



# VCU Procurement Services

November 3, 2021

Purple Communications Inc.  
1504 Santa Rosa Road, Suite 205  
Richmond, VA 23229

RE: Contract #: 7677216EC04  
Renewal No.:4 of 4

Dear ~~Ms. Felicia Parham~~:  
Mr. Keith Wheeler

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

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

### **OPTIONAL USE CONTRACT:**

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

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

Please return this document to me no later than (November 08, 2021). Please email your response to me at [ewcharity@vcu.edu](mailto:ewcharity@vcu.edu). If you have any questions, please contact me at (804) 828-0904.

Sincerely,  
*Earlene Charity*  
Earlene Charity, CUPO  
Senior Buyer

**Procurement Services**  
University Purchasing

912 W Grace Street, 5<sup>th</sup> Floor  
Box 980327  
Richmond, Virginia 23284

804 828-1077  
Fax: 804 828-7837  
TDD: 1-800-828-1120  
[www.vcu.edu/procurement](http://www.vcu.edu/procurement)

Contract #: 7677216EC04

**RESPONSE:**

Purple Communications Inc.

Name of Firm

*Keith D. Wheeler*

Signature

Keith Wheeler

Name Printed

Director of Business Development

Title

12/7/21

Date



# VCU Procurement Services

November 9, 2020

Purple Communications Inc.  
1504 Santa Rosa Road, Suite 205  
Richmond, VA 23229

RE: Contract #: 7677216EC04  
Renewal No.:3 of 4

Dear Ms. Felecia Parham:

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

## **CONTRACT MODIFICATION:**

Description of Modification:

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

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

## **OPTIONAL USE CONTRACT:**

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

Pricing remains the same as the previous contract period.

Attached is the revised pricing in accordance with the contract terms. *See attached Amendment 1 pricing*  
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](mailto:ewcharity@vcu.edu). If you have any questions, please contact me at (804) 828-0904.

Sincerely,

*Earlene Charity*  
Earlene Charity, CUPO  
Senior Buyer

**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](http://www.vcu.edu/procurement)

Contract #: 7677216EC04

**RESPONSE:**

Purple Communications, Inc.  
Name of Firm

Rlanda Mapp  
Signature

Rlanda Mapp  
Name Printed

Supervisor of Richmond Operations & Customer Relations  
Title

December 2, 2020  
Date





# VCU

## Attachment – Government Funded Grant or Contract Provisions

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- 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

FIRST AMENDMENT TO CONTRACT NO. 7677216EC04  
BY AND BETWEEN  
VIRGINIA COMMONWEALTH UNIVERSITY  
AND  
PURPLE COMMUNICATIONS

This 1st Amendment to Contract No. 7677216EC04 by and between Virginia Commonwealth University, hereinafter referred to as "VCU", and Purple Communications, hereinafter referred to as "Contractor", is entered into as of the 14th day of September, 2020.

WHEREAS, VCU and Contractor entered into Contract No. 7677216EC04, dated December 8, 2017 ("the Contract");

WHEREAS, VCU desires to continue to obtain the goods and services that Contractor offers as revised herein;

NOW THEREFORE, VCU and Contractor agree to enter into this Amendment to allow the following changes and additions to the Contract:

1. VCU and Contractor agree that the rates negotiated in the original contract and renewed annually is hereby further reduced as follows:

ASL Rates and Policies (Onsite and Scheduled Virtual Interpreting)

Onsite interpreting rate: \$81.50/hour

Virtual interpreting rate: \$81.50/hour

This Amendment shall become effective upon execution of this Amendment by VCU and Contractor. All other terms and conditions of the Contract shall remain in full force and effect.

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

VIRGINIA COMMONWEALTH UNIVERSITY

Executed by:

By: John McHugh  
EE6DA7427C07468...

John McHugh, Director  
Procurement Services

Date: 11/20/2020

Purple Communications

By: Blanda Mapp

Name Printed: Blanda Mapp  
Title: Supervisor of Richmond Operations and customer relations

Date: Sept. 15 2020



# VCU Procurement Services

November 15, 2019

Purple Communicaitons  
1504 Santa Rosa Road, Suite 205  
Richmond, VA 23229

**Procurement Services**  
University Purchasing

912 W Grace Street, 5<sup>th</sup> Floor  
Box 980327  
Richmond, Virginia 23284

804 828-1077  
Fax: 804 828-7837  
TDD: 1-800-828-1120  
[www.vcu.edu/procurement](http://www.vcu.edu/procurement)

RE: Contract #:7677216EC04  
Renewal No.:2 (two) of 4 (four)

Dear Felecia Parham:

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](mailto:ewcharity@vcu.edu). If you have any questions, please contact me at (804) 828-0904.


Sincerely,

*Earlene Charity*  
Earlene Charity, Senior Buyer

Contract #: 7677216EC04

**RESPONSE:**

Purple Communications  
Name of Firm

  
Signature

Heather Goodson  
Name Printed

Center Manager  
Title

11.15.19  
Date





# VCU Procurement Services

Date October 3, 2018

Purple Communications Inc.  
1504 Santa Rosa Road, Suite 205  
Richmond, VA 23229

RE: Contract #: 7677216EC04  
Renewal No.:1 of 4

**Procurement Services**  
University Purchasing

912 W Grace Street, 5<sup>th</sup> Floor  
Box 980327  
Richmond, Virginia 23284

804 828-1077  
Fax: 804 828-7837  
TDD: 1-800-828-1120  
[www.vcu.edu/procurement](http://www.vcu.edu/procurement)

Dear Ms. Felecia Parham:

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

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

### **OPTIONAL USE CONTRACT:**

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

Pricing remains the same as the previous contract period.

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

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

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

Sincerely,

*Earlene Charity*  
Earlene Charity, CUP  
Senior Buyer

Contract #: 7677216EC04

**RESPONSE:**

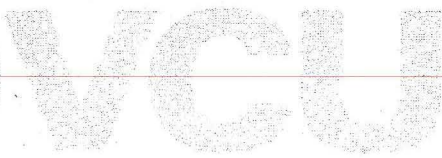
Purple Communications  
Name of Firm

Alecia Payne  
Signature

Alecia Payne  
Name Printed

Center Supervisor  
Title

10/3/18  
Date



# Procurement Services

## COMMONWEALTH OF VIRGINIA STANDARD CONTRACT

Contract Number: 7677216EC-04

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

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

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

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

The contract documents shall consist of:

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

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

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

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

**CONTRACTOR:**

Purple Communications

By: *Laure B Malheiros*  
Date: 12/11/17

Name  
Printed: Laure B Malheiros  
Title: Center Manager

**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-04: APPENDIX A**

## **NEGOTIATION MODIFICATION SUMMARY**

**RFP #7677216EC Special Accommodations Translation Services**

**DATE: November 15, 2017**

**BUYER Earlene Charity, Senior Buyer**

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

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

### **SUMMARY OF NEGOTIATIONS:**

**Offeror: Purple Communications, Inc.**

- **Purple Communications provided written responses to clarification questions.**

Can they include the cost of travel into their rate?	We are not charging VCU for travel, it is included in the hourly rate.

- **Purple Communicaitons response to Best and Final Offer received on November 13, 2017**

Additional Cost Savings they can offer are:	The proposed rates are the same rates that we have charged since 2015 with no increase.

- **Best and Final Offer (BAFO):**

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



# Request for Proposals

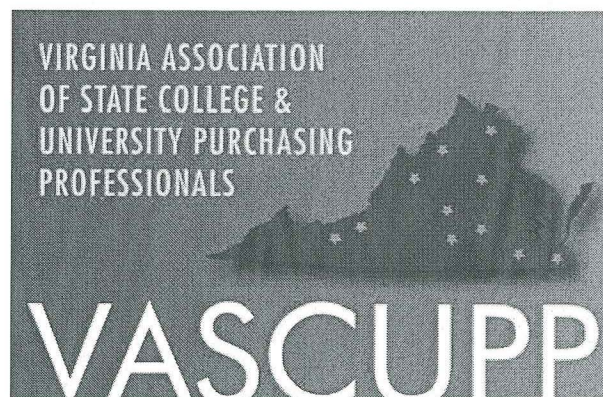
RFP #: 7677216EC

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., 5<sup>TH</sup> 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.**

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## **I. PURPOSE:**

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

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

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

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

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

Additional information on cooperative procurement is available at:

[http://documents.procurement.vcu.edu/purchasing/pdf\\_docs/forms/RFP\\_Website\\_Link\\_Cooperative\\_Procurement.pdf](http://documents.procurement.vcu.edu/purchasing/pdf_docs/forms/RFP_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 in 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](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](mailto: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, 5<sup>th</sup> 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](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](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**

- I. 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?

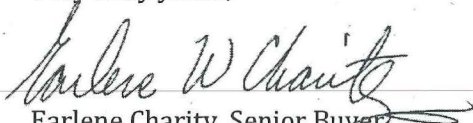
If yes, should we do it via courier only or submission via e-mail is possible?

**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





1504 Santa Rosa Road, Suite 205

Richmond, VA 23229

September 29, 2017

Sign Language Interpreting Services Proposal  
offered to Virginia Commonwealth University

**RFP #:** 7677216EC

**RFP Title:** Special Accommodations Translations  
Services

**Felecia Parham, Center Supervisor**  
PURPLE COMMUNICATION, INC

**PURPLE COMMUNICATIONS, INC.**  
**Interpreting Services Offered to *Virginia Commonwealth University***

The enclosed is in response to the Request for Proposal (RFP# 7677216EC) for sign language interpreting services for the Office of Disability Support Services (DSS), at Virginia Commonwealth University (VCU).

This proposal is predicated upon all terms and conditions of the RFP. All quoted services and related costs are firm for a period of (90) days from the date of receipt. It is understood that any resulting contract for services will be an optional use contract.

All terms and conditions set forth in this document have been reviewed and approved by the undersigned representative of Purple Communications, Inc., who has the authority to conduct negotiations related to the quotation and to enter into a binding contract with Virginia Commonwealth University. Purple submits its offer with the following conditions based on standard practice in the interpreting industry:

The information in this document is confidential and may not be disclosed to third parties unless required by law.

***Federal #: 22-3693371***

***DUNS #: 12-371-6578***

***Estimated Number of Employees: +1,000***

***eVA Customer #: VS0000049700***

Felecia Parham  
Center Supervisor  
Purple Communications  
Telephone: 800-900-9478 x.1628  
Fax: 877-846-9117

September 29, 1017

Date



## SIGN LANGUAGE INTERPRETING PROPOSAL TABLE OF CONTENTS

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**COMPANY QUALIFICATIONS AND EXPERIENCE SECTION 1(a)**

Purple Communications, Inc. (Purple) offers Virginia Commonwealth University (VCU) the experience, breadth of products and resources, and technical expertise to provide a reliable response system for their sign language interpreting needs. We are able to offer the best in community interpreting, text services, video remote and video relay services. Purple's depth of resources allows the company to provide its customers with needed coverage on a round-the-clock basis. It is an impressive fact that through the work of our combined parts, Purple has been continuously serving people with hearing or speech disabilities since 1982.

In this time, Purple has been instrumental in offering a long list of innovations including:

- The nation's first on-site interpreting business;
- The nation's first coordinated Emergency Services Network;
- The nation's first relay service: Wireless TTY, IP-relay service;
- The nation's first Video Remote Interpreting Service;
- The nation's first provider of video interpreting services via Internet Protocols; and
- The nation's largest provider of blended service - video and on-site interpreting services.

Purple understands that VCU requires a partner that can provide interpreter services on an as-needed basis for classes, labs, special events and other instances through the use of traditional on-site placement of interpreters and via captioning solutions. Because Purple is centrally located in Richmond, VA, local and immediate services can be provided 24 hours a day, 7 days a week, 365 days a year.

Purple's staff and administrative support, along with other resources can offer the flexibility of high quality, professional service unavailable with any other service agency.

**Onsite Services**

Throughout the past (9) years, Purple has maintained a strong working relationship with VCU. During the 2016-2017 academic year, Purple coordinated 1,090 interpreting hours, with almost 800 of those hours serviced by SWAM certified interpreters (which is approximately 70%). For the same year, Purple's fill-rate for requests held strong at 100%. In addition, our experience gained in providing services to a long list of higher education facilities throughout our history bolsters our expertise in meeting the unique needs of VCU's contract requirements.

Purple is proud to be able to offer interpreters both pre-scheduled and on-demand. Our strong network of certified interpreters is available to VCU as needs may be realized. These needs could include last-minute meetings between students and advisors or special events where a previous contracted interpreter has called out. Purple is proud of its record of service, innovations, and experience and continues to assure all customers that we are committed to providing the most reliable, efficient and cost-effective means for meeting the communication needs of all deaf, deaf-blind and hard of hearing individuals.



Purple's vision is to enable free-flowing communication for all and we strive to deliver high-quality services by understanding our customers through employee innovation, passion and commitment. We see this vision and mission to align closely with VCU. We strongly support the VCU's mission to provide open access and believe that we can continue to be the partner of choice in assisting VCU to further achieve its goal of facilitating communication while meeting all performance requirements.

Purple can provide onsite qualified interpreters for the work requirements specified in the Statement of Needs which include (but are not limited to) complex medical and technical terms for students at VCU on both Academic and Medical campuses. With sufficient notice, interpreters can be provided before and/or after business hours, including weekends and holidays.

Purple interpreters are screened for experience and professionalism and must go through a complete evaluation process prior to working with our company, as well as extensive background screenings. Our evaluation consists of an extensive skills evaluation that not only looks at their expressive and receptive abilities, but also evaluates their English language skills. In addition, our third-party evaluators screen each interpreter's understanding of interpreter ethical behavior.

In addition to the ethical screening during the hiring process, all Purple interpreters are required to complete an annual compliance training that incorporates client confidentiality, FCC rules and regulations and the RID Code of Professional Conduct (formerly known as the Code of Ethics). Violation of client confidentiality is subject to immediate discipline, including without limitation, suspension, termination and/or revocation of national certification from the Registry of Interpreters for the Deaf. All personnel provided to VCU will have successfully completed the Purple compliance training.

Purple recently has paved new ground in the industry by instituting a compliance hotline. This hotline allows all employees to report any suspicion of unethical behavior directly to the Purple Compliance team. Each reported instance is researched and evaluated and subsequent actions occur based on the nature of the offense. The intent of this program is to assure that all customers of our services are protected from breaches of confidentiality, lack of professionalism and other unethical practices that could occur.

Purple interpreters are expected to dress and act professionally, to be committed to their craft and their on-going skill development and educational opportunities. Purple supports these expectations by providing professional development monies to our employees as they seek to further develop their skills. Conduct and behavior is closely monitored and assessed and any conduct unbecoming initiates a Disciplinary Action Notice process. This level of manager supervision and interaction allows our customers to trust that a system of checks and balances is in place for all Purple personnel and to know that inappropriate behavior will be dealt with in a systematic, timely manner.

The interpreter team will consist of qualified, eligible interpreters that meet the needs of VCU. If required, Purple has the necessary resources to backfill an on-call interpreter or any other scheduled interpreter in the event that a replacement or substitute is necessary. In all cases, interpreters deployed to VCU will satisfy the minimum requirements as referenced in the request.



## VRI Services

VRI is a service that enables people who are deaf/hard-of-hearing and their hearing counterparts that are in the same location to communicate through an ASL interpreter using a computer with a webcam or a tablet via an internet connection.

Purple has developed proprietary P3 software for our VRI clients that can be used on standard PC, Android, or iOS operating systems. Purple has developed apps for our VRI clients that choose to use tablets for a much more mobile solution. The applications can be found in the app store or market depending on the version you choose. Since Purple VRI is designed to work on standard devices, we do not provide the equipment. We suggest the Wi-Fi being 512 kbps or above or 4G service in remote locations. Purple VRI services include:

- 24/7/365 service – we are always available no matter when you need service
- On demand service with an average speed of answer of less than 30 seconds
- Certified ASL Interpreters with an average experience level exceeding 7 years
- HIPPA trained interpreters
- Secure and confidential interpreting environment in our FCC regulated video centers
- 20 nationwide video centers in 4 time zones employing over 900 video interpreters
- Clear audio and video quality
- 24 hour technical support line

With our extensive staff of interpreters, we are confident that we would be able to fill the requested service needs of VCU. Throughout our history, Purple has provided interpreting services in a higher education environment for a large number of institutions. Purple has provided interpreters for classes held at American University, Strayer University, George Washington University, John Hopkins University, Hood College and Montgomery College. In the local area, Purple's Richmond Communication Center provided interpreters for Virginia Commonwealth University, Virginia State University, University of Virginia, Longwood College as well as J. Sargeant Reynolds Community College, Piedmont Virginia Community College and Bryant & Stratton College.

**STATEMENT OF NEEDS SECTION V**

**Communications Specifications:** All interpreters selected for this contract will be experienced ASL qualified interpreting professionals able to interpret satisfactorily in accordance with the RID Code of Professional Conduct. All interpreters assigned to VCU requests will meet the minimum requirements of being able to translate/interpret between ASL and English and their corresponding codes, NAD, RID certification or holds a State of Virginia or equivalent Quality Assurance Screening (VQAS) Level III or higher. It is understood that the DSS office at VCU wants to be assured that their interpreters will be experienced, professional, courteous, credentialed and supremely qualified to provide the services that they need on a daily basis.

**Billing Policy:** All Assignments will be:

- Billed in one-half hour increments.
- Billed with a 2 hour minimum charge.

**Cancellation Policy:** Clients will be billed in full for any assignments not canceled within **24 Hours** before the scheduled event. Announcements made in class concerning a particular class cancellation, will be considered 24 hours' notice. In daily classes, the day before, is considered 24 hours' notice.

**No Shows:** For classes up to 90 minutes long, interpreters shall wait 15 minutes for students to arrive before leaving. For classes longer than 90 minutes in duration, interpreters shall wait 30 minutes for students to arrive before leaving. In either case, if the student does not show up for the class but the interpreter is there as scheduled, the request is still billable. Purple Richmond's scheduling team will report the incident to the DSS Coordinator.

**Last Minute Interpreting Requests:** Purple maintains an emergency services network of interpreters in the event of an emergency situation. Assignments requested with less than 1 business day's notice will be billed at the regular hourly rate as listed in the rate schedule.

**Inclement Weather and Emergency Closings:** Purple will not bill VCU for university closings due to inclement weather or emergency situations.

**Occupational Safety:** Purple prides itself on providing our services in the most efficient and cost effective manner. While we are ever mindful of the cost of services, it must not be forgotten that effective communication facilitation is our mutual goal. Following industry standards, we recognize that there are many circumstances when one interpreter is sufficient, but there are also times when we must consider both effective service and the safety of our professionals (*a typical VCU course session may have two interpreters assigned if the duration of the class exceeds 1 hour*). Purple will remain in close contact with our interpreters and VCU's DSS office on these matters. As we are responsible for our employee's safety, we reserve the right to make the final decision regarding the number of interpreters needed for an assignment.

**Travel Costs:** In response to the VCU solicitation (RFP: 7677216EC), Purple proposes to provide sign language interpreting services, as requested, at a fixed hourly rate to include travel time.



**Coordination Process:** Purple Richmond is committed to maintaining an efficient process for requesting interpreters. Requests submitted are responded to within 2 hours. Our process is outlined below:

1. Request received from VCU
2. Email sent confirming receipt of request within 2 hours. This email will include the number of interpreters needed, cost per hour as well as date, time and location of the event/class
3. Purple Richmond's Scheduling team will coordinate coverage
4. Email sent as final confirmation of event details including name of assigned interpreter(s)

Purple's Richmond Communication Center will provide interpreters for Virginia Commonwealth University for both classroom time and outside of class time to meet with professors, advisors, and other university faculty as needed. Our local staff size has been strong enough to meet the needs of our community and we are continuously and actively recruiting more interpreters. Beyond active and continuous recruitment efforts, our local provision of workshops and mentoring opportunities are ways in which we continue to expand our resources, nurturing the skill development of up-and-coming interpreters and future staff.

Purple will work closely with Virginia Commonwealth University DSS personnel to provide updates on the scheduling process to help ensure student needs are met. Purple does not anticipate a problem filling core classes, including those requested for evenings or weekends. If weekday classes can be combined into a daily schedule, this will make it more attractive to interpreters looking for hours and these assignments might be easier to fill. We will work hard to fill all requests outside of core classes. Additionally, much of our work is booked on a first-come, first-served basis. Providing Purple with class schedules as far in advance as possible will help assure your requests are filled as a priority.

The interpreters assigned to this contract will be backed-up and fully supported by the Purple administrative and interpreting staff. Members of our administrative/scheduling team (highlighted below) will work with our interpreters to make sure that all contract needs are met.

Purple Richmond Center Supervisor, Felecia Parham will serve as the Project Manager and will have day-to-day oversight responsibilities for administrative support of all contract requirements. In this capacity, she will supervise all reporting and accounting activities, support contract functions including (but not limited to) the Small Business, Women-Owned, and Minority Business subcontracting report and usage reports. With support from the Richmond Center Scheduler (Karen Espenschied) and Center Assistant, (Lisa Fletcher) Ms. Parham will also oversee scheduling of services for all requests. She will also be responsible for periodic quality assurance checks.

The Purple Richmond office is open from 8:00 a.m. - 5:00 p.m. weekdays, not including federal holidays. Requests can be submitted to Purple Richmond online at [www.purple.us/onsite](http://www.purple.us/onsite) or via e-mail to [PurpleRichmond@Purple.us](mailto:PurpleRichmond@Purple.us). Our fax request form (Attachment #1) enables our clients



who do not have easy access to the internet, another way to contact Purple Richmond at their convenience.

To provide our interpreters with the most information about the VCU class schedule, the Project Manager will make sure that the following details are included with each request:

- Name and phone number of the individual making the request;
- Name of the instructor;
- Date, time, duration and location of each class;
- Special information pertinent to the appropriate placement of an interpreter;
- Name(s) of deaf, hard-of-hearing, or deaf/blind consumer(s), as well as sign language preference(s) whenever possible.

Requests for additional interpreters should be made with as much advance notice as possible. We anticipate that the presence of the assigned interpreter on-site will reduce the need for additional interpreters, but understanding the culture of the Richmond area, last minute meetings can and *do* happen. Purple attempts to adjust interpreter schedules each day to respond to same day requests, but due to supply and demand this is not always possible. Interpreters are sent out on a first-call, first-serve basis.

**Contract Review / Customer Satisfaction:** Purple will work with VCU to monitor contract performance, as well as assess effectiveness by all means necessary or required. Consumer satisfaction is imperative for successful communication and accessibility. If at any time Virginia Commonwealth University wishes to change the personnel slated for these assignments, Purple will work to accommodate such changes.

Purple's management plan monitors the growth of the company, monthly statistics on client requests (and professional resources), as well as plans for corporate growth to assure adequate resources. Our administrative executive staff reviews monthly financial reports that help to maintain all business systems to support our corporate financial health.

**Federal Travel Regulations/VCU Travel Policies:** The proposed hourly rate includes labor, overhead, profit and material at cost (including transportation costs, if appropriate). This will include mileage and travel costs.

**Services in other areas:** Purple Communications, Inc. offers Virginia Commonwealth University the experience, depth of resources, and educational expertise to provide reliable response system for sign language interpreting needs. Purple offers these services locally and nationally. With our headquarters in Rocklin, California, we currently have 19 offices throughout the United States and Puerto Rico.

**Translation Services:** Purple provides only American Sign Language Interpretation Services and does not offer translation services.

**CART Captioning Transcripts:** For all scheduled requests, Purple can provide transcripts of all remote CART captioning events within 1 business day (or sometimes less) of the event's conclusion. For any non-scheduled/last-minute requests, transcripts are provided within 2 business days.

**Number of CART Captioners:** In the event a second captioner is needed, Purple will ensure full communication is provided to the requesting individual during the approval process. Typically, assignments with consecutive, concurrent sessions will not require a team captioner. However some instances may require a team of two captioners such as events with heavy technical jargon or events where little to no preparation material is provided. Purple will work with the requestor to determine the appropriate number of captioners for all requests.

**Remote CART Equipment:** Purple's remote CART caption for individual(s) is available anywhere an internet connection is accessible and is as easy as clicking on a link to access. To see how easy it is to access, please click the following link: <https://recapd.com/w-demo/>

Captions are available on PC, Laptops, Tablets and smart phones. Users can easily customize the font size and color, background, and theme. End-users can easily follow along during meetings, workshops and classes.

Clear Audio to our remote writer is necessary for the success of the event. Audio can be delivered to the writer in the same way anyone attending "remotely" to the event would access audio. Some ideas include: Landline, VOIP and conference bridges.

**Purple Supplies:**

- Remote Writer
- Link to Display Captions
- Remote CART Captions
- Free Unedited Transcripts

**Customer Requirements:**

- Viewing Device(s)
- Internet Connection
- Clear Audio Source
- Preparation Materials Prior to Assignment to Ensure Accuracy and Accessibility to End-User

**Written Translation Services:** Purple does not provide written language translation services



## REFERENCES SECTION 1(c)

<b>Virginia Commonwealth University</b>	
Point of Contact	Procurement Contracting Officer (PCO):
Name:	Ian Knukes, Director
Address:	907 Floyd Avenue Suite 102
Telephone:	804-828-2253
2017 YTD Revenue	\$50,967
E-mail:	ibknukes@vcu.edu
Contract Description	
<b>Industry Sector:</b> University	
<b>Responsibilities &amp; Services:</b> <i>Purple has been providing interpreting services to Virginia Commonwealth University since 2009. We have an excellent working relationship with the new Director Ian Knukes and worked for many years very closely with his predecessor, Joyce Knight.</i>	

<b>Piedmont Virginia Community College</b>	
Point of Contact	Procurement Contracting Officer (PCO):
Name:	Susan Hannifan, Disabilities Services Counselor
Address:	501 College Drive
Telephone:	434-961-5281
2017 YTD Revenue	\$1,500
E-mail:	shannifan@pvcc.edu
Contract Description	
<b>Industry Sector:</b> Community College	
<b>Responsibilities &amp; Services:</b> <i>Purple has been providing interpreting services to Piedmont Virginia Community College since 2009.</i>	



<b>Henrico County Public Schools</b>	
Point of Contact	Procurement Contracting Officer (PCO):
Name:	Christine Saunders,
Address:	10700 Staples Mill Road
Telephone:	804-501-3300 x 1038
2017 YTD Revenue	\$184,961
E-mail:	<a href="mailto:cesaunders1@henrico.k12.va.us">cesaunders1@henrico.k12.va.us</a>
Contract Description	
<b>Industry Sector:</b> Public School System	
<b>Responsibilities &amp; Services:</b> <i>Purple provides interpreting services to parents, teachers, staff and students in Henrico County Public School System.</i>	

**PRICING SCHEDULE SECTION VII**

Purple Communications, Inc has maintained a consistent hourly rate of \$83.50 per hour (per interpreter) since 2015. We are committed to maintaining that same rate (quoted below) for the duration of the contract term, including the optional renewal.

Interpreting Services	Rate
<i>School Year 2017-2018 August 1, 2017 – July 31, 2018</i>	
<b>Onsite Interpreting</b> , Fall/Spring/Summer Semester, 2017 (includes last minute requests)	<u>\$83.50</u> per hour (2 hour minimum)
<b>Video Remote Interpreting</b> , Fall/Spring/Summer Semester, 2017 Calls are billed per session minute (call connect time). All calls are rounded up to the next minute.	<u>\$2.99</u> per minute
<b>Remote Cart Services</b> (1 hour minimum)	<u>\$165</u> per hour
<p><i>All onsite interpreting rates are per interpreter and will be calculated to the next 1/2 hour.</i></p> <p><b><i>* For some Cultural Access Activities, specifically Theatre, 3 hours of prep time may be charged per activity, per interpreter.</i></b></p>	

**SMALL WOMEN-OWNED AND MINORITY-OWNED BUSINESS COMMITMENT SECTION VIII**

Purple Communications, Inc. acknowledges VCU's initiative encouraging contractors to sub-contract work to Small and Women or Minority owned businesses (SWAM) in at least 20% of any project. Wherever possible, Purple will contract services to individuals holding SWaM status: Small businesses and businesses owned by Women and Minorities. The resumes of several of our SWaM interpreters are outlined on pages 13-23:

**Kristine Melson Wells, LCSW, NIC-A**

Richmond, VA

(804) 366-4659

Kristine.E.Melson@gmail.com

**SWAM#: 721839**

**Professional Experience**

**ASL/English Interpreter at Purple Communications, Inc.**

August 2011 - Present

Responsibilities include Interpreting or Transliterating spoken language to signed language and vice-versa to facilitate communication between those who are hearing, Deaf, hard of hearing or DeafBlind. Skills utilized are Sign-to-Voice, Voice-to-Sign, cultural awareness and mediation using an empowerment/ally perspective. Work is performed in various settings such as doctor's office, therapy sessions, schools, hospitals, places of employment, etc.

**Clinical Social Worker/Therapist at Bon Secours Behavioral Health Group**

January 2012 – April 2013

Responsibilities included working as part of a team that provides holistic Behavioral Healthcare including psychotherapy, medication management, medication education and health education to a diverse community of adults (those 18 years old and above). Personal responsibilities included: use of multiple theories and modalities to provide individual and group psychotherapy services, chart and documentation maintenance and referral provision. Direct therapy services were provided to those who are hearing, Deaf, Hard of Hearing, and Late-Deafened. The use of Sign Language and a cultural understanding of the Deaf, Hard of Hearing, Late-Deafened and DeafBlind communities was used, as appropriate, during therapy sessions.

**BSMART Counselor at Bon Secours Health System**

December 2010 - Present

Responsibilities include providing mental health assessments in the Emergency Departments of two hospitals in the Richmond, Virginia area. Duties include using the Bio-Psycho-Social-Spiritual model to conduct these assessments. Duties also include the utilization of crisis theory to work within a team model with medical staff where appropriate treatment options, recommendations and referrals are made.



**Deaf and Hard of Hearing Program Coordinator at Resources for Independent Living, Inc.**

November 2008 - January 2012

Responsibilities included ongoing counseling, case management and contact with deaf and hard of hearing consumers including needs assessments, identifying goals and objectives, independent living skills training, advocacy, counseling and service referral; all related to the consumer's desire to live as independently as possible. Work was conducted in the language most accessible to the consumer including but not limited to: spoken and written English, American Sign Language and other forms of sign language. Responsibilities also included filling the role as staff Interpreter for educational workshops and one-on-one meetings with other staff who are not fluent in American Sign Language.

**Counselor at Deaf and Hard of Hearing Community Counseling Services**

May 2009 - May 2011

Responsibilities included providing ongoing mental health counseling on an out-patient basis to Deaf and hard of hearing consumers and their families using English, American Sign Language, and other forms of sign language as it meets the consumers' language preference. Duties also included maintaining records and providing referrals as appropriate.

**Languages**

English (Native or bilingual proficiency)

American Sign Language (Full professional proficiency)

**Specialties**

American Sign Language Interpreter - NIC Advanced

American Sign Language Career Studies Certificate

Working with Deaf, Hard of Hearing, DeafBlind and Late Deafened persons

**Education**

Virginia Commonwealth University 2007 – 2008

Masters of Social Work

J. Sargeant Reynolds Community College 2002 – 2006

Careers Study Certificate- American Sign Language

Virginia Commonwealth University 2002 – 2006

Bachelors of Social Work

**Professional Affiliations**

Registry of Interpreters for the Deaf	2011-Present
Virginia Registry of Interpreters for the Deaf	2011-Present
Virginia Society for Clinical Social Work	2009-2013

**Karen Bonnie Person**

Ashland, VA 23005

(804) 218-1477

k.person@comcast.net

**SWAM#: 676318**

Objective

To provide the best possible communication service to all involved.

Qualifications

RID Certification: NIC

Work History

- 2009 - present      Purple Communications, Inc.  
Interpret in a variety of community settings including post-secondary education as well as video relay.
- 2006 - 2013      Hanover County Public Schools  
Responsible for interpreting mainstreamed as well as self-contained elementary, middle, and high school students.

Education

*Workshops*                      27 ASL and interpreter related workshops to date

*Bachelor of Science "Criminal Justice"*

*Virginia Commonwealth University, Richmond, VA*

*Career Studies Certificate "American Sign Language"*

*J. Sargeant Reynolds Community College, Richmond, VA*

*Assoc. in Applied Science "Business Computer Programming"*

*Bergen Community College, Paramus, NJ*



**Mia Hanczyark**

Richmond, VA 23294

(804) 241-2086

**SWAM#: 657822**

**Objective:** To use my manual communication skills in a variety of interpreting situations.

**Summary of Qualifications**

- Successfully completed the written examination for the Registry of Interpreters for the Deaf
- Successfully completed the performance evaluation for the Registry of Interpreters for the Deaf and was awarded a Certificate of Transliteration (CT) and a Certificate of Interpretation (CI)
- Successfully completed the written portion of the Legal Specialty Certificate for the Registry of Interpreters for the Deaf
- Fluent in American Sign Language and Manually Coded English Systems
- Comfortable interpreting in fast-paced, high pressure situations such as medical, mental health, food service, telephone conversations and stage performances
- Experienced in interpreting at a variety of age and ability levels including elementary through doctoral level classes, as well as special education and vocational training environments
- Interpreted a wide range of educational subjects, from basic skills and core curricula subjects such as History, English, and Mathematics, to specialized, advanced courses such as Educational Research Methods, Organic Chemistry, Forensic Microscopy, and Electrical Circuit Analysis
- Highly motivated to work independently and as a team member with all ages in diverse environments
- Strong verbal, written, and manual communication skills
- Relate easily and effectively with people

**Professional Interpreting Experience**

2001 – 2013

Lead Interpreter: Hanover County Public Schools, Ashland, VA

1988 – Present

Freelance Interpreter: Purple Communications (VRS); American Sign Language Interpreters; Northern Virginia Community College; Virginia Department of Deaf and Hard of Hearing; Department of Aging and Rehabilitation Services; George Mason University; Defense Supply Center Richmond; Mary Washington Hospital; Medical College of Virginia; Randolph Macon College; Mary Washington University; Virginia Commonwealth University; Piedmont

Virginia Community College; J. Sergeant Reynolds Community College; Sparc School of the Performing Arts Richmond

1999 – 2001

Staff Interpreter: County Public Schools, Chesterfield, VA

1989 – 1999

Staff Interpreter: Fairfax County Public Schools, Fairfax, VA

**Education/Professional Development**

2006 University of N. Colorado – Do IT Center

*Intro 482: Criminal Law (2012)*

*Intro 480: An Overview of Interpreting in the American Legal System*

1988 James Madison University - Harrisonburg, VA

*Bachelor of Arts in Speech Pathology*

1987 – 1990 Gallaudet University - Washington, DC

*Visual-Gestural Communication (graduate level)*

*Psychological and Psychosocial Aspects of Deafness*

*(Graduate level)*

*Intro to Research (graduate level)*

*Ed Tech: Theory and Practice (graduate level)*

*Language Development of H.I.(graduate level)*

*Fingerspelling*

*American Sign Language I-V*

Catonsville Community College - Catonsville, MD

*Introduction to Interpreter Training*

*Educational Aspects of Deafness*

**Barbara Gale Bonds, Ph.D., RID**  
Chester, VA 23831

(720) 273-3933

[bobbiegale@gmail.com](mailto:bobbiegale@gmail.com)

**SWAM#: 677392**

**OBJECTIVE:**

To provide interpreting for interactions between, persons who are Hearing, Deaf, Hard of Hearing, and Deaf Blind, continuously striving for clear and effective communication

**PROFESSIONAL EXPERIENCE:**

***Certificates Awarded by Registry of Interpreters for the Deaf (RID)***

Interpreting Certificate/Transliterating Certificate (IC-TC) 1981

Certificate of Transliterating (CT) 1997

Certificate of Interpreting (CI) 2008

Oral Transliterating Certificate Training (Test not yet taken) 2005

**Interpreter/Advocate for the Deaf/Hard of Hearing/Deaf Blind: Self-Employed Contractor/Interpreter 1976 - present**

Academic Interpreter at VCU for classes periodically from 1980 to present

Video Relay Interpreter/Virtual Video Interpreter/Free Lance Interpreter. Currently, serving Purple Communications, Inc., in Richmond, VA; also, in the past, SLA, VLI, CAN (SnapVRS), 2005 – current.

Interpreter for numerous federal and state agencies and legal and municipal systems and educational and legal settings, and hundreds of plays, concerts, televised events, graduation ceremonies, educational lessons, community, religious, and medical settings

Free-lance Interpreter for such notables as First Lady Barbara Bush, Queen of England, Margaret Thatcher, Prince Charles, Queen Noer of Jordan, Sandra Day O'Conner, Bill Cosby, Jane Goodall, Art Linkletter

Teacher, Teacher Mentor of Teachers for the Deaf and Interpreters for the Deaf



**ACADEMIC PREPARATION:**

**Ph.D. in Education**, Gallaudet University, Washington, DC May 2007

Concentrations: Deaf Education (Curriculum Development)

Dissertation: *Optimizing E-Learning Effectiveness for Federal Deaf Employees to Improve Work Performance by Completing Web-Based Coursework*

Advisor: Dr. Donald Moores

**Ph.D. (Candidate) in Education of the Hearing Impaired**, University of

Virginia, Charlottesville, VA 1982-1983

Concentrations: Language Development, Supervision and Administration

Dissertation: Incomplete (Program no longer accredited)

Advisor: Dr. Suzanne Hasenstab

**M.Ed. in Speech Pathology and Audiology**, University of Virginia,

Charlottesville, VA 1980

Concentrations: Education of the Hearing Impaired, Developmental Language

Thesis: *Identification of Gifted Deaf Hearing Impaired Students in the U.S. Residential Schools for the Deaf*

Advisor: Dr. Suzanne Hasenstab

**B.S. in Education**, Virginia Commonwealth University, Richmond, Virginia, 1978

Concentrations: Elementary Education, Remedial Reading Development

**Bernadette Mayhall**  
Chesterfield, Virginia 23838  
(804) 639-2614  
[Bmayhall19@gmail.com](mailto:Bmayhall19@gmail.com)

***SWAM: 658096***

**Academic Experience and Professional Certificates**

Masters degree in Educational Administration – Deafness (1990)

California State University at Northridge

National Leadership Training Program

Bachelors of Science in Education (1980)

State University of New York at Fredonia

Speech Pathology & Audiology

Comprehensive Skills Certificate (CSC) (1979)

National Registry of Interpreters for the Deaf

University of Arizona Interpreter Training Program

Specialist Certificate: Legal (SC:L) (2003)

National Registry of Interpreters for the Deaf

Masters Level Certificate (Level V) (1997)

National Association of the Deaf

## Professional Experience

*1999 – Present*

*Freelance Interpreter – contract with Virginia State government to provide interpreting services in all venues, including: legal, medical, educational, performing arts and all aspects of community interpreting*

Diagnostician – contract with Virginia state government to provide diagnostic evaluation of VQAS candidates and to advise on their professional development planning

Workshop presenter – develop and present workshops on various topics, i.e. voicing skill development, team interpreting and mentoring.

Video Interpreter

*2005 – 2006*

Interpreter Trainer/Educator - taught interpreter training classes to educational interpreters in the Weekend Interpreter Training (WEIT) program in Danville, Virginia

- Prepared and administered all skills evaluations, which included, developing source material videotapes and designing class materials.

*1998 – 1999*

VQAS Specialist

Virginia Dept of the Deaf and Hard of Hearing

- Administered the VA. Quality Assurance Screening (VQAS) evaluations throughout the state of Virginia
- Calculated and compiled scores based on raters' scoring of videotapes of VQAS candidates
- Provided diagnostic analysis of interpreter candidates' performance

*1993 – 1998*

Staff Interpreter/ Core Manager

Sign Language Associates, Inc.

Silver Spring, Maryland

- Established and managed a "goals oriented" team structure among the fifty SLA staff interpreters
- Provided interpreting services in all venues in the Washington, DC metro area



1992 – 1993

Freelance Interpreter

DCARA

San Francisco, California

### **Honors & Memberships**

*Board member:* Vice president of Virginia Registry of Interpreters for the Deaf 2000 – 2002

*Secretary* of Dominican Missionaries for the Deaf 1998 - present

*Member:* National Association of the Deaf, Registry of Interpreters for the Deaf 1979 – present

*Academic honor:* chosen to attend the National Leadership Training Program, a federally sponsored program specializing in deafness.

Hobbies and interests include: travel, reading, camping, knitting, animals.

References supplied upon request

## SUMMARY

Purple submits this proposal to Virginia Commonwealth University confident that we are able to meet and exceed the requirements as listed in the request for proposal. In addition, based on recent market analysis across the nation, we believe our rates and policies to be highly competitive. Finally, Purple proposes that our ability to provide a full array of communication services: on-site interpreting, video remote interpreting, remote CART, and video relay interpreting services, text relay services, and captioned telephone services; our long history in the provision of communication services to large government and educational contracts, and our ability to provide an ample supply of interpreting personnel differentiates us from our competitors.

Use of Contract by Other Government/Educational Agencies: Purple is offering Virginia Commonwealth University our discounted rate for academic institutions. Purple understands that any contract awarded may be used by other Virginia public colleges and universities with the approval of Purple. We consent to this use on a case by case basis determined by Purple, as the RFP requirements for VCU are quite stringent and would not be feasible for all possible institutions making use of this contract. Additionally, we reserve the right to decline the use of this contract by other Virginia public colleges and universities as necessary; in those instances our regular or otherwise separately negotiated service rates would apply. Should this option be disallowed, we would instead choose not to participate in Cooperative Procurement with other institutions.

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., 5<sup>TH</sup> 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 COMP

Purple Communications, Inc. Date: September 29, 2017  
1504 Santa Rosa Road Suite # 205 By (Signature In Ink): \_\_\_\_\_  
Richmond, VA Zip Code 23229 Name Typed: Felecia Parham, NIC  
E-Mail Address: Felecia.parham@purple.us Title: Center Supervisor  
Telephone: ( 804 ) 237-0843 Fax Number: ( 877 ) 935-1054  
Toll free, if available 800-900-9478 x 1640 Toll free, if available  
DUNS NO.: 12-371-6578 FEI/FIN NO.: 01-0751117  
ANY:

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

A Pre-Proposal conference will not be held.

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## APPENDIX I

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

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

#### Definitions

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

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

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

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

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

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

<u>Name of Businesses:</u>	<u>SB, WO, MO:</u>	<u>Role in contract:</u>
Kristie Melson Wells	WO: 721839	Interpreter
Karen Person	WO:676318	Interpreter
Mia Hanczaryk	WO: 657822	Interpreter
Bernadette Mayhall	WO:658096	Interpreter

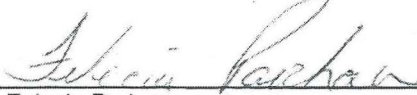
**Commitment for utilization of DSBSD SWaM Businesses:**

~40% of total contract amount that will be performed by DSBSD certified SWaM businesses.

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

Name Printed: Felecia Parham  
Email: Felecia.parham@purple.us  
Phone: 804-237-0843  
Firm: Purple Communications, Inc.

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

Acknowledged:  
By (Signature):   
Name Printed: Felecia Parham  
Title: Center Supervisor  
Email: Felecia.parham@purple.us

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



## APPENDIX II INVOICING AND PAYMENT

### Invoicing:

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

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

Questions regarding this method of invoicing should be sent to: [ecommerce@vcu.edu](mailto: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](mailto:commcard@vcu.edu).

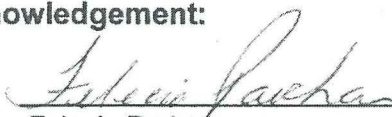
2. **ACH:** Electronic payment via automated clearing house (ACH) to the vendor provided bank account of record. Payment is processed thirty (30) days after receipt of a proper invoice for the amount of payment due, or thirty (30) days after receipt of the goods or services, whichever is later. Additional 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: Felecia Parham  
Title: Center Supervisor  
Name of Firm: Purple Communications, Inc.  
Date: September 29, 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: John Moynahan  
Title: Accounting Manager  
Mailing address: 595 Menlo Drive  
Rocklin, CA 95465  
Email address: John.moynahan@purple.us  
Phone number: 916-663-6830  
Fax number: 916-435-8732

**Appendix III:**

**Exceptions**

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

<b>UNIVERSITY PROPOSAL SECTION NUMBER</b>	<b>STATED EXCEPTION</b>
Section V 1(d)	Purple does not provide notetaking or any other language translation services
Section V 2	Purple does not provide written translation services



**INTERPRETING SERVICES REQUEST FORM (FAX TO 877-846-9117)**

ORGANIZATION NAME: \_\_\_\_\_

YOUR NAME: \_\_\_\_\_ Phone (area code): \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_ FAX (area code): \_\_\_\_\_

DATE OF EVENT (mm/dd/yy) \_\_\_\_\_ Start Time: \_\_\_\_\_ End Time: \_\_\_\_\_

TYPE OF EVENT / APPT: \_\_\_\_\_

**Event Address**

BUILDING NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

Department: \_\_\_\_\_ Floor #: \_\_\_\_\_ Room #: \_\_\_\_\_

ON-SITE PARKING AVAILABLE? \_\_\_\_\_ FREE  PAY  VALIDATED?

(Please specify location if unavailable)

PUBLIC TRANSPORT OPTION? \_\_\_\_\_

ON-SITE CONTACT PERSON: \_\_\_\_\_ Phone (area code): \_\_\_\_\_

NAME OF DEAF PERSON(S): \_\_\_\_\_

COMMUNICATION MODE (ASL, PSE, Signed English, Oral, Tactile, etc.): \_\_\_\_\_

PREFERRED INTERPRETER(S): \_\_\_\_\_

**For Legal Requests**

DESCRIPTION / NATURE OF PROCEEDING: \_\_\_\_\_

Case #: \_\_\_\_\_ TYPE (Civil/Criminal) \_\_\_\_\_

DEAF PERSON(S) ROLE (Witness, Plaintiff, Defendant, Juror, Attorney, etc.) \_\_\_\_\_

**INTERNAL USE**

JOB #: \_\_\_\_\_ INTERPRETER(S): \_\_\_\_\_

CONFIRMED VIA: \_\_\_\_\_

EMAIL: \_\_\_\_\_ FAX: \_\_\_\_\_ PHONE: \_\_\_\_\_ WITH WHOM: \_\_\_\_\_