests do go unfilled. If it should be necessary for HIS Sign to cancel providing services for a request that has been confirmed, the Scheduling Department will send written notification to the point of contact at VCU.

HIS Sign will not have any travel costs for providing services to VCU for all assignments that take place at the main campus in Richmond. For assignments that take place outside of that immediate area (for example in other states across the country or Puerto Rico), we use government standards for reimbursement. In 2017, HIS Sign began providing regular services using local interpreters to several other US States (Florida, Alabama, California, Alaska and Georgia).

HIS Sign provides sign language interpretation for ASL, PSE and SEE. UNO Translations covers interpretation services in over 200 languages.

HIS Sign has a 3 hour minimum for CART services. A transcript can be provided if needed and very rarely is a second CART writer needed, however this can be discussed with the school on an as needed basis.



HIS Sign, LLC Response to
VCU
RFP No: 7677216EC
Due Date: 9/29/17 @ 11:00 a.m.

ASL and CART Pricing

Sign Language Interpreter (On-Site):	\$90.00 an hour
CART Writer (On-Site):	\$150.00 an hour
CART Writer (Remote):	\$125.00 an hour

****No Travel costs will be tied to this RFP for assignments in the greater Richmond area.****

Written Translation Requirements

UNO Translations has been providing translation and language-related services since 1998, when Brigitta S. Toruño (CEO and Founder) left the corporate world where she served as the Hispanic Communications Manager of Fannie Mae and as a Marketing Communications Manager at Freddie Mac. UNO Translations was founded on a simple principle – language should never be a barrier to success. As a full-service translation firm with extensive experience working with a wide range of clients in a variety of industries, UNO Translations has the expertise in translation and language services, as well as a proven quality assurance process, to deliver high-quality translations on time and on budget. UNO Translations also offers face-to-face interpretation, phone interpretation, and sign language interpretation.

- Brigitta has 25 years of experience in translation management and is actively involved in all the firms' projects. She is supported by a team of project managers and translation professionals, and together they ensure the highest quality work is delivered to UNO Translations' clients.
- Our translators are subject to a rigorous review process to ensure they are appropriately trained and certified, and all translation projects are subject to UNO Translations' rigorous quality control process.
- UNO Translations has done extensive work with clients in the areas of healthcare and has the thorough understanding of the industry needed to provide translations that are not only technically correct, but effectively communicate the messages of your important documents and interpretation assignments.

Expertise and Qualifications

Brigitta Toruño, CEO and Founder

Brigitta's love of her native language, Spanish, fueled her desire to work with languages and launch UNO Translations and Communications, LLC. UNO Translations considers itself a linguistic partner to companies, not only offering translation services for more than 200 languages, but also consulting with companies in international cultural business issues. Brigitta is a much sought-after speaker, sharing her love of Hispanic culture, and has moved



HIS Sign, LLC Response to
VCU
RFP No: 7677216EC
Due Date: 9/29/17 @ 11:00 a.m.

audiences with her portrayal of family and her inherited love of music. She also speaks about her expertise in Hispanic outreach, the importance of language translation, cross-cultural competence, cultural awareness and international business etiquette.

Brigitta, a bilingual native of the Washington, DC area, was born in Bethesda, Maryland, and grew up in Alexandria, Virginia. The daughter of an Argentine father and Ecuadorian mother, her native language is Spanish. She received her Bachelors of Science degree in Business Administration from Averett University and successfully completed the Minority Business Executive Program from Dartmouth's Tuck School of Business and the University of Virginia's Darden School of Business. In 2011, Brigitta was recognized with an Honorable Mention from the Enterprising Women of the Year Awards. She received the SBA District Director's Choice Award in 2004 and the Business Woman of the Year in 2003 by the Loudoun County Commission on Women. Brigitta is a member of the American Translator's Association (ATA) and Association of Language Companies (ALC).

Guillermo Toruño, Project Manager

As the Project Manager, Guillermo is an integral part of every project we accept. He works with our clients to understand the project goals, assign the right team of translators, and oversee our rigorous three-point quality assurance process. Guillermo enjoys the challenge of successfully overseeing the wide array of translations, interpretations, Hispanic marketing and other language services that UNO provides. He is also committed to helping UNO Translation clients with finding the most effective approaches to not only their translation projects, but to successfully conducting business with other cultures and countries. Guillermo has both broad education and work experience in the international and translation fields as well as with local community businesses.

Translators

The talented linguists assembled by UNO Translations combine their passion for languages with extensive backgrounds in all business sectors, as well as experience working in government and social services. Our translators are subject matter experts, many have advanced degrees, and they are required to have at least five years of translation experience in their area of expertise.

Certification is required of all UNO Translations translators and can be from a professional or academic organization either in the United States or in their native country. A copy of the certification or degree is requested from the translator and UNO Translations verifies the certification prior to assigning work to the translator. UNO Translations also conducts an internal certification of translators by requiring sample translations, which are then reviewed by another, UNO-certified translator. Finally, three (3) references are checked for each translator.

Methodology and Approach

UNO Translations follows a proven project management and quality assurance process to ensure all projects meet our clients' objectives and that all deliverables meet quality, timeline, and budget expectations. We start all projects by working closely with our clients to understand the goals of the project and identify the most qualified translator based upon the expertise needed in

both subject matter of the assignment and the communication type (e.g., marketing materials, educational curriculum, web site content, etc.).

Three-Point Quality Assurance

Quality is of the utmost importance to UNO Translations. For every translation project, we use our three-point quality assurance process to ensure accuracy and completeness of all translations. The process involves a certified translator, a second certified translator who serves as the editor, and the translation manager who is responsible for ensuring the quality of the work before it is sent to the client. This process is used on every project, at every stage of the project.

① UNO-CERTIFIED TRANSLATOR

Completes the translation using expertise in subject matter and communications type (e.g., marketing, legal, financial, medical, etc.)

② UNO-CERTIFIED, native-speaking EDITOR

Carefully reviews the translation to ensure consistency, thoroughness, proper use of terminology
Ensures formatting meets the client's expectations

③ TRANSLATION MANAGER

Performs final review to ensure continuity, proper tone and overall accuracy
Sends the translation to the client
Works with the client on revisions until project is finalized

Throughout the UNO Translations' workflow, there are checkpoints to ensure the project is meeting the accuracy and thoroughness requirements of the customer, as well as meeting the timeline for the full completion of the project. At any of these checkpoints, the project tasks may be returned to the previous stage for corrective action.

UNO Translations is committed to providing culturally-sensitive, universal translations.

- ▶ We accomplish this by working only with certified translators who specialize in areas such as medical, finance, business, banking, education, legal and marketing communications.
- ▶ Our stringent quality control process, led by our experienced translation managers, ensures the accuracy of our work — each translation is reviewed by at least two translators before being sent to the client.
- ▶ All of our projects are expertly managed from start to finish to ensure the final deliverables successfully communicate your message and meet your project objectives.



HIS Sign, LLC Response to
 VCU
 RFP No: 7677216EC
 Due Date: 9/29/17 @ 11:00 a.m.

BRIGITTA TORUÑO CEO/Founder (571) 333-5515 btoruno@unotranslations.com	GUILLERMO TORUÑO Project Manager (571) 333-5515 gtoruno@unotranslations.com
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Translation Services Pricing

UNO Translation can provide translation in over 200 languages. Listed below is a sampling of the more popular languages and price for that language group:

- Spanish, Italian, French, Portuguese - **\$160/1,000 words** Reps: .08/word; 100%: .08/word; Fuzzy: .13/word
- Polish, Russian, Bosnian, Ukrainian, Romanian, Bulgarian, Georgian, German, Greek, Hungarian, Czech, Swedish, Haitian Creole - **\$180/1,000 words**
- Korean, Chinese, Vietnamese, Japanese, Thai, Laotian, Khmer, Cantonese, Tagalog, Arabic, Turkish, Bengali, Nepali, Farsi, Indonesian, Krio, Urdu, Hindi, Punjabi, Amharic, Somali, Sri Lankan, Swahili, Tigrinya, Twi - **\$230/1,000 words**

- Delivery Time: 1-2 pages = next day; 3 – 4 pages = 2 business days; 5 pages and above = 3 business days plus. Depending on word count.
- Rush charges apply for same day or delivery of large amount of words on a rush basis: 25% additional charge
- Volume discounts: Start at 10,000 words and above: 10%
- Certification of Translation: No charge unless Notarization required. If Notarization is required: \$50
- Minimum charge: \$50
- Proofreading: 2 additional proofs

Multilingual Desktop Publishing/Typesetting/Graphic Design:

- \$50-\$60/hour

Language Interpretation:

- \$60/hour – Spanish – minimum 2 hours

Phone Interpretation:

- \$1.15/minute – Spanish
- \$1.25/minute – other languages



HIS Sign, LLC Response to
VCU
RFP No: 7677216EC
Due Date: 9/29/17 @ 11:00 a.m.

References

#1 Customer Name: Loudoun County Public Schools City/State: Ashburn, VA
Mailing Address: 21000 Education Court Ashburn, Virginia 20148
Contract Title: American Sign Language Interpreter Services
Contract Type: RFP Award (Blank Purchase Agreement)
Original Contract Amount: Approximately \$500,000 a year
Name of Contact: Eileen McCartin Title: Deaf/Hard of Hearing Specialist
Email Address: Eileen.McCartin@lcps.org Phone: 571-252-1814
Contract Level: Prime
Award Date: August 10, 2016 (Second RFP won for Loudoun County Public Schools)
Completion Date: Ongoing
Overview: HIS Sign has been providing sign language interpreting services for Loudoun County Public Schools since the 2010 school year. We support their staff interpreters and fill in where needed. They also currently have 4 Deaf faculty members that need support. In the 2016-2017 we provided over 6,500 hours of services to LCPS.

#2 Customer Name: Webster University at Fort Belvoir City/State: Fort Belvoir, VA
Mailing Address: 9625 Fort Belvoir Road Fort Belvoir, Virginia 22060
Contract Title: American Sign Language Interpreter Services
Contract Type: (Blank Purchase Agreement)
Original Contract Amount: Approximately \$20,000 a year
Name of Contact: Elysse Williams Title: Assistant Director
Email Address: elyssewilliams35@webster.edu Phone: 703-781-7942
Contract Level: Prime
Award Date: September, 2016
Completion Date: Ongoing (Student is currently between semesters)
Overview: Student has been taking graduate level 5000 business classes. Student has done two semesters thus far, but is between semesters due to a surgery.

#3 Customer Name: Stafford County Public Schools City/State: Stafford, VA
Mailing Address: 31 Stafford Ave Stafford, Virginia 22554
Contract Title: American Sign Language Interpreter Services
Contract Type: (Blank Purchase Agreement)
Original Contract Amount: Approximately \$75,000 a year
Name of Contact: Michelle Miller Title: Human Resources Analyst
Email Address: millerm11@staffordschools.net Phone: 540-658-6562
Contract Level: Prime
Award Date: March, 2011



HIS Sign, LLC Response to
VCU
RFP No: 7677216EC
Due Date: 9/29/17 @ 11:00 a.m.

Completion Date: Ongoing

Overview: HIS Sign has provided coverage for the students and faculty of Stafford County since March of 2011. HIS Sign has done daily services for the same student(s) on an ongoing long-term basis as well as periodic coverage where needed.

Exceptions

HIS Sign has no exceptions to the requirements set forth in this RFP.

If you have any questions pertaining to any section of this response, would like copies of resumes of staff or interpreters or need a certificate of insurance please do not hesitate to contact me directly.

Sincerely,

Matt Peev

Account Executive
matt@HISsign.com
202-734-2256

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-ach/>.

Contractor must indicate the method of payment selected:

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

Invoicing and Payment Method Acknowledgement:

Signature: _____
Name Printed: Matt Peev
Title: Account Executive
Name of Firm: HIS Sign, LLC
Date: September 27, 2017

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: Jennifer Ilgenfritz
Title: Finance Manager
Mailing address: 44050 Ashburn Shopping Plaza Suite 195-639
Ashburn, VA 20147
Email address: Jen@HISsign.com
Phone number: 877-886-8879 EXT: 8
Fax number: 703-738-8618



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

HIS Sign, LLC

Name of Firm

Matt Peev - Account Executive

Signature/Title

September 27, 2017

Date