

COMMONWEALTH OF VIRGINIA

STANDARD CONTRACT

Contract Number: VTS-2749-2025

This contract entered into this 1st day of April 2025 by Language Global Solution L.L.C. hereinafter called the "Contractor" and Commonwealth of Virginia, Virginia Polytechnic Institute and State University called "Virginia Tech."

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

SCOPE OF CONTRACT: The Contractor shall provide American Sign Language and English Interpretation Services on an as-need-basis to Virginia Tech as set forth in the Contract Documents.

PERIOD OF CONTRACT: From April 1st, 2025 through March 31st, 2026, with the option of four (4) x one (1) year renewals.


COMPENSATION AND METHOD OF PAYMENT: The Contractor shall be paid by Virginia Tech in accordance with the Contract Documents.

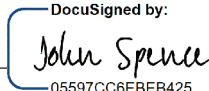
CONTRACT DOCUMENTS: The Contract Documents shall consist of this signed contract, Request for Proposal (RFP) number 218672503 dated December 13th, 2024, together with Addendum Number 1 To RFP dated December 12th, 2024, the proposal submitted by the Contractor dated January 17th, 2025, and the negotiation summary, all of which Contract Documents are incorporated herein.

ELECTRONIC TRANSACTIONS: If this paragraph is initialed by both parties, to the fullest extent permitted by Code of Virginia, Title 59.1, Chapter 42.1, the parties do hereby expressly authorize and consent to the use of electronic signatures as an additional method of signing and/or initialing this contract and agree electronic signatures (for example, the delivery of a PDF copy of the signature of either party via facsimile or electronic mail or signing electronically by utilizing an electronic signature service) are the same as manual executed handwritten signatures for the purposes of validity, enforceability and admissibility.

AS ^{DS}
(Initials) JS

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

Contractor
By: 
(Signature)
Abdul Rahman Safi, CEO
Name and Title

Virginia Tech
By: 
DocuSigned by:
John Spence
05597CC6EBEB425...
John Spence
Associate Director of Procurement for Goods
and Services



Request for Proposal #218672503

For

American Sign Language and English Interpretation
Services

December 13, 2024

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, sexual orientation, gender identity, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

RFP # 218672503, American Sign Language and English Interpretation Services

INCLUDE THIS PAGE WITH YOUR PROPOSAL, SIGNATURE AT SUBMISSION IS REQUIRED

DUE DATE: Proposals will be received until Friday, January 17th, 2025 at 3:00 PM. Failure to submit proposals to the correct location by the designated date and hour will result in disqualification.

INQUIRIES: All inquiries for information regarding this solicitation should be directed to Bryan Holloway, Phone: (540) 231- 8545 e-mail: bryanh91@vt.edu. All inquiries will be answered in the form of an addendum. Inquiries must be submitted by 12:00PM on Thursday, December 19th, 2024. Inquiries must be submitted to the procurement officer identified in this solicitation.

PROPOSAL SUBMISSION:

***Please note, proposal submission procedures have changed effective March 2023.**

Proposals may NOT be hand delivered to the Procurement Office.

Proposals should be submitted electronically through Virginia Tech's procurement portal. This portal allows you access to view business opportunities and submit bids and proposals to Virginia Tech digitally and securely.

Proposals must be submitted electronically at:

<https://bids.scquest.com/apps/Router/PublicEvent?CustomerOrg=VATech>

Vendors will need to register through this procurement portal, hosted by Jaggaer. **It is encouraged for all vendors to register prior to the proposal submission deadline to avoid late submissions.** Registration is easy and free. If you have any challenges with the registration process, please contact Jaggaer Support at 1-800-233-1121 or procurement@vt.edu.

Click on the opportunity and log in to your vendor account to begin preparing your submission. Upon completion, you will receive a submission receipt email confirmation. Virginia Tech will not confirm receipt of proposals. It is the responsibility of the offeror to make sure their proposal is delivered on time.

Hard copy or email proposals will not be accepted. Late proposals will not be accepted, nor will additional time be granted to any individual Vendor.

Attachments must be smaller than 50MB in order to be received by the University.

In compliance with this Request For Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.

AUTHORIZED SIGNATURE: _____ Date: _____

[INCLUDE THIS PAGE]

I. PURPOSE:

This Request for Proposal (RFP) seeks to solicit proposals to establish a contract through competitive negotiations for American Sign Language and English Interpretation Services by Virginia Polytechnic Institute and State University (Virginia Tech), an agency of the Commonwealth of Virginia.

The Office for Equity and Accessibility at Virginia Tech seeks proposals from qualified Firms to provide American Sign Language and English Interpretation Services on an as-need-basis. From fiscal year 2020 to fiscal year 2023, The Virginia Association of State College & University Purchasing Professionals (VASCUPP) Member Institutions utilizing awarded cooperative contracts for these Services have spent approximately \$4.5 million. Firms should note that need for American Sign Language and English Interpretation Services vary in nature, frequency, and cost, and firms should be able to respond accordingly to the specific needs of the University.

II. SMALL, WOMAN-OWNED AND MINORITY (SWAM) BUSINESS PARTICIPATION:

The mission of the Virginia Tech supplier opportunity program is to foster inclusion in the university supply chain and accelerate economic growth in our local communities through the engagement and empowerment of high quality and cost competitive small, minority-owned, women-owned, and local suppliers. Virginia Tech encourages prime suppliers, contractors, and service providers to facilitate the participation of small businesses, and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other inclusive and innovative relationships.

For more information, please visit: <https://www.sbsd.virginia.gov/>

III. CONTRACT PERIOD:

The term of this contract is for One (1) year(s), or as negotiated. There will be an option for Four (4) x One (1) year renewals, or as negotiated.

IV. EVA BUSINESS-TO-GOVERNMENT ELECTRONIC PROCUREMENT SYSTEM:

The eVA Internet electronic procurement solution streamlines and automates government purchasing activities within the Commonwealth of Virginia. Virginia Tech, and other state agencies and institutions, have been directed by the Governor to maximize the use of this system in the procurement of goods and services. *We are, therefore, requesting that your firm register as a vendor within the eVA system.*

There are transaction fees involved with the use of eVA. These fees must be considered in the provision of quotes, bids and price proposals offered to Virginia Tech. Failure to register within the eVA system may result in the quote, bid or proposal from your firm being rejected and the award made to another vendor who is registered in the eVA system.

Registration in the eVA system is accomplished on-line. Your firm must provide the necessary information. Please visit the eVA website portal at <http://www.eva.virginia.gov/pages/eva-registration-buyer-vendor.htm> and **register both with eVA and Ariba**. *This process needs to be completed before Virginia Tech can issue your firm a Purchase Order or contract.* If your firm conducts business from multiple geographic locations, please register these locations in your initial registration.

For registration and technical assistance, reference the eVA website at: <https://eva.virginia.gov/>, or call 866-289-7367 or 804-371-2525.

V. CONTRACT PARTICIPATION:



It is the intent of this solicitation and resulting contract to allow for cooperative procurement. Accordingly, any public body, public or private health or educational institutions, or Virginia Tech's affiliated corporations and/or partnerships may access any resulting contract if authorized by the contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor, the resultant contract may be extended to the entities indicated above to purchase at contract prices in accordance with contract terms. The Contractor shall notify Virginia Tech in writing of any such entities accessing the contract, if requested. No modification of this contract or execution of a separate contract is required to participate. The Contractor will provide semi-annual usage reports for all entities accessing the Contract, as requested. Participating entities shall place their own orders directly with the Contractor and shall fully and independently administer their use of the contract to include contractual disputes, invoicing and payments without direct administration from Virginia Tech. Virginia Tech 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 Virginia Tech is not responsible for the acts or omissions of any entity, and will not be considered in default of the contract no matter the circumstances.

Use of this contract does not preclude any participating entity from using other contracts or competitive processes as the need may be.

VI. STATEMENT OF NEEDS/SCOPE OF WORK:

A. OVERVIEW:

Virginia Tech seeks to establish a contract with qualified Firms to provide certified interpretations services on an as-need-basis to include: Sign Language, Oral Interpreters, Cued speech transliterators, and video remote interpreting. Each firm will provide American Sign Language and English Interpretation Services for students enrolled at the University (academic and medical) and employees of the University (faculty/staff) who require visual access to spoken communication. Contracted Services may be needed for the following:

- Students enrolled in classes, as well as various events across campus
- Faculty teaching courses or attending meetings / events across campus
- Employees, as it relates to their job responsibilities
- Medical clerkships, including surgeries, lectures, and other associated settings
- Accommodation requests for university-sponsored events
- Other meetings / events as deemed necessary by the Office for Equity and Accessibility

B. SERVICE REQUIREMENTS:

1. The Firm shall provide certified and qualified sign language interpreters to facilitate communications between deaf students, teachers, service providers, and peers within academic / educational settings and environments. These include but are not limited to: in and outside of the classrooms, instructional activities, field trips, club meetings, assemblies, counseling sessions, and athletic competitions.
2. The selected Firm will make every effort for consistent services, assigning specific interpreters to a given course so that they can continually build their familiarity with the material being taught. An interpreter must be able to commit long-term, such as for the entirety of the semester, whenever possible.
3. The Firm shall provide sufficient staff to have the capability to allow for more than one interpreter per student if required, to ensure availability for both in-class and outside-of-class time with the student.
4. Geography: The firm shall provide interpreters within a 125-mile radius of the University, unless there are no suitable interpreters available and pre-authorization is granted in writing from the Deaf / Hard of Hearing Coordinator, Office for Equity and Accessibility, the requesting department, or ADA office. Exceptions may be made for video remote interpreting needs.
5. The Firm and/or interpreters should not discuss any financial or contractual arrangements with students, faculty or staff using the interpreting services.
6. The Firm shall provide an estimate of costs / services for an event upon request.
7. Absences: Absences are incidents when an interpreter fails to appear at the time and place specified (no later than 15 minutes from the start time for when the interpreting services were needed), or, students/faculty/staff using the interpreting services do not attend the event said services were needed for and do not provide 24-hour advance notice. Expectations for Firms in each type of absence are as follows:

a. Interpreter Absence:

- i. Firm will provide qualified substitute interpreter(s), as needed. If a contracted interpreter is to be absent, it is the Firm's responsibility to find a substitute interpreter who meets the certifications and qualifications of the contract. The Firm should notify the ordering contact as soon as possible if an interpreter is late or absent and no substitute can be found. The Firm shall not bill for services if an interpreter is more than 15 minutes late and the individual needing the interpreting services has left the event. The ordering contact will not be billed for services not rendered. Excessive absences by interpreters may result in termination or reduced use of Services.

b. Student / Faculty/ Staff Absence:

- i. The Firm is expected to provide the service regardless of interpreter absence or illness; an alternative interpreter must fulfill the request. This does not apply to individuals. The Firm is expected to contact the University's ordering contact person as soon as possible if the student/faculty/staff does not show up to the scheduled event. The Firm can bill for services, preparation, and travel as contracted for the specific event.
8. Inclement Weather and Emergency Closings: If the weather appears hazardous, the interpreter should refer to Virginia Tech's University Status webpage (<https://vt.edu/status>) for University closing information. Information about University closings can also be found on local television and radio stations. Interpreters can also sign up for the campus alert system. The Firm shall not bill for university closings due to inclement weather or emergency situations.

C. EXPECTATIONS OF INTERPRETERS:

1. The Firm Shall provide certified and qualified interpreters who hold a Bachelors Degree, or proven equivalent experience in relevant areas to the topics assigned.
 - a. A “certified” interpreter is defined as one who:
 - i. Currently holds and has a valid status of one or more of the following:
 1. Registry of Interpreters for the Deaf (RID) or National Association of the Deaf (NAD) Level 3 or better, or similar criteria
 2. State of Virginia or equivalent Quality Assurance Screening (VQAS), Level III or better
 3. Cued Language Transliterator National Certification Examination (CLTNCE) certification
 - ii. Is in compliance with any applicable Commonwealth of Virginia licensing requirements. Examples of licensing requirements are below:
 1. <https://www.vddhh.virginia.gov/interpreters.htm>
 2. <https://law.lis.virginia.gov/admincode/title8/agency20/chapter81/section40/>
 - b. A “qualified” interpreter is defined as an interpreter who:
 - i. Can interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary
2. All interpreters shall comply with the Code of Professional Conduct upheld by the National Association of the Deaf and the Registry of Interpreters for the Deaf, Inc. The Code may be reviewed on the web at: <https://rid.org/programs/ethics/code-of-professional-conduct/> .
3. Timeliness: All interpreters should arrive early or on time for all assignments. Interpreters should wait an appropriate length of time for the student/faculty/ staff member to arrive before considering a no-show (i.e., a minimum of 15 minutes).
4. Absences: Absences: Absences are incidents when an interpreter fails to appear at the time and place specified (no later than 15 minutes from the start of the event/Service), or, students/faculty/staff using the interpreting services do not attend class and do not provide 24-hour advance notice. Expectations for interpreters in each type of absence are as follows:
 - a. Interpreter Absence:
 - i. The interpreter should contact the Firm and/or the University’s ordering contact person as soon as possible if they will be late or absent. The interpreter/Firm shall not bill for services if they are more than 15 minutes late and the client has left the event. The ordering contact will not be billed for services not rendered. Excessive absences by interpreters may result in termination or reduced use of Services.
 - b. Student/Faculty/Staff Absence:
 - i. The interpreter is expected to contact the Firm and/or the University’s ordering contact person as soon as possible if the student/faculty/staff does not show up at the scheduled event. The interpreter/Firm can bill for services, preparation, and travel as contracted for the specific event.
5. Sensitive or Highly Sensitive Data: During the course of providing interpretation services, an interpreter may be exposed to certain data that is considered Highly Sensitive or Sensitive per University definitions and policies. Interpreters shall acknowledge and agree to keep all data as confidential as required by law, and that none shall be retained, shared, or stored by interpreters.
6. Virginia Tech reserves the right to observe the work of the interpreters for evaluative purposes. Regular check-ins with the client will be done. Students and interpreters spend many hours together, and as such, there must be a reasonable interpersonal relationship in place so as not to take away from access to the services the interpreter is providing. The University shall have the opportunity to adjust the services based on the findings.

D. EXPECTATIONS OF THE UNIVERSITY:

1. The University, or any department directly requesting interpreting services, will provide a clear and detailed assignment request to an Awarded Firm in a timely manner in order to facilitate arrangement for Services. The assignment request will indicate the nature of the event or course, the required timeframe (i.e., start and end), the location, and the materials for preparation (if available).
2. Virginia Tech's Office for Equity and Accessibility will submit course schedules of students / faculty or of the individual event to the Awarded Firms as soon as possible. This will include providing more information on the given learning environment, the classroom, on-site placement, and the like.
3. Virginia Tech's Office for Equity and Accessibility, or other contracting entity, will review invoices and contact the Firm as soon as possible should a discrepancy be noted.
4. Virginia Tech's Office for Equity and Accessibility, or other contracting entity, will respond in a timely manner to questions / inquiries from an Awarded Firm.
5. Absences: Absences are incidents when an interpreter fails to appear at the time and place specified (no later than 15 minutes from the start of the event / Service), or, students/faculty/staff using the interpreting services do not attend class and do not provide 24-hour advance notice. Expectations for the University in each type of absence are as follows:
 - a. Interpreter Absence:
 - i. Virginia Tech's Office for Equity and Accessibility, or the contracting entity, will make note of the interpreter's absence. Excessive absences by interpreters may result in termination or reduced usage of the Firm.
 - b. Student / Faculty / Staff Absence:
 - i. During business hours, students will contact the Office for Equity and Accessibility, and that Office will inform the Awarded Firm / Interpreter as soon as possible that the services are no longer needed. Notifications will be via email, text message, or phone call.
 - ii. Arrangements for communication after hours, or in emergency circumstances, must be arranged between the Awarded Firm / interpreter and the Office for Equity and Accessibility's coordinator of Deaf / Hard of Hearing Services.
 - iii. If the Office for Equity and Accessibility and the Awarded Firm are informed of scheduled absences more than 48 hours prior to the date and time of the actual absence, no charges will be incurred because of the absence. This applies to course withdrawals as well.

VII. PROPOSAL PREPARATION AND SUBMISSION:

A. Specific Requirements

Proposals should be as thorough and detailed as possible so that Virginia Tech may properly evaluate your capabilities to provide the required goods or services. Offerors are required to submit the following information/items as a complete proposal:

1. Company Overview:

- i. State the Firm's legal entity name and headquarters address.
- ii. Firms must provide the name, title, address, telephone number, and email of the individual responsible for acting as the Firm's designated representative for these services.
- iii. Identify key personnel on behalf of the Firm who may be involved with providing the Scope of Services detailed within the RFP. Provide a resume, or summary of work history, for each of these individuals.

2. Qualifications / Experience:

- i. State the number of years of service and experience your Firm has.
- ii. Note the number of certified and qualified interpreters that your Firm has available. Specify how many of these are available within a 75-mile radius of the University (North End Center, Suite 2100, 300 Turner St. NW, Blacksburg, VA 24061)
- iii. List the institutions of Higher Education with which your Firm has already signed a term contract with.
- iv. Describe your Firm's history in successfully providing the requested interpreting services (as described in section VI Statement of Needs / Scope of Work) to previous or existing clients, with an emphasis on educational institutions.
- v. Provide a full description of your Firm's quality assurance process. Explain how your Firm tests and hires qualified interpreters. Describe your Firm's training / continuing education programs available to employees.
- vi. Provide information on if/how your Firm performs background checks on qualified staff/contracted interpreters as part of the hiring process.
- vii. Provide at least three professional references where similar Interpreting Services have been provided. Include the name of the organization, the complete mailing address, and the contact information (name, email, and phone number).

3. Operational Procedures:

- i. Describe how the University would make interpreter requests with your Firm (i.e., email, online request form/portal, phone, etc.)
- ii. List your Firm's procedures for processing an interpreter request. Specify what communication and information is provided to the University when a request is filled.
- iii. Explain how your Firm is able to accommodate the class schedules of a student/faculty as well as activities outside the classroom. Confirm if your Firm can accommodate more than one interpreter per student / faculty / staff, if the need arises.
- iv. Explain your Firm's standard invoicing process, including how travel and preparation time are calculated. Provide an example of an invoice statement that delineates typical charges for an assignment.
- v. Specify your Firm's cancellation policies and procedures.

4. Participation of Small, Women-owned and Minority-owned Business (SWAM) Business:

If your business cannot be classified as SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on SWaM subcontracting spend when requested. If your firm or any business that you plan to subcontract with can be classified as SWaM, but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the SBSD website at <http://www.sbsd.virginia.gov/>

5. The return of the Submission Instruction page and addenda, if any, signed and filled out as required.

D. General Requirements

1. RFP Response: In order to be considered for selection, Offerors shall submit a complete response to this RFP to include;

- a. **One (1) electronic document** in WORD format or searchable PDF of the entire proposal as one document, INCLUDING ALL ATTACHMENTS must be uploaded through the Virginia Tech online submission portal. Refer to page 2 for instructions.

Any proprietary information should be clearly marked in accordance with 2.d. below.

- b. Should the proposal contain **proprietary information**, provide **one (1) redacted electronic copy** of the proposal and attachments **with proprietary portions removed or blacked out**. This redacted copy should follow the same upload procedures as described on Page 1 of this RFP. This redacted copy should be clearly marked "*Redacted Copy*" within the name of the document. The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or trade secrets is not acceptable. Virginia Tech shall not be responsible for the Contractor's failure to exclude proprietary information from this redacted copy.

No other distribution of the proposals shall be made by the Offeror.

2. Proposal Preparation:

- a. Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in Virginia Tech 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 Virginia Tech at its discretion. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
- b. Proposals should be prepared simply and economically providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.
- c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, subletter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and subletter should be repeated at the top of the next page. The proposal should contain a table of contents which cross references the RFP requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.
- d. Ownership of all data, material and documentation originated and prepared for Virginia Tech pursuant to the RFP shall belong exclusively to Virginia Tech and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia Freedom of Information Act. However, to prevent disclosure the Offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing, either before or at the time the data or other materials is submitted.

The written request must specifically identify the data or other materials to be protected and state the reasons why protection is necessary. –The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. 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 of the proposal.

- 3. Oral Presentation: Offerors who submit a proposal in response to this RFP may be required to give an oral presentation of their proposal to Virginia Tech.—This will provide an opportunity for the Offeror to clarify or elaborate on the proposal but will in no way change the original proposal. Virginia Tech will schedule the time and location of these presentations. Oral presentations are an option of Virginia Tech and may not be conducted. Therefore, proposals should be complete.

VIII. SELECTION CRITERIA AND AWARD: .

A. Selection Criteria

Proposals will be evaluated by Virginia Tech using the following:

<u>Criteria</u>	<u>Maximum Point Value</u>
1. Quality of products/services offered and suitability for the intended purposes	25
2. Qualifications and experiences of Offeror in providing the goods/services	25
3. Specific plans or methodology to be used to provide the Services	25
4. Cost (or Price)	15
5. Participation of Small, Women-Owned and Minority (SWAM) Business	10
Total	100

B. Award

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 Proposal, including price, if so stated in the Request for Proposal. Negotiations shall then be conducted with the 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, Virginia Tech shall select the offeror which, in its opinion, has made the best proposal, and shall award the contract to that offeror. Virginia Tech may cancel this Request for Proposal or reject proposals at any time prior to an award. Should Virginia Tech 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 this solicitation and the Contractor's proposal as negotiated.

Virginia Tech reserves the right to award multiple contracts as a result of this solicitation.

IX. INVOICES:

Invoices for goods or services provided under any contract resulting from this solicitation shall be submitted by email to vtinvoices@vt.edu or by mail to:

Virginia Polytechnic Institute and State University (Virginia Tech)
Accounts Payable
North End Center, Suite 3300
300 Turner Street NW
Blacksburg, Virginia 24061

X. METHOD OF PAYMENT:

Virginia Tech will authorize payment to the contractor as negotiated in any resulting contract from the aforementioned Request for Proposal.

Payment can be expedited through the use of the Wells One AP Control Payment System. Virginia Tech strongly encourages participation in this program. For more information on this program please refer to Virginia Tech's Procurement website: <http://www.procurement.vt.edu/vendor/wellsone.html> or contact the procurement officer identified in the RFP.

XI. ADDENDUM:

Any ADDENDUM issued for this solicitation may be accessed at <https://bids.scquest.com/apps/Router/PublicEvent?CustomerOrg=VATech>. Since a paper copy of the addendum will not be mailed to you, we encourage you to check the web site regularly.

XII. COMMUNICATIONS:

Communications regarding this solicitation shall be formal from the date of issue, until either a Contractor has been selected or the Procurement Department rejects all proposals. Formal communications will be directed to the procurement officer listed on this solicitation. Informal communications, including but not limited to request for information, comments or speculations regarding this solicitation to any University employee other than a Procurement Department representative may result in the offending Offeror's proposal being rejected.

XIII. CONTROLLING VERSION OF SOLICITATION:

The posted version of the solicitation and any addenda issued by Virginia Tech Procurement Services 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 Virginia Tech Procurement Services. Such modifications or additions to the solicitation by the Offeror may be cause for rejection of the proposal; however, Virginia Tech reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

XIV. TERMS AND CONDITIONS:

This solicitation and any resulting contract/purchase order shall be governed by the attached terms and conditions, see Attachment A.

XV. CONTRACT ADMINISTRATION:

- A. Kelly Oaks, Assistant Vice President, Office for Equity and Accessibility, at Virginia Tech or their designee, shall be identified as the Contract Administrator and shall use all powers under the contract to enforce its faithful performance.
- B. The Contract Administrator, or their designee, shall determine the amount, quantity, acceptability, fitness of all aspects of the services and shall decide all other questions in connection with the services. The Contract Administrator, or their designee, shall not have authority to approve changes in the services which alter the concept or which call for an extension of time for this contract. Any modifications made must be authorized by the Virginia Tech Procurement Department through a written amendment to the contract.

XVI. ATTACHMENTS:

Attachment A - Terms and Conditions
Attachment B – Pricing Schedule

ATTACHMENT A

TERMS AND CONDITIONS

RFP GENERAL TERMS AND CONDITIONS

See:

https://www.procurement.vt.edu/content/dam/procurement_vt_edu/docs/terms/GTC_RFP_02182022.pdf

ADDITIONAL TERMS AND CONDITIONS

1. **ADDITIONAL GOODS AND SERVICES:** The University may acquire other goods or services that the supplier provides other than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services under the same pricing, terms and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services newly introduced during the term of the Agreement.
2. **AUDIT:** The Contractor hereby agrees to 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. Virginia Tech, its authorized agents, and/or the State auditors shall have full access and the right to examine any of said materials during said period.
3. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that Virginia Tech shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this agreement.
4. **CANCELLATION OF CONTRACT:** Virginia Tech reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the Contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 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.
5. **CONTRACT DOCUMENTS:** The contract entered into by the parties shall consist of the Request for Proposal including all modifications thereof, the proposal submitted by the Contractor, the written results of negotiations, the Commonwealth Standard Contract Form, all of which shall be referred to collectively as the Contract Documents.
6. **IDENTIFICATION OF PROPOSAL:** Virginia Tech will only be accepting electronic submission of proposals. All submissions must be submitted to the Virginia Tech online submission portal. Upon completion you will be directed to your Submission Receipt. Virginia Tech will not confirm receipt of proposals. It is the responsibility of the offeror to make sure their proposal is delivered on time. **Attachments must be smaller than 50MB in order to be received by the University.** Proposals may **NOT** be hand delivered to the Procurement Office.
7. **NOTICES:** Any notices to be given by either party to the other pursuant to any contract resulting from this solicitation shall be in writing via email.
8. **SEVERAL LIABILITY:** Virginia Tech will be severally liable to the extent of its purchases made against any contract resulting from this solicitation. Applicable entities described herein will be severally liable to the extent of their purchases made against any contract resulting from this solicitation.

- 9. CLOUD OR WEB HOSTED SOFTWARE SOLUTIONS:** For agreements involving Cloud-based Web-hosted software/applications refer to link for additional terms and conditions: https://www.procurement.vt.edu/content/dam/procurement_vt_edu/itprocurement/Data_Security_FER_PA_Addendum_2024.docx.
- 10. ORDERS:** Applicable departments, institutions, agencies and Public Bodies of the Commonwealth of Virginia may order by issuing a purchase order against any contract resulting from this solicitation.
- 11. CRIMINAL CONVICTION CHECKS:** All criminal conviction checks must be concluded before the Contractor's employees gaining access to the Virginia Tech Campus. Employees who have separated employment from Contractor shall undergo another background check before re-gaining access to the Virginia Tech campus. Contractor shall ensure subcontractors conduct similar background checks. All criminal conviction checks will normally include a review of the individual's records to include Social Security Number Search, Credit Report (if related to potential job duties), Criminal Records Search (any misdemeanor convictions and/or felony convictions are reported) in all states in which the employee has lived or worked over the past seven years, and the National Sex Offender Registry. In addition, the Global Watch list (maintained by the Office of Foreign Assets Control of The US Department of Treasury) should be reviewed. Virginia Tech reserves the right to audit a contractor's background check process at any time. All employees must self-disclose any criminal conviction(s) occurring while assigned to the Virginia Tech campus. Such disclosure shall be made to Contractor, which in turn shall notify the designated Virginia Tech contract administrator within 5 days. If, any time during the term of the contract, Virginia Tech discovers an employee has a conviction which raises concerns about university buildings, property, systems, or security, the contractor shall remove that employee's access to the Virginia Tech campus, unless Virginia Tech consents to such access in writing. Failure to comply with the terms of this provision may result in the termination of the contract.
 - a. The University has an awarded contract with a service provider for criminal conviction screening and background checks. The University prefers this vendor be utilized by the Contractor to comply with the contractual obligations and University Policy 4060.
 - b. If Contractor chooses to utilize a different firm than the university's preferred provider, the Contractor's selected service provider shall be pre-approved by the Virginia Tech Police department as an acceptable service provider for criminal conviction and background checks to ensure that firm's service levels meet the requirements of University Policy 4060.
 - c. If a Contractor chooses to utilize a different firm than the university's preferred provider, a five-day hold will be required before placement of employees deemed by the Contractor to meet all of the requirements of the University including a clean background check. Contractor shall provide the University with the name, date of birth and the last four digits of the social security number of all individual(s) to be placed in a temporary position under this contract. The University reserves the right to conduct its own background check process during this hold period.
- 12.** By signing and submitting a Proposal/Bid under this solicitation, the offeror/bidder certifies that if awarded the contract, it will have the following insurance coverages at the time the work commences. Additionally, it will maintain these during the entire term of the contract and that all insurance coverages will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

During the period of the contract, Virginia Tech reserves the right to require the contractor to furnish certificates of insurance for the coverage required.

INSURANCE COVERAGES AND LIMITS REQUIRED:

 - A. Worker's Compensation - Statutory requirements and benefits.
 - B. Employers Liability - \$100,000.00

- C. General Liability - \$2,000,000.00 combined single limit. Virginia Tech and the Commonwealth of Virginia shall be named as an additional insured with respect to goods/services being procured. This coverage is to include Premises/Operations Liability, Products and Completed Operations Coverage, Independent Contractor's Liability, Owner's and Contractor's Protective Liability and Personal Injury Liability.
- D. Automobile Liability - \$500,000.00
- E. Builders Risk – For all renovation and new construction projects under \$100,000 Virginia Tech will provide All Risk – Builders Risk Insurance. For all renovation contracts, and new construction from \$100,000 up to \$500,000 the contractor will be required to provide All Risk – Builders Risk Insurance in the amount of the contract and name Virginia Tech as additional insured. All insurance verifications of insurance will be through a valid insurance certificate.
- F. The contractor agrees to be responsible for, indemnify, defend and hold harmless Virginia Tech, its officers, agents and employees from the payment of all sums of money by reason of any claim against them arising out of any and all occurrences resulting in bodily or mental injury or property damage that may happen to occur in connection with and during the performance of the contract, including but not limited to claims under the Worker's Compensation Act. The contractor agrees that it will, at all times, after the completion of the work, be responsible for, indemnify, defend and hold harmless Virginia Tech, its officers, agents and employees from all liabilities resulting from bodily or mental injury or property damage directly or indirectly arising out of the performance or nonperformance of the contract.

Attachment B

Sign Language Interpreter Hourly Rate (<i>per assigned interpreter</i>) A. Monday -Friday 7:00am -5:00pm B. Monday -Friday 5:00pm -7:00am, weekends & holidays C. Billing increment (15-30-60 minutes)	A. \$ _____/Hour B. \$ _____/Hour C.
Sign Language Interpreter Daily Rate (<i>per assigned interpreter</i>) -For assignment exceeding 5 hours in one day A. Monday -Friday 7:00am -5:00pm B. Monday -Friday 5:00pm -7:00am, weekends/holidays C. Billing increment (15-30-60 minutes)	A. \$ _____/Day B. \$ _____/Day C.
Rate applicable to travel time: A. Hourly rate B. Per Mile rate C. Please indicate how this is calculated and when billed.	A. \$ _____/Hour B. \$ _____/Mile C.
Preparation Time Fees: A. Hourly rate B. Billing increment (i.e., 15-30-60 minutes)	A. \$ _____/Hour B.
Additional fees for requests that occur: A. 3 days to + 24 hours in advance B. Less than 24 hours in advance	A. + \$ _____/Hour B. + \$ _____/Hour
Are there different rates for: A. Remote interpreting B. Oral interpreting C. Educational interpreting D. Legal interpreting E. Medical interpreting F. Other: a. <i>Specify here</i>	A. \$ _____/Hour B. \$ _____/Hour C. \$ _____/Hour D. \$ _____/Hour E. \$ _____/Hour F. a.
Other Required Services/fees: A. Please disclose all other potential additional costs	A. \$ _____/Hour

Costs/Fees listed above shall include all overhead and profit. No billing will be accepted that shows any other costs than those listed above. This includes, but is not limited to, travel, any out-of-pocket costs, meetings, administrative, printing, delivery, rent, phone calls, postage, overnight mail service, accounting, fuel charges, office supplies, etc.



**VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY
PROCUREMENT DEPARTMENT**

ADDENDUM NO. 1

DATE:	12/20/2024
TO:	All Offerors
FROM:	Bryan Holloway, Contracting Officer
TOTAL PAGE(S):	1 page (not including attachments)
SOLICITATION TITLE:	American Sign Language and English Interpretation Services
SOLICITATION NUMBER:	218672503

I. CLARIFICATIONS AND ADDITIONAL INFORMATION

NONE

II. REQUESTS FOR INFORMATION

Please reference **Attachment A** for all requests for information that were submitted as a result of this solicitation and their responses.

All other aspects of this solicitation remain the same.

Attachment A

RFP 218672503 American Sign Language and English Interpretation Services RFIs Submitted

1. **Vendor Question:** What are the key challenges or pain points Virginia Tech has faced with interpretation services in the past?

Virginia Tech Response: The greatest challenge is Virginia Tech's rural location. We have a good number of qualified interpreters in the region, but they stay busy with relatively full schedules, and short-notice requests are difficult to fill.

2. **Vendor Question:** Are there specific priorities or areas of improvement that this new contract is expected to address?

Virginia Tech Response: No, we are looking to broaden the scope of available interpreters.

3. **Vendor Question:** How will service quality and performance metrics be monitored and enforced during the contract term?

Virginia Tech Response: Service will be monitored based on the feedback from the person using the service/accommodation.

4. **Vendor Question:** Can you provide clarity on the types of events or settings where interpreters will be required most frequently?

Virginia Tech Response: Public facing events including stage interpreting and job fairs, student organization events including club, fraternity, and sorority meetings, and also employee meetings and trainings.

5. **Vendor Question:** Who is the current incumbent contractor, and what has their performance been like?

Virginia Tech Response: There is no Incumbent for these services.

6. **Vendor Question:** What was the budget for the previous contract, and what is the budget ceiling for this solicitation?

Virginia Tech Response: From 2019 – to present day, an estimated total of \$466,000.00 has been spent on ASL Interpretation. No estimated value could be provided for English Interpretation Services.

7. **Vendor Question:** What are the most critical evaluation factors among the criteria listed (e.g., cost, qualifications, methodology)?

Virginia Tech Response: A point value system was included in the original solicitation for each criteria weighting the most critical areas.

8. **Vendor Question:** Are there specific areas where you have seen proposals fall short in the past?

Virginia Tech Response: No specific areas to note.

9. **Vendor Question:** Will there be opportunities for oral presentations, and if so, what is typically expected during these presentations?

Virginia Tech Response: No decision has been made at this time. If the Evaluation Committee determines presentations are necessary, more information will be provided at that time.

10. **Vendor Question:** Does the university have a preferred communication method or scheduling system for managing interpreter assignments?

Virginia Tech Response: A clear and concise online request platform with an email follow-up in the event more information is needed is preferred. But all methods and systems will be considered.

11. **Vendor Question:** What technology platforms or tools (if any) does the university currently use for remote interpreting?

Virginia Tech Response: Currently Virginia Tech utilizes both Zoom and Teams.

12. **Vendor Question:** Are there any specific compliance standards or policies beyond those outlined in the RFP that we should be aware of?

Virginia Tech Response: No.

13. **Vendor Question:** What is the anticipated volume of assignments, and how consistent is the need throughout the academic year?

Virginia Tech Response: No estimated volume can be obtained, With interpreting requests coming from all over the university and funded from multiple different departments, it would be difficult to provide a quality estimate.

14. **Vendor Question:** Will there be any support from the university in terms of providing materials or preparation resources for interpreters?

Virginia Tech Response: Whenever possible, Yes.

15. **Vendor Question:** Does Virginia Tech have any additional incentives or preferences for SWaM-certified vendors or subcontractors beyond scoring?

Virginia Tech Response: No additional incentives or preferences are given beyond the additional points for SWaM certified Vendors.

16. **Vendor Question:** Would the university consider splitting the award among multiple vendors to ensure capacity and availability?

Virginia Tech Response: Yes, Virginia Tech reserves the right to award to multiple vendors based on Section VIII SELECTION CRITERIA AND AWARD, Subsection B Award, listed within the solicitation.



**Project Proposal
For Project**

TITLE: American Sign Language and English Interpretation Services for
Virginia Polytechnic Institute and State University (Virginia Tech)
ID: RFP #218672503

Submitted To:

Virginia Polytechnic Institute and State University
Procurement Department

Submitted By:

Language Global Solution LLC

Date: January 17, 2025

Empowering Accessibility and Inclusion through Professional ASL and English Interpretation

Contact Information:

Name: Abdul Rahman SAFI, CEO/Founder

Email: asafi@languageglobalsolution.com

Phone: + [REDACTED]

Business Addresses:

D-U-N-S Number: [REDACTED]

EIN: [REDACTED]

LLC/Entity No [REDACTED]

Small Business Certification ID: [REDACTED]

Offices:

1. 1010 N Glebe Road, Suite 450 Arlington, VA 22201
2. 1401 21st ST, STE R, Sacramento, CA 95811
3. 3821 64th Ave Apt 104 Hyattsville MD 20784
4. 1717 N Street NW, STE 1, Washington, DC 20036



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1. Cover Letter

Language Global Solution LLC

1717 N Street NW, Suite 1, Washington, DC 20036

1010 N Glebe Road, Suite 450, Arlington, VA 22201

+ [REDACTED] | asafi@languageglobalsolution.com

January 17, 2025

Dear Members of the Evaluation Committee,

Language Global Solution LLC is pleased to submit our proposal in response to RFP #218672503 for American Sign Language and English Interpretation Services for Virginia Polytechnic Institute and State University (Virginia Tech). We are excited about the opportunity to support Virginia Tech's mission by delivering professional ASL and English interpretation services that enhance accessibility, inclusivity, and communication across the university community.

With over 15 years of experience in providing interpretation services across academic, medical, and professional settings, Language Global Solution LLC has earned a reputation for excellence, reliability, and professionalism. Our interpreters are certified by the Registry of Interpreters for the Deaf (RID), National Association of the Deaf (NAD), and meet all Virginia state requirements. This ensures our ability to meet Virginia Tech's diverse and dynamic needs with consistent, high-quality interpretation services.

Key Highlights of Our Proposal

- **Certified Professionals:** Our interpreters hold certifications such as RID, NAD Level III or higher, and Virginia Quality Assurance Screening (VQAS), ensuring culturally sensitive and accurate communication.
- **Comprehensive Services:** We provide on-site and remote interpreting services for academic classes, medical clerkships, university events, and staff meetings, handling both scheduled and last-minute requests seamlessly.
- **Geographic Reach:** Our interpreters are available within a 125-mile radius of Virginia Tech, with video remote interpreting (VRI) options for expanded access.
- **Compliance and Confidentiality:** We strictly adhere to ADA, Section 504, and university policies while maintaining the highest levels of professionalism and confidentiality.
- **Technology Integration:** Our team supports our platform by name of Interpret-Network and Zoom and Microsoft Teams, along with an online request system tailored to Virginia Tech's specific requirements.

We are confident in our ability to fulfill the scope of work outlined in the RFP and deliver interpreting services that exceed expectations. For any questions or additional information, please contact us at + [REDACTED] or asafi@languageglobalsolution.com.

Thank you for considering Language Global Solution LLC. We look forward to contributing to Virginia Tech's ongoing commitment to accessibility and inclusivity.

Sincerely,

Abdul Rahman Safi

CEO, Language Global Solution LLC

A handwritten signature in blue ink, appearing to be "AS", with a horizontal line underneath.



2. Company Overview (RFP Section VII.A.1.i, ii & iii)

Language Global Solution LLC brings over 15 years of experience delivering certified interpretation services to meet diverse needs. Our specialties include:

- 1) American Sign Language (ASL) interpreting
- 2) Oral Interpreting
- 3) Cued Speech Transliterators
- 4) Video Remote Interpreting (VRI)

Since our establishment in 2009, we have consistently delivered ADA Title II and Section 504-compliant accessibility solutions to public entities, including cities, colleges, universities, and government agencies. Initially operating as HSCC and later as One World Global Services, we rebranded as Language Global Solution LLC to focus on delivering high-quality on-site and remote interpreting services, multilingual support, and event-specific communication solutions.

2.1 Our team comprises:

- a. 18 certified ASL interpreters, transliterators, and captioners with a pool of spoken language interpreters
- b. A skilled administrative staff supported by a network of over 1,000 spoken language interpreters.

2.2 Legal Entity and Key Business Details (RFP Section VII.A.1.i, ii & iii)

- i. **Company Legal Name:** Language Global Solution LLC
- ii. **Office Locations:**
 - o 1010 N Glebe Road, Suite 450, Arlington, VA 22201
 - o 1401 21st Street, Suite R, Sacramento, CA 95811
 - o 3821 64th Avenue, Apt 104, Hyattsville, MD 20784
 - o 1717 N Street NW, Suite 1, Washington, DC 20036
- iii. **Key Identifiers:**
 - o **D-U-N-S Number:** [REDACTED]
 - o **EIN:** [REDACTED]
 - o **LLC/Entity Number:** [REDACTED]
 - o **Small Business Certification ID:** [REDACTED]

2.3 Designated Representative for Services (RFP Section VII.A.1.ii)

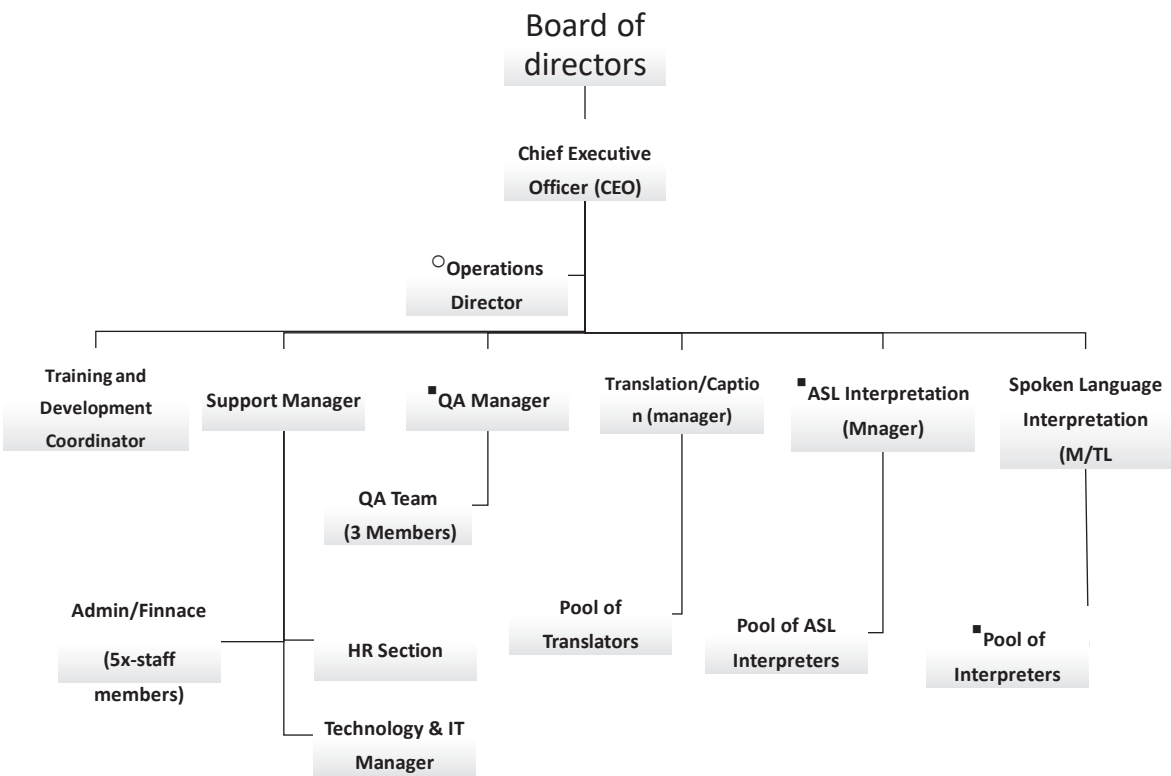
- o **Name:** Abdul Rahman Safi
- o **Title:** Chief Executive Officer
- o **Phone:** + [REDACTED]
- o **Email:** asafi@languageglobalsolution.com

2.4 Mission, Vision, and Values

- **Mission:** To empower communication across linguistic barriers while fostering accessibility and inclusivity.
- **Vision:** To lead the language services industry through expertise, reliability, and a commitment to accessibility.
- **Values:** Integrity, excellence, inclusivity, innovation, and customer focus.



2.5 Organizational Structure:





3. Qualifications and Experience (RFP-VII.A.2)

i. Number of Years of Service and Experience

Language Global Solution LLC has over 15 years of experience delivering certified ASL and oral interpretation services. Established in 2009, we specialize in ASL and English interpretation, ensuring compliance with ADA Title II and Section 504 in academic, medical, and professional environments.

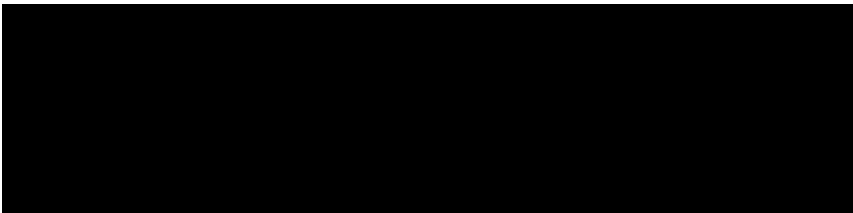
ii. Certified and Qualified Interpreters

- **Total ASL Interpreters:** 18 certified ASL interpreters. (12 ASL are assigned for this project)
- **Within a 75-Mile Radius:** 12 certified ASL interpreters are available within a 75-mile radius of Virginia Tech's North End Center, Suite 2100, 300 Turner St. NW, Blacksburg, VA 24061, with flexibility to scale based on project needs.
- **Remote ASL and Oral Interpreters (OPI & VRI):** Access to over 1,000+ certified ASL and oral/spoken language interpreters.
- **Compulsory Qualifications:**
 - RID/NAD-certified and HIPAA-compliant.
 - Hold bachelor's degrees in relevant fields.
 - Over 10 years of professional experience in academic and institutional environments.

iii. History of Successful Educational Service Delivery (RFP-VII.A.2.iii, iv, vii)

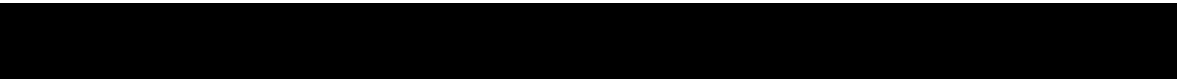
Project 1: Maryland State ASL Services (2015–2023)

- **Description:** Delivered ASL interpreting and transliteration services for a variety of clients, including the Maryland Correctional Institution – Jessup, in partnership with One World Global Organization. Ensured high-quality, professional interpreting services across multiple sectors.
- **References:**



Project 2: U.S. Forces and DHOH Support in Kabul (2017–2021)

- **Description:** Provided high-quality Sign Language Interpreting Services for U.S. Forces and Deaf and Hard of Hearing (DHOH) individuals in Kabul correctional facilities. Funded by the United Nations Mine Action Service (UNMAS), the project promoted social inclusion and rights for DHOH individuals.
- **References:**



Project 3: Kabul English Medium Sign Language School (2015–2020)

- **Description:** Provided comprehensive educational services to over 1,200 Deaf and Hard of Hearing students through accessible sign language education. Funded by UNMAS, this project empowered students to achieve academic success.





iv. Quality Assurance and interpreters Background Checks (RFP-VII.A.2. iv, v)

a. Rigorous Screening and Hiring Process:

- 1) **Criminal Records Checks:** All interpreters undergo comprehensive background screenings to meet strict security and ethical standards.
- 2) **Employment History Verification:** Employment history is reviewed to confirm qualifications, certifications, and relevant experience.
- 3) **Reference Checks:** Professional references are meticulously reviewed to assess reliability and prior performance.
- 4) **Skills Testing:** Interpreters are evaluated for proficiency in ASL, transliteration, and cultural competence to ensure compliance with industry standards.

b. Ongoing Quality Assurance:

- 1) **Performance Assessments:** Regular evaluations focus on punctuality, accuracy, and adherence to the RID Code of Professional Conduct.
- 2) **Real-Time Feedback:** Immediate corrective actions are taken if service deviations are identified.
- 3) **Monitoring and Reporting:** Continuous monitoring ensures interpreters consistently meet expectations, with detailed reports to improve service delivery.

c. Training and Continuing Education:

- 1) **Initial Training:** New interpreters complete an onboarding program covering institutional protocols, compliance standards, and interpreting best practices.

d. Continuing Education Programs:

- 1) Workshops and seminars on advanced interpreting techniques.
- 2) Training on emerging tools for VRI and real-time captioning.
- 3) Courses on specialized topics such as legal and academic interpreting.

e. Certification Support: Guidance and resources for interpreters pursuing certifications (e.g., RID, NAD).

v. Staff and Resources Overview assigned for this project

Language Global Solution LLC has built a dedicated and experienced team to successfully support the ASL and English interpretation services required for Virginia Polytechnic Institute and State University (Virginia Tech):

- 1) **Core Team:** A team of five (5) professionals manages operations, compliance, and quality assurance to ensure seamless service delivery and adherence to Virginia Tech's requirements.
- 2) **Certified ASL Interpreters:** 12 NAD/RID-certified interpreters are assigned to this project, supported by two standby interpreters to ensure full coverage for all assignments. (the number of interpreters is flexible increased/decreased based on need)
- 3) **Spoke Interpreters:** Access to over 300 certified spoken language interpreters for remote interpretation across diverse languages.
- 4) **Interpreter Pool:** Our continually expanding pool of interpreters allows us to flexibly respond to routine requests and urgent needs, ensuring uninterrupted service.
- 5) **Regional Reach:** With a strong presence within a 125-mile radius of Blacksburg, Virginia, we are strategically positioned to deliver prompt and reliable on-site services, with remote interpreting capabilities for extended coverage. 12 certified ASL interpreters are available within a 75-mile radius of Virginia Tech's North End Center, Suite 2100, 300 Turner St. NW, Blacksburg, VA 24061, with flexibility to scale based on project needs.
- 6) **Expertise:** Our interpreters bring extensive experience in academic, healthcare, legal, staff meetings, and university events, ensuring professional, accurate, and culturally sensitive communication across all settings.

vi.Administrative and key Staff Resumes

S#	Name	Position	Education & Training	Professional Qualifications & Experience	Technical Skills	Roles & Responsibilities
1	Abdul Rahman Safi	Chief Executive Officer (CEO)				
2	Atique Abbas	Support Manager				
3	A.Wali Safi	HR manager/ Security Liaison				
4	Salman	Project Manager/ Scheduling Coordinator				
5	Jessica Smith	Quality Assurance Specialist				



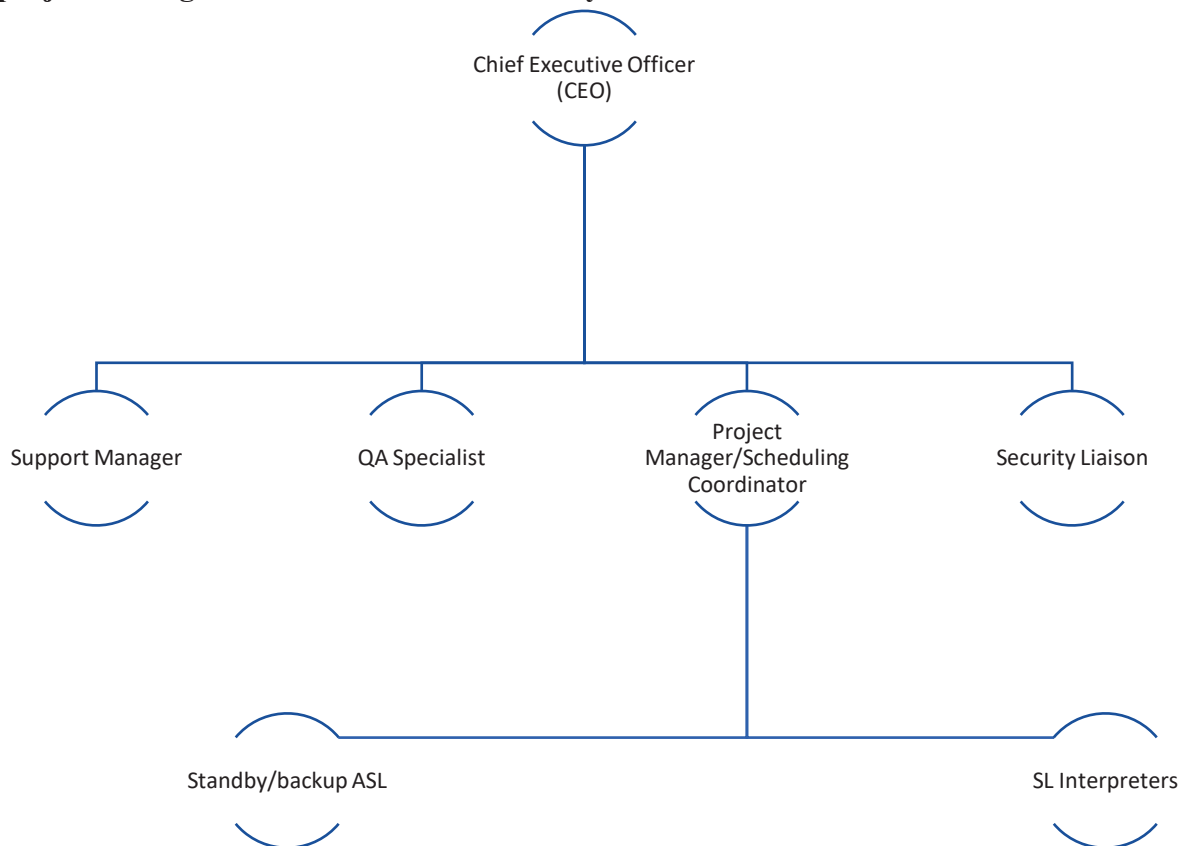
Assigned RID/NIC-Certified ASL Interpreters Resumes

S#	Name	Position	Education/ Qualification	Experience	Skills	Responsibilities
1	Sarah Johnson	Lead ASL and German SL and spoken Interpreter				
2	Emily Rodriguez	ASL and France SL Interpreter				
3	Amanda Rose	ASL Interpreter				
4	Dana Austin	ASL On-site Interpreter				
5	Cynthia Herbst	ASL Interpreter				
6	Anthony Diaz	English/Spanish t ASL Interpreter				
7	Joel Willis	Remote and On-site ASL Interpreter				



S#	Name	Position	Education/ Qualification	Experience	Skills	Responsibilities
8	David Carter	ASL Interpreter				
9	Lucy Annett	ASL Interpreter				
10	Christine Voesten	ASL Interpreter Specialist				

vii. This project management/administrative and key staff





4. Scope of Work and Project Understanding (RFP Section VI)

4.1 Project Understanding (RFP Section VI)

Language Global Solution LLC understands the critical role of American Sign Language (ASL) and English interpreting services in supporting Virginia Polytechnic Institute and State University's (Virginia Tech) mission to foster inclusivity and equitable communication access. These services ensure that all members of the university community, particularly Deaf and Hard of Hearing (DHOH) individuals, can fully engage in academic, professional, and campus activities.

Our tailored approach aligns with Virginia Tech's values and the requirements outlined in RFP Section VI, prioritizing high-quality interpretation, seamless communication, and accessibility.

4.2 Aim, Goals, and Objectives

- **Aim:** Deliver high-quality ASL and English interpretation services to promote accessibility and inclusivity across Virginia Tech.

- **Goals:**

- 1) Support Virginia Tech's commitment to inclusivity through certified and reliable interpreting solutions tailored to diverse university settings.
- 2) Foster a welcoming environment for DHOH individuals by ensuring full access to communication.

- **Objectives:**

- 1) Facilitate seamless communication for DHOH individuals, enabling full participation in academic, professional, and campus events.
- 2) Provide consistent and customized interpretation solutions for scheduled and urgent needs.

4.3 Outputs and Anticipated Outcomes

- 1) Equitable Communication Access: Ensure DHOH students, faculty, and staff have equal access to educational and workplace resources.
- 2) Efficient Service Delivery: Provide on-site and remote interpretation services to meet both planned and last-minute demands.
- 3) Enhanced User Experience: Deliver high-quality services with certified interpreters, robust coordination, and real-time feedback mechanisms.
- 4) Transparent Billing and Accountability: Maintain detailed invoicing and comprehensive reporting for all services provided.

4.4 Areas of Service Delivery (Aligned with RFP Section VI.A)

Language Global Solution LLC offers a range of interpretation services tailored to meet Virginia Tech's needs:

i. Services Provided:

- 1) Sign Language Interpretation (ASL)
- 2) Oral Interpreters
- 3) Cued Speech Transliterators
- 4) Video Remote Interpreting (VRI)

ii. Supported Areas:

- **Students:** Interpretation for classes, academic programs, and campus events.
- **Faculty:** Support during teaching, meetings, and university-hosted events.
- **Employees:** Job-related interpretation to ensure workplace inclusivity.
- **Medical Settings:** Clerkships, surgeries, lectures, and healthcare events.
- **University-Sponsored Events:** Accommodation requests for public programs and student activities.
- **Other Needs:** Meetings and events determined by the Office for Equity and Accessibility.



5. Service Requirements (Aligned with RFP Section VI.B)

5.1 Certified and Qualified Interpreters (RFP Section VI.B.1)

Language Global Solution LLC provides interpreters certified by RID, NAD Level III or higher, or VQAS Level III, ensuring effective communication across:

- In-class and out-of-class settings.
- Instructional activities, field trips, assemblies, counseling sessions, club meetings, and athletic competitions.

5.2 Consistency and Long-Term Assignments (RFP Section VI.B.2)

- Interpreters are assigned to specific courses or events for the entire semester whenever possible.
- This approach ensures familiarity with course material, consistency in service delivery, and effective communication.

5.3 Sufficient Staffing (RFP Section VI.B.3)

Language Global Solution LLC ensures adequate staffing to meet the needs of Virginia Tech by:

- Assigning **multiple interpreters per student** when required to accommodate overlapping schedules or extensive assignments.
- Supporting **both in-class and extracurricular activities**, such as study sessions, group projects, and field trips.

5.4 Geographic Coverage (RFP Section VI.B.4)

- Interpreters are available within a 125-mile radius of Virginia Tech to ensure timely and reliable on-site service.
- For cases where local interpreters are unavailable:
 - Pre-authorization will be obtained from the university.
 - Video Remote Interpreting (VRI) will be utilized to address broader or urgent needs.

5.5 Confidentiality (RFP Section VI.B.5)

Language Global Solution LLC upholds strict confidentiality policies:

- Interpreters will not discuss financial or contractual arrangements with students, faculty, or staff.
- All interpreters are required to sign Non-Disclosure Agreements (NDAs) to ensure compliance with university policies and maintain professionalism.

5.6 Cost Estimates (RFP Section VI.B.6)

Language Global Solution LLC provides clear and detailed cost estimates upon request. These estimates include:

- Interpreter times preparation time,
- Mileage and other relevant costs associated with the service.
- For details and example please see the point No. 8.8

5.7. Absence Management Policy (RFP Section VI.B.7) 6.4 & 7.5

(For the information, please refer to point No. 6.4 & 7.5)

5.8. Inclement Weather and Emergency Closings (RFP Section VI.B.8)

Language Global Solution LLC adheres to Virginia Tech's emergency and weather policies:

- Interpreters will monitor the University Status webpage (<https://vt.edu/status>) and sign up for the campus alert system and Information about University closings can also be found on local television and radio stations to receive real-time updates.
- No billing will occur during university closures caused by inclement weather or emergency situations.



6. Expectations of Interpreters (RFP Section VI.C)

6.1 Certified and Qualified Interpreters (RFP Section VI.C.1)

Language Global Solution LLC ensures that all interpreters meet the required certifications and qualifications to provide professional and effective interpretation services, as outlined below:

a. Certified Interpreters

- Certified interpreters hold valid certification from one or more of the following:
 1. Registry of Interpreters for the Deaf (RID) or National Association of the Deaf (NAD) Level 3 or better.
 2. State of Virginia or equivalent Quality Assurance Screening (VQAS), Level III or better.
 3. Cued Language Transliterator National Certification Examination (CLTNCE) certification.

b. Licensing Compliance

- Certified interpreters comply with all applicable Commonwealth of Virginia licensing requirements, including:
 - Virginia Department for the Deaf and Hard of Hearing (VDDHH):
 - Virginia Administrative Code Section 40

c. Qualified Interpreters

- Qualified interpreters are defined as those who can interpret:
 - Effectively, accurately, and impartially.
 - Both receptively and expressively, using specialized vocabulary as required for the assignment.

6.2 Code of Professional Conduct (RFP Section VI.C.2)

All interpreters strictly adhere to the Code of Professional Conduct established by the National Association of the Deaf (NAD) and the Registry of Interpreters for the Deaf (RID). This ensures:

- Confidentiality, impartiality, and professionalism in all assignments.

6.3 Timeliness (RFP Section VI.C.3)

Interpreters are required to:

- Arrive early or on time for all assignments.
- Wait for a minimum of 15 minutes for students, faculty, or staff before marking the session as a no-show.

6.4 Absences (RFP Section VI.C.4)

a. Interpreter Absence:

- Interpreters must notify both Language Global Solution LLC and the university's ordering contact immediately if they anticipate being late or absent.
- No billing occurs if the interpreter is more than 15 minutes late and the client has left the event.
- Excessive absences may result in termination or reduced assignments for the interpreter.

b. Student/Faculty/Staff Absence:

- Interpreters notify both the Firm and the university's ordering contact if the student, faculty, or staff does not attend the scheduled session.
- Interpreters/Firm will be billed for preparation, travel, and services as outlined in the contract if the absence occurs without proper 24-hour advance notice.

6.5 Sensitive or Highly Sensitive Data (RFP Section VI.C.5)

Interpreters may encounter sensitive or highly sensitive data during assignments. Language Global Solution LLC ensures that all interpreters:

- Commit to confidentiality as required by law and university policy.
- Do not retain, share, or store any sensitive information encountered during assignments.



6.6 Evaluative Oversight and Performance Monitoring (RFP Section VI.C.6)

Virginia Tech reserves the right to observe interpreters' work for quality assurance and evaluative purposes.

- **Regular Check-ins:** Interpreters participate in periodic feedback sessions to assess service quality.
- **Professional Relationships:** Interpreters maintain professional interpersonal relationships with students to ensure effective communication and service delivery.
- **Service Adjustments:** The university may adjust services based on evaluative findings to enhance communication outcomes and user satisfaction.

7. Expectations of Virginia Tech (RFP Section VI.D)

Language Global Solution LLC appreciates the collaborative efforts of Virginia Tech in facilitating the seamless provision of interpreting services. The following outlines the university's responsibilities to ensure efficient service delivery, aligned with RFP Section VI.D:

7.1. Detailed Assignment Requests (RFP Section VI.D.1)

Virginia Tech, or any department requesting interpreting services, will provide clear and detailed assignment requests to the awarded firm in a timely manner. These requests will include:

- The nature of the event or course.
- The required timeframe (start and end times).
- The location of the assignment.
- Relevant preparation materials, if available.

7.2. Course Schedules and Event Information (RFP Section VI.D.2)

Virginia Tech's Office for Equity and Accessibility will submit course schedules for students and faculty, or details of individual events, to the awarded firm as early as possible. This information will include:

- Specific details about the learning environment.
- Classroom and on-site placement requirements.
- Or any other required events and assignment.

7.3. Invoice Review and Discrepancy Resolution (RFP Section VI.D.3)

Virginia Tech's Office for Equity and Accessibility, or another contracting entity, will:

- Promptly review submitted invoices for accuracy.
- Notify the Language Global Solution LLC as soon as possible of any discrepancies to facilitate swift resolution.

7.4. Timely Responses to Inquiries (RFP Section VI.D.4)

Virginia Tech's Office for Equity and Accessibility, or the designated contracting entity, will respond promptly to questions or inquiries from the Language Global Solution LLC. This ensures smooth coordination and uninterrupted services.

7.5. Absences (RFP Section VI.D.5)

Absences are incidents when an interpreter fails to appear at the time and place specified (no later than 15 minutes from the start of the event /Service), or, students/faculty/staff using the interpreting services do not attend class and do not provide 24-hour advance notice. Expectations for the University in each type of absence are as follows:

a. Interpreter Absence:

- i. Virginia Tech's Office for Equity and Accessibility, or the contracting entity, will make note of the interpreter's absence. Excessive absences by interpreters may result in termination or reduced the usage of interpreter or Firm.



b. Student / Faculty / Staff Absence:

- i. During business hours, students will contact the Office for Equity and Accessibility, and that Office will inform the Language Global Solution LLC / Interpreter as soon as possible that the services are no longer needed. Notifications will be via email, text message, or phone call.
- ii. Arrangements for communication after hours, or in emergency circumstances, must be arranged between the Language Global Solution LLC / interpreter and the Office for Equity and Accessibility's coordinator of Deaf / Hard of Hearing Services.
- iii. If the Office for Equity and Accessibility and the Language Global Solution LLC are informed of scheduled absences more than 48 hours prior to the date and time of the actual absence, no charges will be incurred because of the absence. This applies to course withdrawals as well.

8. Operational Procedures (RFP Section VII.3)

8.1 Specific Plans or Methodology to Provide Services (RFP Section VIII.A.3)

1. Service Request Process

a. Submission Channels:

- **Email:** requests@languageglobalsolution.com
- **Online Portal:** [Interpret Network Portal](#) for Language Global Solution LLC
- **Phone:** + [REDACTED]
- or any other tolls of communication that was better for both parties.

b. Request Workflow:

1. Intake and logging of requests with necessary details, such as date, time, location, and service type.
2. Assignment of interpreters based on certifications, expertise, and proximity.
3. Confirmation of interpreter details, estimated costs (if applicable), and point-of-contact provided to the university.

2. Scheduling and Staffing

a. Interpreter Assignment:

- Assign interpreters to courses or events for the duration of the semester to ensure continuity.
- Provide standby interpreters to manage sudden changes or emergencies.

b. Flexibility:

- Scale interpreter numbers based on Virginia Tech's needs, ensuring availability for overlapping events, extracurricular activities, and field trips.

3. Service Delivery

a. Modes of Delivery:

- On-site ASL and oral interpreting services.
- Remote services via VRI for extended accessibility.

b. Timeliness and Reliability:

- Interpreters arrive on-site or join remotely punctually, ensuring seamless communication.

4. Technology Integration

a. Use of the [Interpret Network Portal](#) for:

- Request submission and management.
- Real-time updates on interpreter availability and assignments.

b. Compatibility with **Zoom and **Microsoft Teams** for remote interpreting sessions.**



5. Quality Assurance

- a. Ongoing evaluations of interpreter performance based on:
 - Accuracy, cultural sensitivity, and adherence to institutional protocols.
 - Feedback from users and university stakeholders.
- b. Real-time corrective feedback mechanisms to address any service deviations.

6. Invoicing and Billing

- a. Detailed invoices include:
 - Interpreter time (minimum 2-hour billing).
 - Travel and preparation time.
 - Transparent breakdowns for accountability.
- b. Electronic invoice submission within three business days of service completion.

7. Cancellation Policy

- a. No charge for cancellations made more than 24 hours before the event.
- b. Cancellations within 24 hours are billed for preparation, travel, and session time of the day.

8. Geographic Coverage

- a. Coverage within a 125-mile radius of Virginia Tech.
- b. Use of remote services (VRI) for cases where local interpreters are unavailable or when pre-approved.

8.2 Streamlined Workflow Summary

Step	Responsible Staff	Key Activities
1. Request Intake	Project Manager	Log requests, assign interpreters, and share schedules.
2. Pre-Assignment Prep	Project Manager, QA Team	Verify readiness, ensure security clearances, and provide event briefings.
3. Service Delivery	Interpreters	Deliver interpreting services while maintaining professional standards.
4. Reporting	Interpreters, QA Specialist	Submit logs, review metrics, and document feedback.
5. Feedback and Improvement	QA Specialist, Client	Collect client feedback, assess performance, and implement corrective actions if necessary.

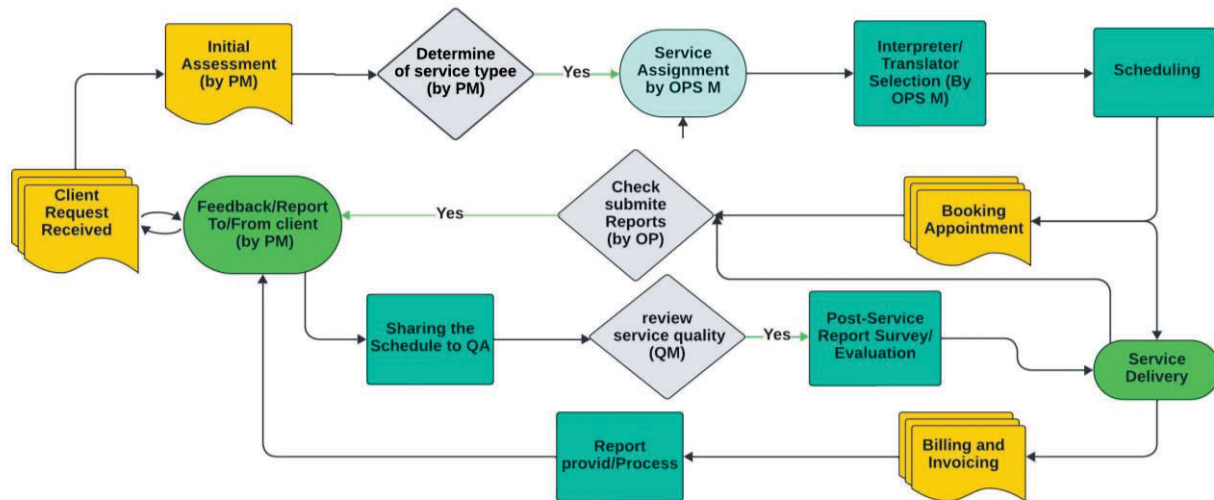
8.3 Technology Integration

By leveraging advanced scheduling tools, such as the **Interpret Network Portal**, Language Global Solution LLC ensures:

- **Efficient Request Management:** Secure and centralized submission process.
- **Real-Time Updates:** Transparent communication with clients regarding assignments and service status.



8.4 Service delivery Map



8.5 Accommodating Class Schedules and Activities Outside the Classroom

Language Global Solution LLC is committed to providing flexible and adaptive services to meet the diverse needs of students, faculty, and staff at Virginia Tech:

- **Class Schedules:** We coordinate closely with the university to align interpreter availability with academic timetables, ensuring consistent coverage for lectures, labs, and recurring classes. Long-term assignments are prioritized to maintain continuity and familiarity.
- **Extracurricular Activities:** We accommodate interpreting needs for a wide range of activities, including field trips, club meetings, assemblies, counseling sessions, and athletic events.
- **Multiple Interpreter Assignments:** When needed, we assign multiple interpreters per student, faculty, or staff member to cover extended events or overlapping schedules, ensuring seamless team interpreting for complex or lengthy assignments.

8.6 Standard Invoicing and Billing Policies (RFP Section VI)

i. Standard Invoicing Process

Language Global Solution LLC maintains a transparent and detailed invoicing process to ensure clarity and accountability. Each invoice includes the following:

- **On-Site Hours:** Total hours an interpreter is on-site delivering services, calculated from the start to the end of the assignment as scheduled.
- **Travel Time/Mileage:** Mileage/ traveling to and from the assignment location, billed at the agreed-upon rate.
- **Preparation Time:** Time required to review course materials, technical terminology, or event-specific details, billed based on prior agreement.

ii. Example Invoice Statement (changeable)

Service Description	Details	Rate	Total
On-Site/Remote ASL or Oral Interpretation	00 hours (10:00 AM - 1:00 PM)	\$00/hour	\$00.00
Mileage	00 hour (round trip)	\$00/hour	\$00.00
Preparation Time	00 minutes	\$00/hour	\$05.00
Total			\$00.00



8.7 Minimum billing policy:

1) Minimum Billing:

- For any scheduled meeting or session, a minimum of two hours will be billed, regardless of the session's actual duration.
- Example: If a session lasts only 1 hour, 2 hours will still be billed as the minimum charge.

2) Incremental Billing:

- If the session exceeds the initial 2-hour minimum, additional time will be billed in 30-minute increments.
- Example:
 - If a session lasts 2 hours and 15 minutes, billing will be for 2.5 hours.
 - If a session lasts 3 hours and 45 minutes, billing will be for 4 hours.

8.8 Invoicing Timeline

- i. Invoices are sent electronically within three business days of service completion.
- ii. Each invoice includes a breakdown of all charges for transparency.
- iii. By adhering to these detailed invoicing and billing practices, Language Global Solution LLC ensures that Virginia Tech receives a clear, accurate, and timely record of services rendered.
- iv. We are flexible and adhere to the METHOD OF PAYMENT of Virginia Tech

8.9 Incorporation of Administrative Costs

The salaries and related costs of the administrative support staff responsible for scheduling, compliance, quality assurance, and project management will be included within the overall project cost. This ensures seamless coordination and high-quality service delivery while maintaining budgetary transparency.

8.10 Cancellation detailed Policies and Procedures

Language Global Solution LLC has established the following cancellation policies to ensure fairness while accommodating changes:

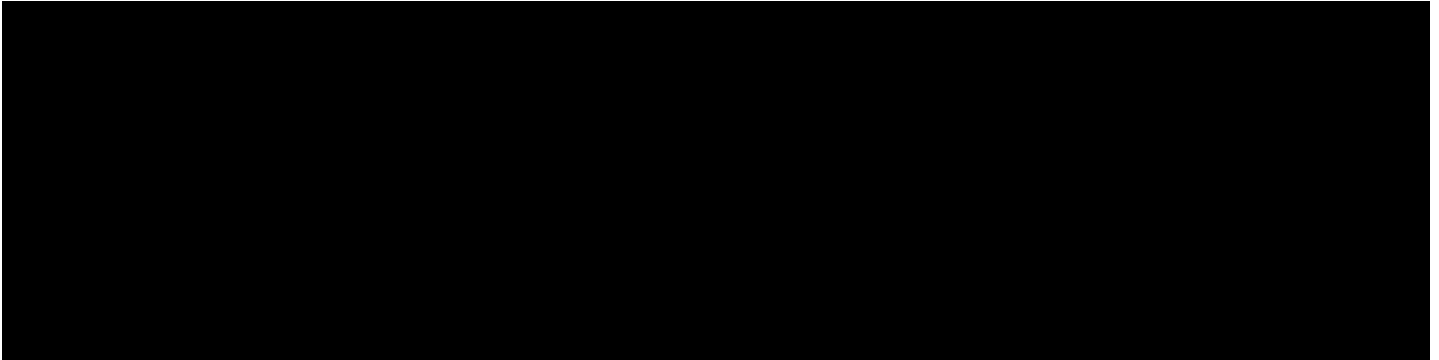
- i. **Cancellations with Notice:** If cancellations are made more than 24 hours before the scheduled event, no charges will be incurred.
- ii. **Cancellations without Notice:** If cancellations are made within 24 hours of the event, the Company will be billed for preparation, travel time, and a portion of the service fee as outlined in the contract for full scheduled time of the that day.
- iii. **Process for Handling Cancellations:** The university must notify our scheduling team as soon as possible via email or phone.
 - a. For after-hours cancellations, notifications can be submitted through our 24/7 portal or by contacting our emergency support line.
 - b. A confirmation of cancellation and any applicable charges will be sent to the university for recordkeeping.

Our flexible and transparent policies ensure seamless collaboration with Virginia Tech while addressing any last-minute changes or requirements



8.11 Insurance

Language Global Solution LLC maintains the required insurance coverage to comply with the contractual and operational needs outlined in RFP ID# 218672503. Specifically, we provide:



9. Signing and Submission of Proposal and price sheet, and Certification of Non-Collusion

In submitting this proposal, Language Global Solution LLC certifies the following:

1. The proposal has been prepared and submitted independently, without any form of collusion, fraud, or conspiracy with other offerors, companies, or individuals.
2. There has been no agreement, communication, or exchange of information with competitors regarding pricing, terms, or conditions of this proposal.
3. All information provided in this proposal is accurate, complete, and submitted in good faith.

By signing this document, Language Global Solution LLC acknowledges and agrees to the above certifications and affirms compliance with all applicable requirements.

We, the undersigned, submit this proposal and price sheet in response to RFP ID# 218672503, issued by Virginia Polytechnic Institute and State University (Virginia Tech). This proposal fully aligns with the RFP requirements, demonstrating our commitment to delivering high-quality interpreting and transliteration services as outlined in the RFP.

We look forward to the opportunity to collaborate with Virginia Tech in fostering inclusivity and equitable communication access for all members of the university community.

Name: Abdul Rahman Safi

Title: Chief Executive Officer

Organization: Language Global Solution LLC

Email: asafi@languageglobalsolution.com and/or program@languageglobalsolution.com

Phone: [REDACTED]

Signature: **Date:** Jan-17-2025



10. Attachment B (Price sheet)

Attachment B

Sign Language Interpreter Hourly Rate (per assigned interpreter) A. Monday -Friday 7:00am -5:00pm B. Monday -Friday 5:00pm -7:00am, weekends & holidays C. Billing increment (15-30-60 minutes)	A. \$ <u>140</u> /Hour B. \$ <u>140</u> /Hour C. 30
Sign Language Interpreter Daily Rate (per assigned interpreter) <i>-For assignment exceeding 5 hours in one day</i> A. Monday -Friday 7:00am -5:00pm B. Monday -Friday 5:00pm -7:00am, weekends/holidays C. Billing increment (15-30-60 minutes)	A. \$ <u>1400</u> /Day B. \$ <u>1960</u> /Day C. 30
Rate applicable to travel time: A. Hourly rate B. Per Mile rate C. Please indicate how this is calculated and when billed.	A. \$ <u>40</u> /Hour B. \$ <u>0.67</u> /Mile C. Odometer logs, mileage & actual time
Preparation Time Fees: A. Hourly rate B. Billing increment (i.e., 15-30-60 minutes)	A. \$ <u>140</u> /Hour B. 30
Additional fees for requests that occur: A. 3 days to + 24 hours in advance B. Less than 24 hours in advance	A. + \$ <u>140</u> /Hour B. + \$ <u>240</u> /Hour
Are there different rates for: A. Remote interpreting B. Oral interpreting C. Educational interpreting D. Legal interpreting E. Medical interpreting F. Other: a. Specify here	A. \$ _____/Hour B. \$ _____/Hour C. \$ _____/Hour D. \$ _____/Hour E. \$ _____/Hour F. _____ a. Same rates
Other Required Services/fees: A. Please disclose all other potential additional costs A minimum of two hours will be billed	A. \$ _____/Hour

Costs/Fees listed above shall include all overhead and profit. No billing will be accepted that shows any other costs than those listed above. This includes, but is not limited to, travel, any out-of-pocket costs, meetings, administrative, printing, delivery, rent, phone calls, postage, overnight mail service, accounting, fuel charges, office supplies, etc.

Abdul Rahman Safi,
Language Global Solution LLC



RFP # 218672503, American Sign Language and English Interpretation Services

INCLUDE THIS PAGE WITH YOUR PROPOSAL, SIGNATURE AT SUBMISSION IS REQUIRED

DUE DATE: Proposals will be received until Friday, January 17th, 2025 at 3:00 PM. Failure to submit proposals to the correct location by the designated date and hour will result in disqualification.

INQUIRIES: All inquiries for information regarding this solicitation should be directed to Bryan Holloway, Phone: (540) 231- 8545 e-mail: bryanh91@vt.edu. All inquiries will be answered in the form of an addendum. Inquiries must be submitted by 12:00PM on Thursday, December 19th, 2024. Inquiries must be submitted to the procurement officer identified in this solicitation.

PROPOSAL SUBMISSION:

***Please note, proposal submission procedures have changed effective March 2023.**

Proposals may NOT be hand delivered to the Procurement Office.

Proposals should be submitted electronically through Virginia Tech's procurement portal. This portal allows you access to view business opportunities and submit bids and proposals to Virginia Tech digitally and securely.

Proposals must be submitted electronically at:

<https://bids.scquest.com/apps/Router/PublicEvent?CustomerOrg=VATech>

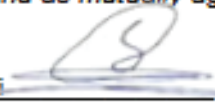
Vendors will need to register through this procurement portal, hosted by Jaggaer. It is encouraged for all vendors to register prior to the proposal submission deadline to avoid late submissions. Registration is easy and free. If you have any challenges with the registration process, please contact Jaggaer Support at 1-800-233-1121 or procurement@vt.edu.

Click on the opportunity and log in to your vendor account to begin preparing your submission. Upon completion, you will receive a submission receipt email confirmation. Virginia Tech will not confirm receipt of proposals. It is the responsibility of the offeror to make sure their proposal is delivered on time.

Hard copy or email proposals will not be accepted. Late proposals will not be accepted, nor will additional time be granted to any individual Vendor.

Attachments must be smaller than 50MB in order to be received by the University.

In compliance with this Request For Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal and as mutually agreed upon by subsequent negotiation.

AUTHORIZED SIGNATURE: Abdul Rahman Safi  Date: January, 17, 2025

[INCLUDE THIS PAGE]

Request for Proposal 218672503 Summary of Negotiations

1. **Virginia Tech Question:** As part of Virginia Tech standard procedures, all awarded contracts will be publicly posted on an online contract's portal. Is there any information included that would be used to identify or harm a person's identity, finances or personal information? If so, please provide a redacted copy of your proposal.

Vendor Response: *A redacted copy of the proposal is provided and attached. Sensitive information, including personally identifiable details and financial data, has been removed to ensure compliance with privacy and security standards.*

Attachment: *Redacted copy of the proposal is provided and attached.*

2. **Virginia Tech Question:** End of Contract Service Transition Expectations: If or when a transition of service to another provider is required (end of contract life or otherwise), the university would require the incumbent firm to cooperative fully in a successful transition of services. Explain any requirements your firm might have in preparing for such a transition of services. Additionally, please indicate your willingness to establish a transition plan alongside the new provider of service which may include but not be limited to sharing important data and/or existing service information via a cooperative knowledge transfer process.

Vendor Response: *Language Global Solution LLC is fully committed to ensuring a smooth and successful transition of services at the end of the contract. We will cooperate with Virginia Tech and the incoming provider by sharing necessary service data, documentation, and best practices while maintaining confidentiality. Our team will assist in knowledge transfer, provide brief or training if required, and support a structured transition plan to ensure service continuity with minimal disruption.*

3. **Virginia Tech Question:** Cost to the University is a major component of this solicitation and one of the 5 factors considered during the award process. With this in mind, please submit your best and final pricing schedule for consideration.

Vendor Response: *Language Global Solution LLC has carefully reviewed the cost structure and is pleased to submit our **Best and Final Pricing Schedule** for consideration. Our pricing is competitive, transparent, and aligned with industry standards while ensuring high-quality ASL and English interpretation services for Virginia Tech. The finalized pricing schedule is attached for review. We remain flexible and open to discussing any cost-related clarifications as needed.*

Attachment: Final Pricing Schedule

4. **Virginia Tech Question:** Are the prices provided with your proposal as favorable (or more favorable) as pricing provided to other Higher Educational Institutions?

Vendor Response: *Yes, our pricing is as favorable or more favorable than that offered to other higher education institutions, ensuring competitive rates while maintaining high-quality service.*

5. **Virginia Tech Question:** Does Language Global Solutions agree to provide monthly invoices with payment due thirty (30) days after receipt of invoice or goods/services, whichever is later?

Vendor Response: *Yes, Language Global Solution LLC agrees to provide monthly invoices with payment due thirty (30) days after receipt of the invoice or completion of goods/services, whichever is later.*

6. **Virginia Tech Question:** If awarded a contract, do you agree to limit price increases to no more than the increase in the Consumer Price Index, CPI-W for the latest twelve (12) months for which statistics are available at the time of renewal or 3 percent, whichever is less?

Vendor Response: *Yes, Language Global Solution LLC agrees to limit any price adjustments to the lower of either the Consumer Price Index for Urban Wage Earners and Clerical Workers (CPI-W) for the most recent 12-month period or a maximum of 3%, subject to mutual agreement at the time of renewal. Any price adjustments will be communicated in advance and justified based on market conditions and cost factors.*

7. **Virginia Tech Question:** If awarded a contract, are you willing to hold prices firm for the initial contract period and the first renewal term?

Vendor Response: *Language Global Solution LLC agrees to hold prices firm for the initial contract period and the first renewal term, ensuring cost stability for Virginia Tech.*

8. **Virginia Tech Question:** Are you registered with and willing to participate in the eVA internet procurement solution described in the terms and conditions of the RFP?

Vendor Response: *Yes, Language Global Solution LLC is registered with the eVA internet procurement solution and is willing to complete the process and actively participate in accordance with the terms and conditions of the RFP.*

9. **Virginia Tech Question:** Are the prices for all goods/services listed in your proposal inclusive of all applicable eVA system transaction fees?

Vendor Response: *Yes, all prices for goods and services listed in our proposal are inclusive of all applicable eVA system transaction fees*

10. **Virginia Tech Question:** Will Language Global Solutions agree to participate in the Wells One AP Control Payment System?

Vendor Response: *Yes, Language Global Solution LLC agrees to participate in the **Wells One AP Control Payment System** in accordance with Virginia Tech's payment procedures.*

11. **Virginia Tech Question:** Do you agree that the initial contract period shall be One (1) year?

Vendor Response: Yes, Language Global Solution LLC agrees that the initial contract period should be one (1) year, as outlined in the RFP.

12. **Virginia Tech Question:** Upon completion of the initial contract period, does Language Global Solutions agree that the contract may be renewed by Virginia Tech upon written agreement of both parties for Four (4) x One (1) year periods, under the terms of the current contract?

Vendor Response: Yes, Language Global Solution LLC agrees to the contract renewal for four (4) additional one-year periods upon mutual written agreement.

13. **Virginia Tech Question:** Do you agree that you will be performing services as an Independent Contractor, Company, Corporation or other business entity and are not an employee of Virginia Tech or any other Commonwealth Entity?

Vendor Response: Yes, Language Global Solution LLC agrees to perform services as an independent contractor and not as an employee of Virginia Tech or any other Commonwealth entity.

14. **Virginia Tech Question:** Do you further agree that Virginia Tech will not withhold any income taxes from its payments to contractors nor will it provide any employment benefits to the contractor or contractor's employees?

Vendor Response: Yes, Language Global Solution LLC agrees that Virginia Tech will not withhold any income taxes from its payments to contractors, nor will it provide any employment benefits to the contractor or its employees.

15. **Virginia Tech Question:** Please describe your turn-around time if emergency services are needed.

Vendor Response: Language Global Solution LLC prioritizes rapid response for emergency interpretation services. Our turnaround time for urgent requests is structured as follows:

1. Emergency Contact Methods

- Direct Phone Call: A dedicated emergency phone line will be created and shared, available 24/7 for immediate assistance.
- Email: request@languageglobalsolution.com (Use "URGENT" in the subject line for priority handling).

2. Interpretation – Urgent Response

a. Remote Interpretation – Available 24/7

- Immediate response within minutes, though in some cases, it may take up to one hour after receiving a direct call request.

b. On-Site Interpretation

- 1-2 hours response time for locations within a 50-mile radius of our nearest service hub.
- 2-4 hours response time for locations within a 75-mile radius, subject to interpreter availability.

- Same-day service for locations within a 125-mile radius, depending on scheduling feasibility.
- 3. Large-Scale Emergencies & Multi-Interpreter Deployments
 - We maintain a standby pool of interpreters to handle urgent large-scale requests.
 - High-priority assignments are coordinated via direct phone calls and email access to our emergency scheduling team.

4. Flexibility in Emergency Response

We recognize that unexpected situations may require adjustments. In collaboration with Virginia Tech, we will:

- Prioritize requests based on urgency and interpreter availability.
- Deploy the fastest possible response for each request.
- Communicate proactively if extended response times are required due to high demand.

We are committed to minimizing response times while ensuring quality service. For immediate emergencies, Virginia Tech can contact our 24/7 emergency coordination team via direct phone call or email for immediate response.

16. **Virginia Tech Question:** Please describe Language Global Solution's process for addressing any service-related issues.

Vendor Response: Language Global Solution LLC is committed to ensuring high-quality interpretation services and has a structured process for addressing service-related issues, including quality concerns, delays, and technical issues.

1. Issue Identification & Reporting

- Clients can report service concerns via email (support@languageglobalsolution.com) or through our 24/7 support phone line.
- Common issues include interpreter unavailability, delays, quality concerns, or technical issues (for remote interpretation).
- Our support team logs and categorizes reported issues for quick resolution.

2. Immediate Resolution & Troubleshooting

- For urgent issues (e.g., interpreter no-show or connection failure), we initiate an immediate corrective action:
 - Remote interpretation: Quickly reassign an interpreter within minutes.
 - On-site interpretation: Deploy a backup interpreter based on availability.
- For quality concerns, we follow a structured review and corrective action process:

3. Quality Concerns Resolution Process

a. Performance Review & Assessment

- The reported concern is logged and reviewed by the Quality Assurance (QA) team.
- If necessary, recordings of remote sessions or client feedback are analyzed.
- Key performance issues evaluated include:
 - Accuracy & completeness of interpretation.
 - Professionalism & adherence to ethical standards.
 - Punctuality & reliability in service delivery.
 - Compliance with Virginia Tech's service expectations.

- b. Corrective Coaching & Training
 - If required, the interpreter is provided with individual feedback and coaching to improve.
 - Additional training or refresher courses may be assigned to enhance their skills.
- c. Reassignment of Interpreter (*For Repeated or Major Issues*)
 - If an interpreter fails to meet quality standards after corrective coaching, they are reassigned from the Virginia Tech contract.
 - A qualified replacement interpreter is deployed immediately to maintain service consistency.
 - If necessary, the interpreter is removed from future assignments and undergoes further evaluation before re-engagement.
- 4. Escalation Process for Unresolved Issues
 - If an issue is not resolved immediately, it is escalated to the Operations Manager.
 - If further action is needed, a senior management review is conducted, and a resolution is communicated to the client.
- 5. Preventative Measures & Quality Control
 - Continuous training programs for interpreters to enhance skills.
 - Regular performance evaluations based on client feedback.
 - Strict adherence to professional standards (RID/NAD/VQAS for ASL interpreters).

"Language Global Solution LLC prioritizes service excellence and quick resolution of any issues to ensure uninterrupted, high-quality interpretation services for Virginia Tech. Our structured issue-resolution process ensures swift corrective actions while maintaining the highest professional standards."

17. **Virginia Tech Question:** If awarded a contract, will you agree to work with each user department before you begin to provide service so that issues and service requirements may be addressed?

Vendor Response: Yes, Language Global Solution LLC agrees to collaborate with each user department before service initiation. We will conduct pre-service discussions to review specific requirements, address potential concerns, and ensure seamless integration of our interpretation services into Virginia Tech's operations.

18. **Virginia Tech Question:** How soon after contract award can you begin providing services?

Vendor Response: Language Global Solution LLC is prepared to begin providing services immediately upon contract award or within a mutually agreed-upon timeframe based on Virginia Tech's operational needs.

19. **Virginia Tech Question:** Do you acknowledge, agree and understand that your contract is not exclusive, and that Virginia Tech cannot guarantee a minimum amount of business if a contract is awarded to your company?

Vendor Response: Yes, *Language Global Solution LLC acknowledges that this contract is non-exclusive and that Virginia Tech does not guarantee a minimum amount of business.*

20. **Virginia Tech Question:** Do you acknowledge that prior to commencing any work related to this contract, you must be in receipt of a Purchase Order?

Vendor Response: *Yes, Language Global Solution LLC acknowledges that work will not commence until a valid Purchase Order is received.*

21. **Virginia Tech Question:** Does the vendor acknowledge, agree, and understand that the terms and conditions of the RFP # 218672503 shall govern the contract if a contract is awarded to your company?

Vendor Response: *Yes, Language Global Solution LLC acknowledges, agrees, and understands that the terms and conditions of RFP #218672503 shall govern the contract.*

22. **Virginia Tech Question:** Please reconsider your response to Section II of the RFP and advise if any portion of any resulting contract may be subcontracted to small, women-owned and/or minority-owned businesses.

Vendor Response: *Language Global Solution LLC is a small business provider committed to enhancing growth in local communities through the engagement and empowerment of high-quality, cost-competitive small, minority-owned, women-owned, and local suppliers.*

We recognize the importance of supplier diversity and are open to subcontracting portions of the contract to qualified SWaM businesses when applicable. While our company has the resources to fulfill the contract independently, we remain committed to exploring partnerships with SWaM vendors for specific services as needed to enhance service delivery and support Virginia Tech's diversity initiatives.

23. **Virginia Tech Question:** Do you agree to become a certified SWaM vendor with the Virginia Department of Small Business and Supplier Diversity and maintain that certification throughout the term of this contract?

Vendor Response: *Language Global Solution LLC is willing to explore SWaM certification with the Virginia Department of Small Business and Supplier Diversity and will make every effort to maintain compliance if certified throughout the contract term.*

24. **Virginia Tech Question:** Please submit a W-9 on the current IRS Form Revision, and a copy of your Certificate of Insurance that meets the requirements of the solicitation.

Vendor Response: *The Certificate of Insurance (COI) is attached and meets the requirements outlined in the solicitation. It includes the following coverage:*

- Workers' Compensation Insurance – Statutory requirements and benefits.*
- Employers' Liability Insurance – Minimum coverage of \$100,000.*
- General Liability Insurance – Minimum \$2,000,000 combined single limit, covering:*
 - Premises/Operations Liability*

- *Products and Completed Operations*
- *Independent Contractor's Liability*
- *Owner's and Contractor's Protective Liability*
- *Personal Injury Liability*
- *Automobile Liability Insurance – Minimum coverage of \$500,000.*

Additionally, the completed W-9 form (latest IRS revision) is attached.