

COMMONWEALTH OF VIRGINIA

STANDARD CONTRACT

Contract Number: VTS-2751-2025

This contract entered into this 1st day of April 2025 by Stuart B Consultants, Inc, doing business as (DBA) Birnbaum Interpreting Services, 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.

BY 
 (Initials)

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

Contractor
By: 
(Signature)
Belinda Vance Business Development & Federal Contracting Manager
Name and Title

Virginia Tech
By: 
DocuSigned by:
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_FERPA_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.



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Birnbaum Interpreting Service Proposal
to provide
“American Sign Language and English Interpretation Services”
for Virginia Polytechnic Institute and State University (Virginia Tech)



RFP #218672503

Prepared for:

Bryan Holloway
Bryanh91@vt.edu
540-231-8545

Prepared by:

Stuart B. Consultants, Inc.,
D/B/A Birnbaum Interpreting Services
3509 Shepherd Street
Chevy Chase, MD 20815
Point of Contact (POC): Belinda Vance
POC Phone: (301) 587-8885 (ext. 6)
belinda.vance@bisworld.com
Business Size: Small Minority Disadvantaged
CAGE Code: [REDACTED] / DUNS NO.: [REDACTED]

Due: January 17, 2025
This proposal is valid for 90 days from the proposal's due date.

info@BISworld.com •
www.BISworld.com • www.bisworld.com •



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Company Overview:

- i. Stuart B. Consultants, Inc dba Birnbaum Interpreting Services
3509 Shepherd St Chevy Chase, MD 20815
- ii. Belinda Vance- Business Development & Federal contracting Manager
301-587-8885 ext. 2; Cell [REDACTED] belinda.vance@bisworld.com
Brian Birnbaum- CEO
Cell [REDACTED] brian.birnbaum@bisworld.com
- iii. The following details outline our staff's ability to allocate service providers suitable for all requests, regardless of lead time, location, or subject matter. We list BIS upper management along with individual abstracts. Each abstract includes a description of their operational role.

David Stuart Birnbaum; Owner, Founder & President (Birnbaumdd@gmail.com; VP: [REDACTED] - [REDACTED]): Among countless achievements, in February 1995 David Birnbaum became the first Deaf owner of a Sign Language Interpreting company to contract with the United States federal government. Though mostly removed from day-to-day functions, David keeps BIS well-capitalized and -staffed, ensuring no disruptions. He also consults with management on a regular basis, providing invaluable insight and experience.

Importantly—and as mentioned during our introduction—David spent over twelve years on Virginia Tech's Board of Trustees. Twelve years' tenure on Virginia Tech's BoT permits our team unparalleled insight as compared to other agency providers. We have not taken such access for granted, working hard to leverage his experience with and knowledge of Virginia Tech processes, requirements, and community to best prepare and build a team of quality and relevant interpreters.

Brian Birnbaum; CEO & Account Manager (Brian.Birnbaum@bisworld.com; ext. 4): As BIS's leading Account Manager, Brian oversees BIS development, operations, and expansion within both public and private sectors. Brian makes himself available via email or phone from 7:00 AM to 10:00 PM daily to ensure constant contact with clients. He manages BIS's biggest and/or most complex projects, which will include Virginia Tech; despite his role at the top of the company, he is always willing to assist with everyday operations and gritty details.

Brian maintains a global understanding of the business that, unlike other CEOs and Account Managers, allows him a comprehensive understanding of all contract requirements and details. Client agency CORs have consistently lauded Brian's involvement, noting that he treats clients like real partners rather than mere sources of payment. His experience as a CODA instills in him an inimitable need to provide the highest quality service. For example, it is not at all uncommon for Brian to work personally on individual assignments to ensure that Deaf consumers are not wanting for service. He involves himself in urgent requests on a consistent basis, provides weekly and monthly status reports, and is willing to undertake any task to ensure customer satisfaction.

As Account Manager for more than three dozen contracts, Brian's ability to multitask and make himself available at all hours enables clients to resolve issues at all hours; as example, Brian



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oversaw the onboarding of four large federal agencies that transitioned overnight—quite literally on Valentine’s Eve—from former FedRelay provider, Sprint/T-Mobile, to BIS, helping them hit the ground running without missing a beat. Few CEOs—if any—are willing, much less able, to undertake such a task with their company’s reputation on-the-line. Without any alternative, Brian’s focus was and remains on ensuring consumer needs are being met.

Connie Weis Anderson; Director of Operations & VRI (Connie.Anderson@bisworld.com; ext. 2): Connie has been with BIS for more than 20 years, starting out as a Video Relay Service interpreter and later transitioning to Managing Director of VRI and, as of 2020, Director of Operations. Connie ensures smooth operations. Connie handles everything related to VRI and thus works on the holistic side of resource allocation for Remote services.

A CODA in her own right, Connie too carries an intrinsic need to ensure that all Deaf consumers receive timely and quality service. No one at BIS brings a greater combination of knowledge, experience, and drive to constantly improve operational efficiency and efficacy. Like Brian, Connie wields a comprehensive understanding of both the business and industry at large. She is able to assist in all matters, from consumer service needs to basic invoicing questions.

Fallon Frederick; Managing Director of Coordination (Fallon.Frederick@bisworld.com; ext. 1 or VP: [REDACTED]): Led by Fallon Frederick, our coordination system integrates operations into a single, elegant mechanism that draws on historical and current data to make requests as efficient as they are effective. All stakeholders run through the coordination department and its integrated system. Fallon also works on the holistic side of resource allocation for all Onsite services. You can reach Fallon and her team at biscoord@bisworld.com.

We have illustrated the case for BIS being far more than a referral agency: we deploy an efficient set of technologies allowing us to cull resource pools down to those most relevant to any assignment or project; our holistic approach then leverages our operational team’s unmatched knowledge, experience, and comprehensive understanding of Deaf culture and access services to assign the best available resources across the Virginia Tech’s requirement.

Belinda Vance; Business Development & Federal Contracting Manager: ASL Onsite Director (Belinda.Vance@bisworld.com ; ext.6): Belinda Vance, a Child of Deaf Adults (CODA), boasts over 25 years of professional interpreting experience across diverse sectors, including medical, educational, legal, and federal settings. With exceptional management skills honed over decades, Belinda has successfully navigated complex interpreting assignments and facilitated seamless communication between Deaf and hearing individuals. Beyond her professional endeavors, Belinda is deeply involved in the Deaf community, advocating for accessibility and inclusion. Her commitment to detail-oriented work ensures accuracy and precision in every interpretation, earning her the trust and respect of clients and colleagues alike. Currently serving as a Business Development and Federal Contracting Manager for BIS, Belinda leverages her extensive expertise to drive growth and secure contracts in the federal sector. Her strategic approach and comprehensive understanding of interpreting services contribute to the success of her team and the organizations she serves. Belinda's dedication to excellence, coupled with her passion for advancing accessibility and empowering the Deaf community, makes her an asset in the field of interpreting and beyond. She continues to make a lasting impact through her leadership, advocacy, and unwavering commitment to bridging communication gaps.



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Most of our staff are either Deaf or CODA—from our Deaf Founder and Lead Coordinator to our CODA Account Manager, Director of Operations and VRI, along with her Assistant. Meaning, our operations, end-to-end, are steeped in Deaf culture, its values, and its mores.

Being rooted in Deaf culture from the top down allows BIS a much greater ability for supplying uniquely qualified and specialized interpreters across myriad technical settings. Furthermore, BIS's national database of interpreters reflects our operational staff's depth of nuance. Our holistic approach includes a mastery of details that most agencies only take into consideration.

Company Summary

As a pioneering Deaf entrepreneur, David Birnbaum founded Birnbaum Interpreting Services on the basis that it should first be steeped in Deaf culture and therefore best able to serve its accessibility needs. Stuart B. Consultants, D.B.A. Birnbaum Interpreting Services (BIS), has since expanded services to include several forms of accessibility, from our core Sign Language Interpreting and CART services to new services and products such as Localization, Postproduction, and ASL Data Set Generation. BIS has become known throughout the State of Maryland, and all the way to the coasts of California, as a bastion of Deaf access—a reputation that has seen David placed on The Maryland School for the Deaf Board of Trustees for more than twelve (12) years, among countless similar accreditations, achievements, and citations.

BIS has built a large and nuanced network that stems from our founder's leadership in the Deaf community—from his role in the Deaf President Now Campaign at Gallaudet to his activism on the boards of Deaf groups. Our significant role in Deaf culture permits us an unmatched network of resources among interpreters.

Since our first contract back in 1995, BIS has developed an unparalleled database of nationally certified and qualified interpreters whose technical capabilities represent the vanguard of the access industry. Our coordination system integrates all imaginable operations, from dialect specification and job notes to cross-referenced quality control mechanisms, under one digital umbrella. This approach has been revolutionary, crossing the latest technologies in data science and metanalysis with holistic cultural insights to provide thousands of clients with tens of thousands of hours of ASL interpreting services with unparalleled precision and consistency. In serving household-name corporations, government, small businesses, hospitals, and, of course, schools of all levels and sizes, BIS displays daily our team's passion for serving our community. We bring this passion to every client and intend to do the same for Virginia Polytechnic Institute and State University (Virginia Tech).

BIS believes firmly in process. We execute with such efficiency because we stick to our underlying mission and the principles that guide us on that mission:

1. **Mission:** to provide the best Deaf communication access services at the lowest possible price.
2. **Guiding Principles:**
 - a. Relentless technical improvement
 - b. Total immersion in Deaf culture

Our commitment to this process and attitude has underwritten our success over the past 29 years—and counting. BIS is centered upon Deaf culture: internal meetings are strictly conducted in ASL;



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our community presence and networks spread throughout the nuanced cultural niches of Deaf and interpreting culture. This level of knowledge and understanding allows for more accurate screening and allocation of interpreters. But our process begins with our integrated coordination system, which leverages our unparalleled archive of historical performance data to generate the best resource options for each individual assignment. From this select group, our operational experts use their decades of experience in the industry—and their lifetimes spent as CODA and Deaf individuals—to find the best interpreter for each assignment.

Our mission to deliver the highest quality service at the lowest prices drives us forward every day. We achieve this by hewing to an intertwined approach of relentless technical improvement and holistic Deaf culture. Our mission and principles seep into our everyday operations. The result is a virtuous cycle of dedicated focus on consumer needs while constantly deepening our capabilities to reinforce this focus.

Virginia Tech's resolute Account Manager, Brian Birnbaum, took the helm in March 2021. Brian continues to promote the same mission and principles that his dad deployed to revolutionize the industry—while ensuring that BIS sets the pace for technical advancement that Deaf access has come to rely on so heavily over the course of the pandemic. Our ensuing Technical Volume illustrates in detail our mission, principles, and obsession with improvement and customer satisfaction, which explain how and why Birnbaum Interpreting Services (BIS) has built an unparalleled Deaf access operation suited precisely for requirements such as Virginia Tech. In addition to ASL for On-site, Remote, and VRI, BIS also provides:

- ❖ Spoken Language Interpreting
- ❖ Onsite & Remote CART
- ❖ Transcription & Translation
- ❖ Post-Production Captioning
- ❖ Deaf Awareness Training & Consulting
- ❖ Interpreter Continuing Education (CEU)

Qualifications & Experience

- i. BIS is far more than a referral agency. We are always seeking ways to improve our model and practice. Throughout our almost 30 years in business together, we have constantly upgraded our technical capabilities. As a Deaf-owned and -operated agency, we provide pro bono services such as training and consulting for agency constituents to better understand Deaf culture and industry best practices. As a result, even in our 29th year, BIS has more than three-dozen federal & state contracts specifically for Deaf access services that we have won since Brian's tenure as CEO began. Virginia Tech will be confident that BIS has the abilities and resources to go over and beyond providing the best quality ASL services.
- ii. Birnbaum Interpreting Services (BIS) currently has a network of **650+ certified and qualified interpreters**. Within a 75-mile radius of the University's North End Center (Suite 2100, 300 Turner St. NW, Blacksburg, VA 24061), we have **an average of 45+** available ASL interpreters to provide services for onsite & over 650+ with the capability to provide VRI (remote) services.



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All interpreters meet the certification and qualification standards outlined in the solicitation, ensuring the highest quality of interpreting services.

iii. BIS's current or past contracts with the list below of institutions of Higher Education:

- Montgomery County Community College
- Towson University
- Gallaudet University
- Loyola University
- Uniformed Services University of the Health Sciences
- University of Central Arkansas
- University of Maryland, Baltimore County
- Disability Rights DC at University Legal Services
- & many more.

iv. Our agency has over 30 years of experience providing high-quality interpreting services to a wide range of clients, including educational institutions, government agencies, healthcare facilities, and private organizations. As a Deaf-owned and CODA-run agency, BIS understands the unique communication needs of the Deaf and Hard of Hearing community and is committed to delivering exceptional services tailored to meet client-specific requirements.

BIS has a proven track record of successfully supporting educational institutions, including universities, K-12 schools, and vocational programs. For example, BIS has partnered with universities to provide certified interpreters for academic settings such as lectures, seminars, labs, and faculty meetings, as well as extracurricular events like campus tours, club meetings, and graduation ceremonies.

Additionally, BIS emphasizes interpreter consistency by assigning long-term interpreters to courses and events to ensure familiarity with course materials and seamless communication. Our interpreters are thoroughly vetted and meet or exceed certification requirements, ensuring professionalism and reliability.

BIS's collaborative approach, flexibility, and attention to detail have allowed us to build strong, lasting relationships with our educational clients, consistently meeting or exceeding their expectations.

v. We take pride in our comprehensive quality assurance process, designed to ensure the highest standards of interpreting services. Below is a detailed overview of our approach:

Quality Assurance Process

1. **Rigorous Vetting and Hiring:** BIS verifies all interpreters' certifications, ensuring they meet or exceed industry standards such as RID, NAD, VQAS, or equivalent qualifications.



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Candidates undergo a thorough screening process, including:

- Review of résumés and credentials.
- Skills assessments, where they demonstrate proficiency in both ASL and spoken English, as well as specialized vocabulary relevant to various settings.
- Behavioral interviews to assess professionalism, ethical decision-making, and adherence to the NAD-RID Code of Professional Conduct.

BIS also confirms compliance with state and federal regulations, including licensing requirements where applicable.

2. Ongoing Training and Professional Development: BIS provides regular access to training and continuing education opportunities, including:

- Workshops on specialized interpreting topics such as medical, legal, or educational settings.
- Webinars and training sessions on new technology (e.g., video remote interpreting platforms).
- Cultural competency training to ensure interpreters are prepared to work in diverse environments.

BIS encourages interpreters to pursue CEUs (Continuing Education Units) and actively supports participation in professional development programs.

3. Performance Monitoring:

- BIS regularly monitors interpreter performance through client feedback, direct observation, and routine check-ins with both clients and interpreters.
- Any concerns or issues are promptly addressed through coaching or corrective action plans, as needed.

4. Commitment to Excellence:

- BIS ensures consistency by assigning interpreters to long-term assignments whenever possible, allowing them to build rapport and familiarity with the environment.
- We prioritize client satisfaction, ensuring interpreters not only meet technical requirements but also demonstrate professionalism, punctuality, and adaptability.

Commitment to Continuous Improvement

BIS is dedicated to advancing the skills of our interpreters and maintaining the highest industry standards. By investing in ongoing education and closely monitoring service delivery, BIS ensures that every assignment is completed with accuracy, professionalism, and cultural sensitivity.



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- vi. BIS conducts background checks as part of our rigorous vetting process to ensure the safety and professionalism of our services. For all qualified staff and contracted interpreters, the following steps are taken:

1. Criminal Background Checks:

- BIS partners with reputable third-party agencies to perform comprehensive criminal background checks at the federal, state, and local levels.

2. Verification of Credentials:

- Certifications (e.g., RID, NAD, VQAS) are verified to ensure they are valid and current.
- Licensing requirements specific to state or federal guidelines are confirmed.

3. Employment and Reference Checks:

- Employment history is reviewed, and references from previous clients or employers are contacted to evaluate the interpreter's professionalism, work ethic, and reliability.

4. Additional Screening:

- Depending on client-specific requirements, additional checks such as child abuse clearances, drug testing, or fingerprinting may be conducted.

Our background check process ensures that all interpreters meet the highest standards of integrity, reliability, and professionalism, aligning with client and industry expectations.

vii.

| | |
|---------------------------------|--|
| Client Organization Name | Towson University |
| Contact Person | |
| Value | \$910,087.50 |
| Type | Onsite & Remote Sign Language Interpreting & Captioning Services |
| Duration | 5 Years |
| Description | Description: Outside the increased range of Deaf consumers, serving Virginia Tech will in many ways be an extension of our work with other education clients in that subject matter and difficulty can vary so widely. Our work with TU exemplifies our capacity to adapt and scale in response to big changes --whether |



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| | <p>in the marketplace or a large influx of new customers. Though this differs in comparison to TU's needs, our ability to adapt to new situations translates to the constantly morphing needs of a prominent higher education institution.</p> <p>Over the course of the pandemic, BIS had to adapt to a new environment despite maintaining the same volume. The sudden change required a huge shift in resources. Under Fallon Frederick's direction, scaling to meet demand appeared to TU stakeholders as a seamless endeavor. TU students and staff have come to rely on a consistent team of resources that provide the entire gamut of access services, across all educational contexts.</p> |
|--|---|

| | |
|------------------------------------|---|
| Name of Client Organization | Montgomery County Community College |
| Contact Person | |
| Value | As Needed: Uncapped Dollar Amount |
| Type | Onsite Sign Language Interpreting Services |
| Duration | 1 Year |
| Description | As Needed/Ad Hoc sign language interpreting services are provided Onsite for both students and faculty at Montgomery County Community College. BIS provides service when the MCCC coordination team reaches out to vendors with needs. MCCC reaches out to all vendors simultaneously, and we fulfill services if we are the first team to assign a resource. |

| | |
|------------------------------------|---|
| Name of Client Organization | Gallaudet University |
| Contact Person | |
| Value | As Needed: Uncapped Dollar Amount |
| Type | Onsite Sign Language Interpreting Services & Career Development |
| Duration | Unlimited |
| Description | BIS maintains a unique relationship with GU. On the one hand, we are a typical vendor of Onsite SLI services for the university. Our interpreters typically serve faculty members or graduate |



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| | <p>students for events both on- and off-campus, such as dinners, presentations, assemblies, and more.</p> <p>On the other hand, BIS works with GU in a far more unique manner that is difficult to consolidate into one word or phrase but simple to describe: We help GU students generate career opportunities by connecting them with clients of ours, particularly those in the commercial or corporate sector.</p> <p>For example, BIS recently signed on PNC Bank as a client. Soon thereafter, we learned that PNC's initiatives include a drive to hire more Deaf employees. As such, we connected our PNC contract POC with Anjali to start the process of getting PNC a booth at the next GU Career Fair.</p> <p>BIS CEO, Brian Birnbaum, meets with Anjali to discuss further opportunities to connect GU students and faculty with all manner of career opportunities and advancement. Far more than merely a referral agency, BIS is a Deaf-forward organization always considering what is best for our community.</p> |
|--|--|

Operational Procedures

- i. BIS offers multiple convenient options for the University to submit interpreter requests, ensuring a streamlined and efficient process.
 1. **Email:** The University can email requests directly to our coordination team at **biscoord@bisworld.com**. This allows for detailed communication and ensures all relevant information (e.g., dates, times, location, and event details) is documented.
 2. **Online Request Form/Portal:** BIS provides access to an online request portal where authorized users can submit, track, and manage requests. The portal allows for real-time updates and easy access to request history.
 3. **Phone:** For urgent or last-minute requests, Virginia Tech can contact our coordination team via phone. Our team is available to handle requests promptly and ensure interpreters are assigned as quickly as possible.

These flexible options ensure that Virginia Tech can make requests in the most convenient manner while maintaining clear communication and timely delivery service.

ii. Procedures for Processing an Interpreter Request

1. **Request Submission:** Virginia Tech submits an interpreter request via email, phone, or our online portal, including relevant details such as:
 - Date, time, and duration of the assignment
 - Location (onsite or virtual platform link)



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- Nature of the event or course (e.g., lecture, meeting, medical appointment)
 - Any preparation materials or special requirements
2. **Request Review:** The BIS coordination team reviews the request to ensure all necessary details are provided. If the information is incomplete, the team contacts the requester for clarification.
 3. **Interpreter Assignment:** BIS matches the request with a qualified interpreter based on:
 - Certifications and expertise relevant to the assignment
 - Geographic proximity for onsite requests
 - Availability
 - Priority is given to assigning interpreters familiar with the client, course, or subject matter to ensure continuity and quality.
 4. **Confirmation to Virginia Tech:** Once the interpreter is assigned, BIS sends a confirmation email to Virginia Tech, which includes:
 - Assigned interpreter(s) name(s)
 - Confirmation of date, time, and location
 - Details for accessing virtual platforms (if applicable)
 - Any additional notes or instructions
 5. **Ongoing Communication:** BIS maintains open communication with Virginia Tech throughout the process.
 - For any changes or issues (e.g., interpreter substitutions, delays), BIS immediately notifies Virginia Tech and provides alternative solutions if needed.

This structured process ensures clarity, transparency, and reliability, providing Virginia Tech with high-quality interpreting services tailored to its needs.

iii. **Accommodating Class Schedules and Activities**

1. **Class Schedule Accommodation:** BIS works closely with Virginia Tech to review and understand the class schedules of students and faculty.
 - Schedules are reviewed in advance to ensure interpreters are assigned for the entire semester, allowing for consistency and continuity.
 - Interpreters are matched to specific classes or courses based on their expertise and familiarity with the subject matter.
2. **Outside Classroom Activities:** BIS accommodates activities outside of the classroom, including:



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- Club meetings, assemblies, field trips, and athletic events
 - Counseling sessions, office hours, and faculty/staff meetings
 - Special events, such as guest lectures, ceremonies, and workshops
 - Requests for these activities are processed promptly to ensure interpreters are assigned as needed.
3. **Flexibility with Additional Interpreters:** BIS can accommodate more than one interpreter per student, faculty, or staff member if required.
- For events or assignments that demand additional coverage (e.g., extended durations, complex content, or team interpreting), BIS assigns multiple-qualified interpreters to ensure seamless communication access.
4. **Collaboration and Coordination:** BIS maintains ongoing communication with Virginia Tech's Office for Equity and Accessibility to address scheduling updates, conflicts, or special needs.
- Our coordination team is available to adjust schedules and reassign interpreters as required, ensuring continuous support for students, faculty, and staff.

By prioritizing consistency, flexibility, and collaboration, BIS ensures that all interpreting needs—both inside and outside the classroom—are met with the highest level of professionalism.

iv. **Standard Invoicing Process**

1. **Invoicing Overview:** BIS generates detailed and transparent invoices to ensure accuracy and ease of understanding for the client.
- Invoices are submitted electronically via email to the designated billing contact within the agreed-upon timeframe (e.g., weekly, bi-weekly, or monthly).
 - Each invoice clearly outlines the assignment details, hours worked, travel, preparation time (if applicable), and any additional charges.
2. **Travel Calculation:** If approved in advance, travel time is calculated from the interpreter's starting location to the assignment location and back, using the agreed-upon hourly rate or a pre-defined travel rate.
- Mileage reimbursement is calculated based on the IRS standard mileage rate or as specified in the contract.
3. **Additional Details:**
- Any discrepancies or adjustments are communicated promptly to the client.
 - Invoices include the BIS point of contact and payment terms (e.g., net 30 days).



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Sample Invoice



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• Phone: 301.587.8885 • Fax: 301.565.0366

INVOICE

10/6/24
01
GDA-318-24-006

Payable to:
Stuart B Consultants, INC
DBA Birnbaum Interpreting Services
3509 Shepherd St
Chevy Chase MD 20815
Accounting@bisworld.com
301-587-8885

Services Sept 1-30 2024

| Job | Description | Unit | Unit Price | Line Total |
|---------|--|------|------------|------------|
| 7776458 | Interpretation: 09/26/24 8:00 AM - 3:00 PM | 7 | [REDACTED] | [REDACTED] |
| | American Sign Language (ase) | | | |
| | 7:00 hrs / Standard (Ref #7776458) | | | |
| | Job Title: Daily Instructional Support | | | |
| 7774411 | Interpretation: 09/26/24 2:00 PM - 3:45 PM | 2 | [REDACTED] | [REDACTED] |
| | American Sign Language (ase) | | | |
| | 2:00 hrs / Standard (Ref #7774411) | | | |
| | Job Title: Substitute for [REDACTED] Interpreter | | | |
| 7776469 | Interpretation: 09/27/24 8:00 AM - 3:00 PM | 7 | [REDACTED] | [REDACTED] |
| | American Sign Language (ase) | | | |
| | 7:00 hrs / Standard (Ref #7776469) | | | |
| | Job Title: Daily Instructional Support | | | |
| 7768455 | Interpretation: 09/27/24 8:30 AM - 3:45 PM | 7.5 | [REDACTED] | [REDACTED] |
| | American Sign Language (ase) | | | |
| | 7:30 hrs / Standard (Ref #7768455) | | | |
| | Job Title: Classroom Interpreting | | | |
| TOTAL | [REDACTED] | | | |

• info@BISworld.com •
• www.BISworld.com • www.BISVRI.com •

Commitment to Organic Response

Please note: While addressing all elements of the SOW with intent, BIS presents the following Technical Volume after the SOW acknowledgments in our own words—i.e., we do not simply restate Virginia Tech’s requirements; rather, we illustrate *how* and *why* we operate in our chosen



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fashion. In so doing, BIS has, historically, distinguished itself from competing with Deaf access providers by ensuring our understanding and experience. The following proposal aims to do so here in outlining with immeasurable detail, without merely copying the SOW onto this response, our approach to providing Deaf access services for Virginia Polytechnic Institute and State University (Virginia Tech).

Scope of Work/Specifications (SOW)

Birnbaum Interpreting Services (BIS) is pleased to confirm that we can fully support the services outlined below in your request for interpretation services for Virginia Tech.

We are prepared to meet the University's interpretation needs on an as-needed basis in the following areas:

- **Students:** Supporting students enrolled in classes and participating in campus-wide events.
- **Faculty and Staff:** Providing interpretation for teaching, attending meetings, or fulfilling other job responsibilities.
- **Medical Clerkships:** Offering services in medical settings, including surgeries, lectures, and associated environments.
- **University-Sponsored Events:** Accommodating requests for accessibility during events organized by the university.
- **Other Needs:** Addressing additional requests as determined by the Office for Equity and Accessibility

Service Requirements

Birnbaum Interpreting Services (BIS) is fully capable and prepared to support the outlined service requirements. We will provide certified and qualified sign language interpreters to facilitate communication in academic and extracurricular settings, ensuring consistency, long-term assignments, and sufficient staffing for in-class and out-of-class needs.

We will adhere to the geographical, scheduling, and contractual guidelines, including timely cost estimates, maintaining confidentiality, and managing absences per the specified protocols. BIS is also equipped to respond to inclement weather and emergency closings per the outlined requirements.

We are committed to meeting these expectations with professionalism and reliability to support Virginia Tech's needs effectively.

Expectations of BIS Interpreters



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Birnbaum Interpreting Services (BIS) is fully equipped to support the outlined requirements for providing certified and qualified interpreters. BIS ensures interpreters:

1. Hold a bachelor's degree or equivalent relevant experience and maintain certifications such as RID, NAD Level 3 or higher, VQAS Level III or higher, or CLTNCE certification.
2. Comply with all Commonwealth of Virginia licensing requirements and adhere to the NAD-RID Code of Professional Conduct.
3. Meet expectations for timeliness, absence notifications, and confidentiality, including handling sensitive data per university policies.
4. Provide effective, accurate, and impartial interpretation services, including specialized vocabulary as needed.
5. Are prepared for observation and evaluation to ensure service quality and maintain appropriate professional relationships with clients.

BIS is committed to upholding these standards and delivering exceptional interpreting services tailored to Virginia Tech's needs.

Expectations of the University

Birnbaum Interpreting Services (BIS) is prepared to fully support the requirements outlined. BIS will:

1. Coordinate with Virginia Tech's Office for Equity and Accessibility and other departments to provide interpreters based on clear and detailed assignment requests, including event details, timeframes, and preparation materials.
2. Collaborate to accommodate course schedules and learning environments, ensuring interpreters are prepared for effective on-site placement.
3. Address invoice discrepancies promptly and respond to inquiries in a timely manner.
4. Comply with absence policies, including appropriate handling of notifications for interpreter or student/faculty absences, and ensure after-hours communication protocols are in place as required.

BIS is committed to maintaining transparency, professionalism, and efficient coordination to meet Virginia Tech's needs.

General & Specific Requirements: Brief Overview

Our experience and operational capabilities allow Virginia Tech contracting officers to be confident that BIS interpreters fulfill all the general and specific requirements laid out in the SOW. However, we take a moment here to add color to the list of requirements therein. Each bullet here will cover multiple bullet items listed in the corresponding section of the SOW.

The remainder of this Technical Volume contains a great deal more information about our interpreting staff, experience, and capabilities beyond Virginia Tech stated requirements.



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Our Technical Approach focuses on our technical capacity and staff deployment as required by the solicitation. We detail in depth our staff, systems, data applications, and many other technical capabilities either required or beneficial to the success of this contract.

First, however, we provide a brief overview of the basics: our direct service and resource capabilities. Though résumés are available upon request—which exhibit interpreter education, training, certifications, and experience—BIS nonetheless makes fundamental guarantees about our services and the resources providing those services. Whether Onsite or Remote, service resources require the same attributes, credentials, and characteristics to fulfill their assigned roles both technically and practically.

Technical Overview: SLI

BIS interpreters practice the entire spectrum of sign language dialects and modes. Some examples of such dialects include:

- ❖ Certified Deaf Interpreting (CDI)
- ❖ Pidgin Signed English (PSE)
- ❖ Signed Exact English (SEE)
- ❖ Deaf-Blind (Tactile or Contact)
- ❖ Oral Transliteration
- ❖ Cued Speech Transliteration

Foundational tenets of interpreters allocated to Virginia Tech assignments include but are not limited to:

1. **Dedicated Interpreters:** Consistency is critical for developing an optimal working relationship between consumer and interpreter. At least one resolute and qualified interpreter will be assigned to all ongoing SLI assignments. BIS provides a team of resolute interpreters for high-ranking Deaf employees for clients such as Booz Allen Hamilton, Government Accountability Office, and Health & Resources Services Administration. Additionally, we adhere rigidly to Do No Send (DNS) lists. Regardless of whether an interpreter is widely viewed as qualified and accomplished, preference is personal.

Yet many providers fail to allocate consistent resources. Few providers prepared for the dearth of Onsite resources in wake of the pandemic. The gold rush of Remote services led them to ignore the space despite a resurgence of demand. As we also detail later, BIS also took the initiative to scale Remote infrastructure ahead of time. Meanwhile, many providers—larger referral agencies in particular—fail to provide consistent VRI resources because their big call centers assign the next available interpreter to the most recent request. On the other hand, most smaller providers often do not have the resources to ensure consistency. As a Federal contractor, BIS understands the needs of Virginia Tech’s Deaf constituents and has therefore maintained the infrastructure necessary to offer consistency.

For this contract in particular, BIS will provide an assigned interpreter—with a small group of backups—for all on-call and semi-regular slots. In doing so we ensure that the Deaf user receives maximum consistency, which is pivotal to quality service.

2. **Required Qualifications:** BIS interpreters possess the highest standard of skills, knowledge, and certification. Our interpreters carry RID and NAD certifications required to carry out contract performance. Our interpreters use a wide range of sign language dialects, as alluded to above, for Deaf consumers across the cultural spectrum. Most importantly, all BIS



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interpreters follow the RID Code of Professional Conduct, which complies with ADA requirements for effective, accurate, and impartial interpretation.

3. **Confidentiality**: As described above, all BIS interpreters follow the RID Code of Professional Conduct, which commands total confidentiality. Our interpreters maintain 100% compliance with this tenet, and BIS ensures that no residual record or documentation of conversations that take place during assignments are stored on BIS systems.

Basic Resource Requirements

All interpreters will be U.S. citizens and are certified by and/or registered with RID. All interpreters working on this contract will meet the certification and qualifications required for each individual request. Moreover, BIS fields a significant group of highly trained and experienced interpreters possessing specialized knowledge of specific subject areas or educational circumstances. See “Specialized Provisions,” below, for more details on specialized capabilities.

Specialized Provisions

As noted within our introduction, BIS fields a robust team of interpreters with specialized knowledge and capabilities across countless subject areas and dialects. This group offers a critical and targeted service for students and faculty with varying subject matter focuses and/or linguistic idiosyncrasies.

Subject Matter Contracts:

STEM: Current & Relevant Projects: Montgomery County Community College; Towson University; Gallaudet University; Naval Surface Warfare Center; U.S. Naval Research Laboratory; Booz Allen Hamilton; Department of Education; United States Citizenship & Immigration Services (engineering employee at Camp Springs); Food & Drug Administration; Chemonics International

Finance/Economics: Current & Relevant Projects: Internal Revenue Service; Booz Allen Hamilton; Small Business Administration; General Services Administration; U.S. Department of Agriculture; Consumer Finance Protection Bureau; HBO-Discovery

Law: Current & Relevant Projects: Towson University; Gallaudet University; Government Accountability Office; Department of Justice; American Civil Liberties Union; State of Maryland Office of the Courts; Human Resources & Services Administration

Information Technology: Current & Relevant Projects: Rochester Institute of Technology’s NTID Program; Montgomery County Community College; Towson University; Gallaudet University; Federal Emergency Management Administration; Naval Surface Warfare Center; General Services Administration; Booz Allen Hamilton; U.S. Naval Intelligence; Food & Drug Administration; Health Resources & Services Administration; Holy Cross Hospital; Watson Eye Clinic

The above contracts and ongoing projects—all of which require consistent, high-volume resource allocation—represent only our current portfolio of technical work. Our nearly three-decade history of access service includes *hundreds* of contracts whose requirements involve a high degree of technical knowledge.



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Technical Overview: VRI

With more than 25 years of Remote access experience, BIS supplies more than 50,000 minutes of VRI services in any given month, at times reaching 100,000. Such volume requires smooth operation devoid of issues and interruption. More importantly, our operations are both specialized *and* built to scale.

BIS employs and contracts with a large pool of certified and qualified Remote SLIs that operate in total compliance with the Code of Professional Conduct. Section III details in depth our resource capabilities. Administrative operations prove BIS to be far more than a referral agency; in fact, it would be more accurate to describe us as an information technology firm with a great specialization in Deaf access. Our VRI operations offer:

- ❖ 24/7/365 availability
- ❖ On-Demand capability
- ❖ Multilevel resource allocation:
 - Our integrated coordination system uses historical metadata to cull for resources that fit the specific Deaf consumer and job description.
 - Operational analysis of personnel shortlist
- ❖ 7:00AM-10:00PM customer service between coordination team and account manager—with the ability to extend hours.
- ❖ Direct access to your Account Manager; no fighting through a wall of representatives
- ❖ Consulting services (Deaf communication & working culture best practices)

Over decades of experience, we have fine-tuned our understanding of what Federal or State institutions such as Virginia Tech require. Below are some key overarching principles we have built upon to create our best practices within education:

- ❖ Collaborating with Administrative staff on scheduling
- ❖ Consistent resource allocation so consumers can focus on their work—not the interpreter.
- ❖ Building a strong foundation with agency officials and consumers
- ❖ Understanding and merging seamlessly with networks and other technical aspects unique to each department or even each office or team
- ❖ Actively collaborating with agency officials and consumers to evolve processes, track satisfaction, and stay ahead of potential disruptions.

VRI Operational Management

BIS staff represent the vanguard of the Video Remote Interpreting industry. Led by the BIS Operations Director, Connie Anderson, we have the most knowledgeable, skilled, and experienced interpreters in the nation. Each of our staff interpreters are CODA—children of Deaf adults—and therefore sign language is their native language.

- ❖ **Connie Anderson:** Director of Operations & VRI; CODA with more than 20 years of experience in all areas of Deaf access, including CART; maintains data for all VRI clients down to individual consumers.
- ❖ **Laura Young:** Operational Assistant to Connie Anderson; CODA with more than 20 years of experience in the industry



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- ❖ **Randy Thuesen:** Director of Continuing Education; leads CEUs for both BIS staff and contracted resources.
- ❖ **Jason Chang:** More than 20 years of experience; our most versatile staff resource; trained and experienced in a vast range of specialties and dialects; reports directly to the CEO monthly to review QA and ground analysis.

Over time, Connie and her team have developed a nationwide pool of Remote SLIs that exceed industry standards by a wide margin. Our operational efficiencies allow us to provide the highest quality VRI service at the best prices in total congruity with our mission.

VRI Technical Highlights

1. **Interoperability:** BIS VRI integrates with *any* hardware with the capacity to access internet connection—from any brand of desktop computer to the entire range of mobile devices.
2. **VRI Accessibility:** BIS VRI is accessible via any device with access to a quality internet connection. Even telephones can transmit through our VRI systems via dial-in numbers onto all main platforms the Virginia Tech uses. Examples of our interoperable platforms include:

| | |
|-----------------------|--------------------|
| ❖ Zoom | ❖ Google Hangouts |
| ❖ Zoom for Government | ❖ Google Workspace |
| ❖ Teams | ❖ Adobe Connect |
| ❖ WebEx Meetings | ❖ BlueJeans |
| ❖ WebEx App | ❖ GoTo Meeting |

BIS can integrate VRI service with any videoconferencing platform Virginia Tech uses.

3. **On-Demand Service:** Meetings and other communication needs can pop up at any time. Deaf employees do not take for granted their ability to participate—which oftentimes requires their provider’s ability to meet immediate demand. That is why BIS provides On-Demand VRI for all clients requiring such; as a Deaf-owned and -operated provider, we understand firsthand the importance of meeting these needs.

Approximately 15% of our VRI service volume comes from On-Demand VRI requests—meaning calls made without any premeditated scheduling or communication and answered within seconds or, at the very most, under our busiest conditions, a couple minutes. We possess both the knowledge necessary to sustain and increase this volume for Virginia Tech along with the technical and security challenges that *any* provider working with FedRamp-approved platforms must overcome in order to do so.

4. **Technical Assistance:** As mentioned earlier BIS provides customer service between 7:00AM-10:00PM EST, and we can extend the working hours to accommodate Virginia Tech if necessary. Subsumed by our customer service is technical support should any issues arise with our system or service tech. As you will glean from Section IV, our Problem Escalation Procedure follows a chain of command—Coordination → Operations → IT—that offers a systematic approach to solving issues efficiently and effectively. These services include set-up assistance and maintenance outside of immediate needs during assignments.
5. **Detailed Reports:** BIS provides monthly reports to all clients, including those in the private sector. An example of our invoice reporting includes the following metrics and data points (and BIS will provide any other items Virginia Tech requires for data tracking purposes):



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- ❖ Unique VRI Session ID Code
- ❖ Agency Bureau Name and Code
- ❖ Session Key
- ❖ Session Date
- ❖ Session Start and End Times
- ❖ Session Title
- ❖ Actual Session minutes
- ❖ Fixed rate per minute

6. **SCVRI & DCVRI:** Most meetings require basic SCVRI, in which the interpreter, Deaf consumer, and other participants are in the same meeting. DCVRI allows the Deaf consumer to be in the same meeting with the interpreter, who obtains the audio feed from another “channel” via dial-in or conference line.

BIS offers both SC and DCVRI. Furthermore, our team takes the initiative when necessary to set up the necessary channels should customers require assistance.

Integrated Coordination System

The integrated coordination system is the heartbeat of BIS. Our integrated system performs countless critical tasks: it warehouses every resource, from interpreters to scheduling and confirmations; it offers graduated levels of access, allowing total control to our internal coordination staff, a panoramic view to client contracting officers and other key administrators, and a limited view of users’ individual schedules; it allows officers and administrators to customize reports instantaneously by cross-referencing any of dozens of unique data sets and points; and much more.

Our integrated system’s most important tasks, however, revolve around optimizing the capabilities of allocated resources. Operational staff and Administration represent the drivers of such capabilities.

We break the integrated system down into five distinct tasks. Behind even the most technical, automated, and data-oriented tasks remains the requirement for a capable user—not only for the functioning of our internal coordination system, but for that of our client users and consumers as well, as described below.

Task #1: Resource Optimization

The overwhelming majority of Deaf access agencies are merely referral agencies that allocate resources; they are, in effect, middlemen. Here in 2024, every access agency should also be a technology company. BIS understands this and, more importantly, how technology can best assist our mission to provide the highest quality access service at the lowest price—which is to say the lowest overhead cost that would otherwise be passed down to customers.

In this sense, resource optimization becomes our system’s most important task. We achieve optimization in many ways.

The most basic—and important—function is to allocate interpreting resources. Rather than playing a game of trial and error, in which coordinators reach out to any resource that might be available,



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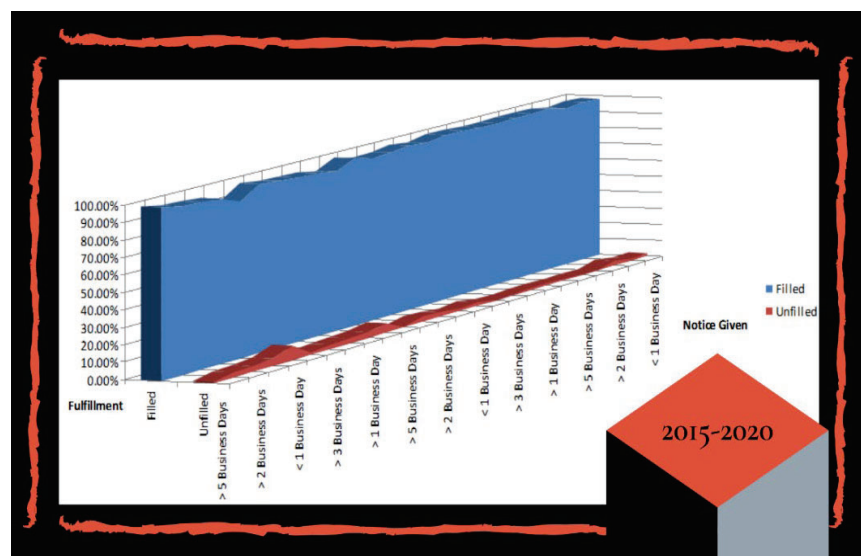
the system leverages metanalysis of BIS's historical performance to drain our pool down to the best resources for each assignment, project, or contract.

Modern technology allows any provider to wield data to their advantage—but only time allows for the collection of enough data to make a difference. And BIS has more experience than virtually anyone in the business, with data from nearly three decades of Deaf access services archived in our system. The information collected over this time paves the way for BIS to provide thousands of hours of services per month of the highest quality across the industry, virtually without interruption.

Task #2: Resource Allocation

Resource allocation occurs in two stages. These stages perfectly reflect our two-pronged approach to Deaf access services—leveraging the latest technology to optimize operational efficiency and effectiveness while also relying on our holistic understanding of Deaf culture and access to make organic decisions related to resource allocation.

1. **Dynamic Culling**: eliminating hundreds if not thousands of resources through our integrated coordination system's metanalysis of historical performance to arrive at a small pool of optimal matches for the relevant assignment or project.
2. **Holistic "Last Mile"**: holistic assignment of resources made by human operational specialists selecting from the small pool generated through metanalytic process.



Strictly from the standpoint of resource allocation—i.e. assignment fulfillment—the graphics to the left conveys fulfillment rates over the five-year period preceding the pandemic.

Here in 2024, however, we fill assignments at a rate exceeding 99%—including last-minute requests for all access services, such as On-

Demand requests for emergency rooms, last-minute requests for Onsite interpreting or CART, and other difficult requests. Excluding difficult requests, BIS fulfillment rates hyperbolically approach 100%, missing assignments only when we encounter *force majeure*. We owe our ability to maintain these fulfillment rates to the efficiency and accuracy of this integrated product.

Just as important, we assign resources that are *relevant* to the project. Our integrated system ensures they have an optimal combination of the relevant background, knowledge, experience, accreditations, or training.

Task #3: User Account Tiers



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The system exists to serve Virginia Tech in real time. All information is saved, maintained, and updated on an automated basis. But, to protect privacy and other sensitive information, not all users are created equal. Our system provides Virginia Tech stakeholders with three tiers of users:

1. **Master Users:** BIS coordinators with full access to the entire backend
2. **Power Users:** Virginia Tech contracting officers with access to the full Virginia Tech contract schedule and data; ability to pull customized reports for any cross-section of scheduling and data.
3. **Standard Users:** Requestors and consumers who make their own requests with access only to their schedule and user data.

As noted above, Virginia Tech Power Users have uninterrupted access to the most accurate and up-to-date information concerning the entire contract. These capabilities will also be geared toward providing the regular reports required by this contract. Additionally, BIS offers all stakeholders capabilities tailored to Virginia Tech's needs—e.g. if Virginia Tech plans on inputting their own requests, Standard Users will be given the power to make requests directly in the system. Users on the same level can share a common login or obtain unique credentials, depending on which approach optimizes Virginia Tech utilization.

Task #4: Automation

Automation is a major factor in our ability to manage and provide an average of over 5,000 hours of access services per month throughout the United States—a figure that has continued growing since David Birnbaum's son, Brian, took over as CEO in 2021. As related to this contract alone, the integrated system allows us to generate and cross-reference data instantaneously, allowing for more time and space to put this data to use.

Automated confirmations hit the requestor and/or user inboxes in two stages: after Virginia Tech stakeholders make a request; and once an interpreting resource is assigned. Our system also sends our resources assignment reminders and information such as job notes, assigned teammates, and updates made to the assignment or broader schedule.

Task #5: Security & Accessibility

The system also addresses security and accessibility compliance. All accounts require multifactor logins processes and provide network protection. The integrated system also makes every effort to abide by 508 Compliance up to WCAG 2.0 AA.

Contingency Plans

Recruitment is but one of countless tasks related to contingency planning. Deaf access is a human-centric one and therefore vulnerable to human error. Although rare, and despite our unwavering attempts to prevent service disruptions, there will inevitably be instances of interpreter illness, accidents, traffic, and lateness.

But such instances do not cause a void of service. For this reason, BIS has long supported a contingency plan. At a 99% fill rate, our record speaks for itself. The capability of this ilk, however, continues not from luck or effort alone, but are the result of years of evolving contingency plans and nonstop preparation. Again, our 29 years of experience plays a starring role. We use past



examples to not only prepare and revise but also imagine new scenarios. Below, we review contingencies for the two major risks to service continuation.

1. **Lateness or No-Show (Onsite):** Onsite SLI service presents a range of risks unassociated with Remote service. Whether related to travel or illness, the risk outcome is lateness or no-show.

By default, BIS's Coordination department supplies a thorough barrage of reminders, alerts, and communications aimed at ensuring a provider's punctuality. Unfortunately, there are rare occasions when travel disruptions or human error affect a service provider's ability to show up on time (which means 15 minutes prior to the assignment for interpreters). Severe weather, accidents, and the rare instance of mindlessness have all delayed or debilitated a service provider's arrival. This is one of the greatest challenges we face as an access provider.

Coordination is the first line of defense. Their first act is to find out the provider's location and the reason for their lateness, which will help decide which course of action to take next.

In case of a slight delay, or if a service provider cannot find the proper room, the Coordination team will inform the Virginia Tech immediately. The coordinator will then offer updates every few minutes until the provider's arrival. We offer VRI in the meantime as a replacement, for no added charge, under the right circumstances. Should there be a more serious delay, the coordinator will take the same steps to inform Virginia Tech of the situation. Sometimes finding an Onsite provider on such short notice is neither conducive nor, in most cases, possible. We strongly encourage using VRI services for last-minute requests. We are remiss not to supply the preferred service, but we would be more so if the client were not to receive any service at all, particularly if the absence is to be short-lived.

Most importantly, we document the issue for further reference. We encourage you to refer again to our job fulfillment chart. Maintaining a 97%-100% fulfillment rate since 2015—including every single request, at all lead times—illustrates better than anything else our ability to provide solutions under duress.

2. **Remote Malfunctions:** Video Remote Interpreting relies on functioning hardware and software. Any internet outages, platform crashes, server problems, and faulty equipment can disrupt service to Virginia Tech—which could occur from global issues out of our sphere of influence such as outages with AWS or Azure or localized issues with one of our operational staff across the country. While a few minutes might be insignificant in other scenarios, when servicing the Virginia Tech, there is little room for error.

Firstly, Virginia Tech will not have to wait for malfunctions to be remedied. As mentioned earlier in this subsection, BIS plans to onboard more on-site & remote providers in the event of supplementary need. In the event that technical issues arise, users follow instructions provided during the Kickoff Meeting and disseminated afterward to email VRI operations (vri@bisworld.com). When contacted by the relevant BIS emergency department, pass Virginia Tech users to the next available VRI provider. Though we try our best to continue doing so, filling the absence as rapidly as possible during emergency situations trumps allocating the most appropriate resource.



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In the meantime, we make all effort to remedy the technical difficulties with the goal of resuming service from the originally given provider. Issues we cannot resolve within one or two minutes we manage through our Problem Escalation Procedure. Should operational troubleshooting fail we bring in our IT team as Virginia Tech clients continue receiving service from a replacement BIS VRI provider. Once IT resolves the technical issue, Virginia Tech clients have the option to switch back to the original interpreting or captioning resource when they are back online to ensure maximum consistency.

Lastly, BIS includes in our reports any disruptions and logs their ensuing resolution, according to the Problem Escalation Procedure. Any Virginia Tech documented problems we file for reference. If, for any reason, the problem should persist, we then have correct records for further discussion, training, and implementation purposes.

Key Individuals

The following details outline our staff's ability to allocate service providers suitable for all requests, regardless of lead time, location, or subject matter. We list BIS upper management along with individual abstracts. Each abstract includes a description of their operational role.

David Stuart Birnbaum; Owner, Founder & President (Birnbaumdd@gmail.com; VP: [REDACTED]): Among countless achievements, in February 1995 David Birnbaum became the first Deaf owner of a Sign Language Interpreting company to contract with the United States federal government. Though mostly removed from day-to-day functions, David keeps BIS well-capitalized and -staffed, ensuring no disruptions. He also consults with management on a regular basis, providing invaluable insight and experience.

Importantly—and as mentioned during our introduction—David spent over twelve years on Virginia Tech's Board of Trustees. Twelve years' tenure on Virginia Tech's BoT permits our team unparalleled insight as compared to other agency providers. We have not taken such access for granted, working hard to leverage his experience with and knowledge of Virginia Tech processes, requirements, and community to best prepare and build a team of quality and relevant interpreters.

Brian Birnbaum; CEO & Account Manager (Brian.Birnbaum@bisworld.com; ext. 4): As BIS's leading Account Manager, Brian oversees BIS development, operations, and expansion within both public and private sectors. Brian makes himself available via email or phone from 7:00 AM to 10:00 PM daily to ensure constant contact with clients. He manages BIS's biggest and/or most complex projects, which will include Virginia Tech; despite his role at the top of the company, he is always willing to assist with everyday operations and gritty details.

Brian maintains a global understanding of the business that, unlike other CEOs and Account Managers, allows him a comprehensive understanding of all contract requirements and details. Client agency CORs have consistently lauded Brian's involvement, noting that he treats clients like real partners rather than mere sources of payment. His experience as a CODA instills in him an inimitable need to provide the highest quality service. For example, it is not at all uncommon for Brian to work personally on individual assignments to ensure that Deaf consumers are not wanting for service. He involves himself in urgent requests on



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a consistent basis, provides weekly and monthly status reports, and is willing to undertake any task to ensure customer satisfaction.

As Account Manager for more than three dozen contracts, Brian's ability to multitask and make himself available at all hours enables clients to resolve issues at all hours; as example, Brian oversaw the onboarding of four large federal agencies that transitioned overnight—quite literally on Valentine's Eve—from former FedRelay provider, Sprint/T-Mobile, to BIS, helping them hit the ground running without missing a beat. Few CEOs—if any—are willing, much less able, to undertake such a task with their company's reputation on-the-line. Without any alternative, Brian's focus was and remains on ensuring consumer needs are being met.

Connie Weis Anderson; Director of Operations & VRI Connie.Anderson@bisworld.com; ext. 2): Connie has been with BIS for more than 20 years, starting out as a Video Relay Service interpreter and later transitioning to Managing Director of VRI and, as of 2020, Director of Operations. Connie ensures smooth operations. Connie handles everything related to VRI and thus works on the holistic side of resource allocation for Remote services.

A CODA in her own right, Connie too carries an intrinsic need to ensure that all Deaf consumers receive timely and quality service. No one at BIS brings a greater combination of knowledge, experience, and drive to constantly improve operational efficiency and efficacy. Like Brian, Connie wields a comprehensive understanding of both the business and industry at large. She is able to assist in all matters, from consumer service needs to basic invoicing questions.

Fallon Frederick; Managing Director of Coordination (Fallon.Frederick@bisworld.com; ext. 1 or VP: [REDACTED]): Led by Fallon Frederick, our coordination system integrates operations into a single, elegant mechanism that draws on historical and current data to make requests as efficient as they are effective. All stakeholders run through the coordination department and its integrated system. Fallon also works on the holistic side of resource allocation for all Onsite services. You can reach Fallon and her team at biscoord@bisworld.com.

We have illustrated the case for BIS being far more than a referral agency: we deploy an efficient set of technologies allowing us to cull resource pools down to those most relevant to any assignment or project; our holistic approach then leverages our operational team's unmatched knowledge, experience, and comprehensive understanding of Deaf culture and access services to assign the best available resources across the Virginia Tech's requirement.

Belinda Vance; Business Development & Federal Contracting Manager: ASL Onsite Director (Belinda.Vance@bisworld.com ; ext.6): Belinda Vance, a Child of Deaf Adults (CODA), boasts over 25 years of professional interpreting experience across diverse sectors, including medical, educational, legal, and federal settings. With exceptional management skills honed over decades, Belinda has successfully navigated complex interpreting assignments and facilitated seamless communication between Deaf and hearing individuals. Beyond her professional endeavors, Belinda is deeply involved in the Deaf community, advocating for accessibility and inclusion. Her commitment to detail-oriented work ensures accuracy and precision in every interpretation, earning her the trust and respect of clients and colleagues alike. Currently serving as a Business Development and Federal Contracting Manager for BIS, Belinda leverages her extensive expertise to drive growth and secure contracts in the federal sector. Her strategic approach and comprehensive understanding of interpreting services contribute to the



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success of her team and the organizations she serves. Belinda's dedication to excellence, coupled with her passion for advancing accessibility and empowering the Deaf community, makes her a valuable asset in the field of interpreting and beyond. She continues to make a lasting impact through her leadership, advocacy, and unwavering commitment to bridging communication gaps.

Most of our staff are either Deaf or CODA—from our Deaf Founder and Lead Coordinator to our CODA Account Manager, Director of Operations and VRI, along with her Assistant. Meaning, our operations, end-to-end, are steeped in Deaf culture, its values, and its mores.

Being rooted in Deaf culture from the top down allows BIS a much greater ability for supplying uniquely qualified and specialized interpreters across myriad technical settings. Furthermore, BIS’s national database of interpreters reflects our operational staff’s depth of nuance. Our holistic approach includes a mastery of details that most agencies only take into consideration.

Resource Résumés

BIS possesses dozens of résumés—along with corresponding RID/NAD certifications—representing interpreting staff and contractors whom we work with on a consistent basis. Please reach out at any time for résumés and/or information on specific interpreters.

BIS is always open to working with resources outside of our network but currently working with Virginia Tech or possessing the knowledge, skill, and past performance experience on relevant or similar projects.

Continuing Recruitment Plan

Since this solicitation was issued several weeks prior, BIS has sustained the following recruitment plan in preparation for this opportunity. As represented below, we implement our recruitment plan, not just upon an award of a new contract, but the moment a potential project arises.

Our integrated system’s cross-referencing and the operational team’s organic selection processes define the first steps of our recruitment process. In these steps we find the best available resources for the project. The chart below has an outline of our recruitment process as a whole.

Recruitment Outline:

| | |
|--|---|
| Proposal Preparation → Submission | Initiate cross-referencing function to generate a resource pool; utilize operational knowledge and experience to select the best résumés; cultivate discussions with interested and appropriate resources to keep them apprised of solicitation status, including results of Q&A; begin discussions to procure commitments from resources in the event of award |
| Submission → Award | Continuing to cultivate discussions with interested and appropriate resources to keep them apprised of solicitation status; maintain regular contact with resources to understand respective schedules, availability, and rate structures; procure informal commitments from resources interested in the requirement; build out |



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| | operational infrastructure based on internal staff resources and contract resources' availability and clearance levels to prepare managements and coordination's respective roles |
| Award → Kickoff Meeting | Initiate contact with Virginia Tech contracting officers to obtain as much information as possible w/r/t scheduling and volume requirements; announce award to resource roster both internally and externally; use information obtained from the Virginia Tech contracting officials to procure formal commitments from resources via communiqués or individual formal agreements; organize potential "starting lineup" for each ongoing the Virginia Tech role; organize potential backup groups; review with resources the internal company handbook; integrate resources with the account established specifically for Virginia Tech prepare strategy for filling ad hoc and short-notice assignments for Kickoff Meeting; continue to augment and consolidate Virginia Tech resource pool using BIS's proprietary processes |
| Kickoff Meeting → Start Date | Input all available assignments into the system; organize the official "starting lineup" apropos of the available ongoing or consistent assignments; organize backup groups for ad hoc assignments; organize concrete systems of communication and assignment delegation specific to this requirement; continue discussion with COR and POCs to extract as much information as possible w/r/t further scheduling and volume requirements |
| Start Date | Full-scale project implementation: continuing cycle of recruitment to inexorably bolster available resource pool |

Recruitment Details:

Proposal Preparation → Submission: Throughout the process of preparing this proposal BIS executed the tasks noted in the first row. Cross-referencing metanalysis of historical performance with keywords listed below, we cut our national database of thousands of SLIs down to a pool of 30-40 resources suited to Virginia Tech. These interpreters were pulled for inclusion based on assignment and project data spanning over the course of three decades of performance history.

The resources whom we have chosen specifically for Virginia Tech possess recombinants of the following:

- ❖ Past Educational performance
- ❖ Past Elementary Education
- ❖ Past Special Education performance
- ❖ Past Early Childhood Education



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- ❖ Past Secondary performance
- ❖ Past performance classroom settings
- ❖ Past performance lectures, stage presentations, one-on-one/group meetings

BIS has thus far kept in contact with all resources with the aim of procuring informal commitments pending the award outcome.

Submission → Award: Our experience affords us a critical understanding of the importance of preparing for a contract award prior to receiving one. Far from presumptuousness, BIS prepares for all opportunities purely to optimize performance should the award be made. Many providers may consider it a waste of time and resources to do so. BIS, on the other hand, believes that performance matters, and we further believe that 90% of performance outcomes are decided by preparation.

Thus, the intervening period between bid submission and award marks an organizational period. Our operational staff continues to stay connected with key personnel. We aim during this period to obtain the most accurate information related to schedules, rates, and policies. In case of an award, this information need only be matched with the specific requirements in order for BIS to be able to finalize a roster.

Award → Kickoff Meeting: Per the above recruitment plan chart, upon award, BIS begins cementing plans that have been under construction since solicitation's release.

First, we inform all potential resources. Then we begin obtaining official commitments. Once we receive commitments, we review with all our resources our internal policies (having already received theirs); we provide in Section 5 a detailed outline of our policies and zero-tolerance motto.

Tentatively, we begin the process of assigning official roles—i.e., the process of placing interpreters into consistent and ongoing assignments. Officially assigning roles coincides with obtaining from the COR and POCs maximum information about scheduling. Assigning roles continues through the start of the contract as we continue to receive more information for the COR, POCs, and requestors as to more specific requirements and additional needs.

All the while we continue to bolster our resource pool with continued outreach and proprietary processing.

Kickoff Meeting → Start Date: To the best of our knowledge and ability, we now officially organize our “starting lineup” for consistent and ongoing assignments—though, at contract's outset, we closely check our resource performance to ensure total consumer satisfaction. We also begin the process of incorporating information as Virginia Tech contracting officers and coordinators supply preliminary insight into ad hoc and short-notice assignments.

The Kickoff Meeting is a critical event. There are integral functions of the Kickoff Meeting not directly related to recruiting, from beta testing request processes to setting schedules and timelines for reporting, invoicing, and quality assurance check-ins. During this meeting BIS will extract as much information related to the contract as possible to perfect our ability to meet and exceed the requirements therein—with assignment scheduling, volume, and outlook being one of the most important. Every bit of insight goes a long way into enabling BIS to cement resource roles.

As we have throughout the process, we continue to engage in outreach and augment our resource pool in preparation for meeting and exceeding the requirements. In this manner the recruiting



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process must never end; it is a continuous act of preparing for further ad hoc assignments and unforeseen circumstances such as illness and lateness.

QUALITY CONTROL

Throughout our Technical Volume we have outlined the standards set for the service products we intend to offer Virginia Tech. In this section, we will discuss in simple, straightforward terms how BIS Management supports these standards. Our adherence to a rigorous Quality Control procedure allows us to consistently supply quality customer service and problem resolution.

Quality Assurance Plan

Many providers have successfully organized a Deaf access referral agency that schedules and distributes resources. As we have shown throughout our response, what sets BIS apart from referral agencies is our conflation with Deaf culture and therefore motivation to provide an unparalleled level of service. The BIS Quality Assurance Plan (QAP) describes in large part this intrinsic commitment to excellence.

Company Handbook

Our staff, including both Deaf access resources and administrators, must sign an incredibly detailed employee handbook which updates annually. Each staff member has a 6-month midterm and an annual performance review—including ad hoc contractors working in consistent roles. BIS performs a background check and drug testing before hiring or job placement in confidential government agencies. In addition, any negative feedback including lateness, dress code violations, as well as any other issues are managed at once and firmly.

Hiring Standards

BIS is not a referral agency. Our nationally certified staff interpreters assure quality service, and we offer comprehensive services including interpreters who are committed to professional development, as well as interpreters with active security clearances. We strongly believe in keeping professional relationships with our clients, offering a free two-hour training session per contract year on any topic of your choosing. We do this because we honestly believe in quality service for Deaf and Hard of Hearing individuals in the United States.

Below, we offer an overview of the recruiting process for all new interpreters, whether staff or independent contractors. Our operations specialists, including Connie Anderson and Fallon Frederick, review all applicant résumés, certifications, and screenings. Only after stringent review will the resources be added to the team.

BIS interpreters are bound by the Code of Professional Conduct. Our employees and contractors are ethical and honest in performing work-related duties; they are ambassadors to our clients and our public. We implement a zero-tolerance policy regarding confidentiality and ethics.

Problem Escalation Procedure

The escalation process defines how BIS manages problems of any variety that arise among consumers and administrators. By streamlining the process, we expedite solutions for Virginia Tech while retaining an individualized approach and nuanced perspective.



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The Problem Escalation Procedure (PEP) begins with Coordination and, if necessary, escalates to the Virginia Tech Account Manager. Coordination takes initial responsibility for resolving the issue both as both the first to receive word of the problem and the most able to respond quickly. Coordination provides Virginia Tech stakeholder(s) with a resolution turnaround time, documenting all information that the customer provides, and relays to the Account Manager a brief of the situation. The Account Manager develops a communication plan and, if needed, co-develops a technical plan of action to ensure resolution of the technical issue. For problems requiring more time to remedy, the Account Manager updates all contract stakeholders of case progress.

BIS is dedicated to firsthand philosophy and incorporates all perspectives in the escalation process. We welcome feedback from contracting officials and consumers as extremely valuable. We make every effort to receive feedback through each step of the process. The Account Manager makes a formal request for feedback at the closure of the escalation.

| INITIAL INTERVIEW | QUARTERLY OBSERVATIONS |
|--|--|
| <p>We thoroughly evaluate each interpreter's competency:</p> <ul style="list-style-type: none">personal interviewethical portionvoice-to-sign and sign-to-voice interpreting and transliterating vignettesdiscussion of education, certifications, work history, experience, and settingsevery interpreter is interviewed by the Executive Vice President (a fully certified interpreter) and one of our senior employees <p>Only interpreters reaching a certain skill level are offered a position with the company.</p> | <ul style="list-style-type: none">quarterly on-site observationsprovides detailed feedback on professionalism and competencyobservations performed by senior, fully certified staff interpretersfeedback provided in a positive and supportive atmospherepurpose of assisting our staff in their professional development |
| | PEER REVIEW SESSIONS |
| | <ul style="list-style-type: none">on many occasions, two of our staff will be co-interpretersskill development encouraged through peer observationspeer observations provide structured frameworkfocus on helping each other develop their skills |
| | OTHER TRAINING |
| | <ul style="list-style-type: none">supervisors help determine individualized goals and objectivestraining workshops and opportunities for professional developmentannual educational stipendmonthly "Interpreter Discussion Group" with ethical discussionscontinually mentored by one of our certified senior interpretersbiannual in-house training days |

Problems still unresolved at any level past 24 hours automatically escalate to a higher level of resolution. At this point, the Chief Executive Officer steps in to help with the resolution.

Below, we provide a simply overview of the PEP chain. The PEP follows this chain to the top at all checkpoints described above.

If an escalation meets one or more of the following criteria, we consider the process closed:

1. The mutually agreed upon goals have been achieved.
2. A satisfactory monitoring period has elapsed without problem recurrence.
3. The client has agreed that the issue is resolved.
4. A mutually accountable decision has been made that the issue cannot or will not be resolved and this has been communicated to all parties.

As part of our continuous improvement process, the escalation will be Virginia Tech documented and reviewed to help BIS figure out the factors that led up to the escalation and how recurrence can be eliminated. Feedback from the customer will be asked for at the closure of the escalation.



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If the customer has any concerns about how their situation is managed, they should ask to speak to the account manager directly.

QAP Metrics & Tracking

BIS offers each client a performance survey. We use these surveys to define our level of performance and figure out patterns. Below, we present a snippet of our quantitative QAP survey. Your Account Manager administrator at the Virginia Tech conducted the survey at the COR’s discretion. In addition to the Session Management line item shown below, we also provide survey questions for:

- ❖ Technical Interfaces
- ❖ Professional Standards & Ethics
- ❖ Staffing Standards
- ❖ Education, Training & Experience
- ❖ Presentation

You can also see the bottom-line item for our total score. In lieu of the full survey at brevity’s behest, we are happy to send the full version upon request.

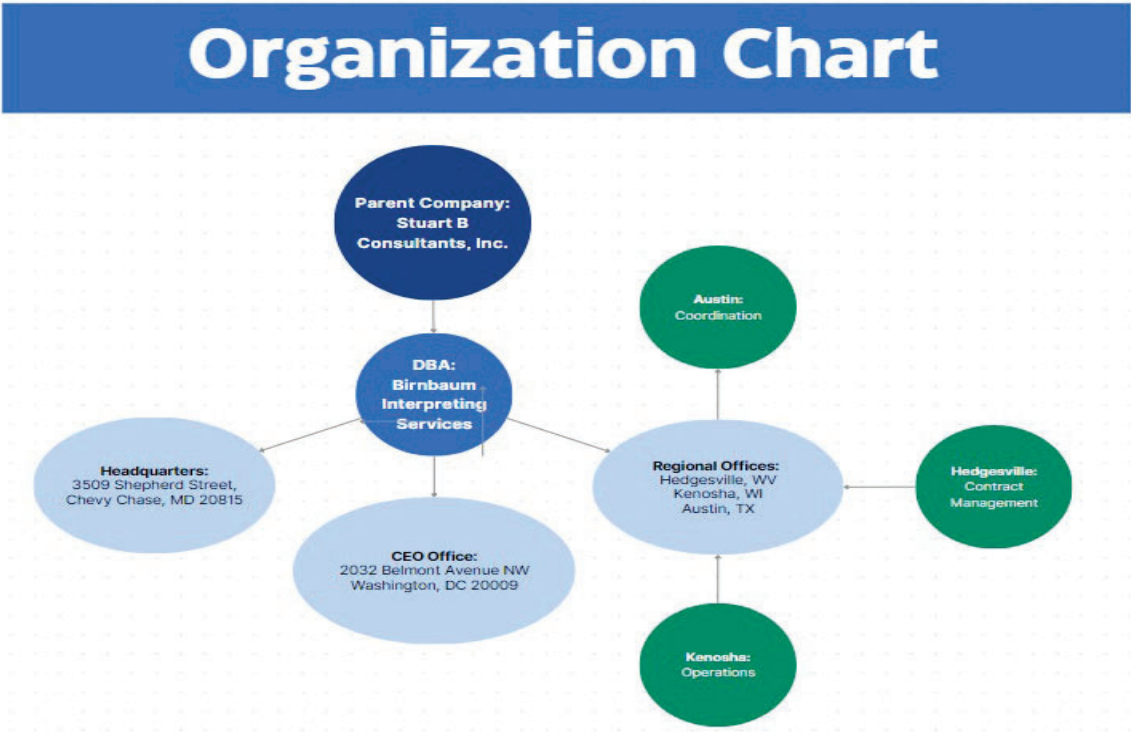
| QUALITY ASSURANCE EVALUTION CRITERIA | | |
|--------------------------------------|---|---|
| Evaluation Factors | Evaluation Subfactors | SCORING |
| 2. Session Management | Rate the protocols in place to ensure interpreters are relieved by alternates at appropriate intervals. | 1 2 3 4 5 |
| | Rate our management’s strategy to ensure that interpreters arrive promptly, customers can contact us when needed, and reservations are promptly confirmed. | 1 2 3 4 5 |
| | Qualitative Outcomes: 95-100: Excellent 85-94: Good 75-84: Acceptable 65-74: Needs Improvement 0-64: Unacceptable | TOTAL SCORE: _____ 100 |



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In addition to our internal procedures, our QAP includes provisioning for all Virginia Tech reporting requirements. BIS pledges to abide by all such requirements promptly and to agency satisfaction.

An organizational chart that identifies the complete structure of the Offeror including any parent company, headquarters, regional offices, and subsidiaries of the Offeror.



References

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| Name of Client Organization | Texas School for the Deaf |
| Contact Person | |
| Value | |
| Type | Virtual Sign Language Interpreting Services (VRI) |
| Duration | No Expiration |
| Description | BIS is contracted to provide as needed/ad hoc Virtual Sign Language Interpreting services for both students and faculty at the Texas School for the Deaf. With the contract signed in January of 2024, BIS is a brand-new vendor for TSD. As a result, we are still accumulating new information and experiences on a |



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| | <p>daily basis with regards to the consumers, requestors, administrators, and all other stakeholders. That being said, thus far TSD has been satisfied with our services.</p> <p>While the total contract value is of course relatively small, TSD contracting, and procurement officers indicated that they intend to grow our working relationship over time. Of great significance is the fact that TSD reached out to BIS without issuing a bid or solicitation of any sort. TSD reached out because, we were told, stakeholders familiar with our reputation and services suggested we would be a good fit. As with many Deaf education centers, TSD deemed it important to work with a Deaf-owned and -operated agency steeped in our culture and needs. We believe this aspect, along with our operational excellence, makes BIS the best candidate to serve Virginia Tech moving forward.</p> |
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| Client Organization Name | Towson University |
| Contact Person | |
| Value | |
| Type | Onsite & Remote Sign Language Interpreting & Captioning Services |
| Duration | 5 Years |
| Description | <p>Description: Outside the increased range of Deaf consumers, serving Virginia Tech will in many ways be an extension of our work with other education clients in that subject matter and difficulty can vary so widely. Our work with TU exemplifies our capacity to adapt and scale in response to big changes --whether in the marketplace or a large influx of new customers. Though this differs in comparison to TU's needs, our ability to adapt to new situations translates to the constantly morphing needs of a prominent higher education institution.</p> <p>Over the course of the pandemic, BIS had to adapt to a new environment despite maintaining the same volume. The sudden change required a huge shift in resources. Under Fallon Frederick's direction, scaling to meet demand appeared to TU stakeholders as a seamless endeavor. TU students and staff have come to rely on a consistent team of resources that provide the entire gamut of access services, across all educational contexts.</p> |



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| Name of Client Organization | Montgomery County Community College |
| Contact Person | |
| Value | As Needed: Uncapped Dollar Amount |
| Type | Onsite Sign Language Interpreting Services |
| Duration | 1 Year |
| Description | As Needed/Ad Hoc sign language interpreting services are provided Onsite for both students and faculty at Montgomery County Community College. BIS provides service when the MCCC coordination team reaches out to vendors with needs. MCCC reaches out to all vendors simultaneously, and we fulfill services if we are the first team to assign a resource. |

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| Name of Client Organization | Gallaudet University |
| Contact Person | |
| Value | As Needed: Uncapped Dollar Amount |
| Type | Onsite Sign Language Interpreting Services & Career Development |
| Duration | Unlimited |
| Description | <p>BIS maintains a unique relationship with GU. On the one hand, we are a typical vendor of Onsite SLI services for the university. Our interpreters typically serve faculty members or graduate students for events both on- and off-campus, such as dinners, presentations, assemblies, and more.</p> <p>On the other hand, BIS works with GU in a far more unique manner that is difficult to consolidate into one word or phrase but simple to describe: We help GU students generate career opportunities by connecting them with clients of ours, particularly those in the commercial or corporate sector.</p> <p>For example, BIS recently signed on PNC Bank as a client. Soon thereafter, we learned that PNC's initiatives include a drive to hire more Deaf employees. As such, we connected our PNC contract POC with Anjali to start the process of getting PNC a booth at the next GU Career Fair.</p> |



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| | BIS CEO, Brian Birnbaum, meets with Anjali to discuss further opportunities to connect GU students and faculty with all manner of career opportunities and advancement. Far more than merely a referral agency, BIS is a Deaf-forward organization always considering what is best for our community. |
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| Name of Client Organization | Maryland Department of Health; Potomac Health Center |
| Contact Person | [REDACTED] |
| Value | [REDACTED] (including extensions) |
| Type | Onsite Sign Language Interpreting Services |
| Duration | 2022-2024 (rebid currently ongoing) |
| Description | <p>On-Call Sign Language Interpreting services are provided seven days a week from 6:00AM-10:00PM for an intellectually challenged, court-ordered psychiatric resident at the State of MD's Potomac Health Center. BIS developed a highly specialized team of interpreters with Heritage ASL capabilities and the soft skills necessary to absorb both physical and psychological violence.</p> <p>As with all court-ordered psychiatric residents, PHC's consumer can be challenging. BIS has worked extremely hard to ensure that the consumer receives the highest level of service possible while also protecting our resources—not only physically, from potential aggression, violence, and also fatigue, but also mentally and emotionally. The assignment is taxing. It took roughly a year before we found a team that could stick with it for the long haul. We ran through several interpreters that needed to step away due to varying reasons such as overwork, fatigue, and even fear of violence.</p> <p>As with so many of our projects, BIS found a team not through trial-and-error or ranking interpreters via certification levels, but diligent use of our integrated system and recruitment process. It is no coincidence that two of the three interpreters onsite are CODA; the consumer, afflicted with myriad intellectual disorders, uses an idiosyncratic form of ASL strewn with heritage/home signs. Naturally, our team specializes in such dialectal particularity.</p> |



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| | <p>In addition to their stamina, our team also exhibits the traits necessary to remain within their role as an interpreter. The RID Code of Professional Conduct is critical in serving this consumer because the purpose of their residency at PHC includes the need to develop a greater sense of independence. Our interpreters are steadfast in ignoring the consumer's requests and pleas for help or sidebar conversation with totality.</p> <p>Our administrative team has also worked diligently with the contracting officers and facility staff to coordinate trips, ensure safety, and protect our interpreters. PHC has at times struggled to communicate important information in a timely manner, to which Mrs. Bradley will certainly testify. BIS has consistently been in touch with Mrs. Bradley and onsite staff to provide and receive updates, whether critical or quotidian.</p> <p>Though this contract is up for rebid and set to renew in mid-April, we remain confident that BIS proposes the best solution moving forward and have every intention of preparing ourselves for such.</p> |
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| Name of Client Organization | Department of Juvenile Justice |
| Contact Person | |
| Value | |
| Type | Onsite Sign Language Interpreting Services |
| Duration | 1 Year (thus far) |
| Description | <p>BIS has never missed an assignment with DJJ despite the many challenges presented by the circumstances. Our network of interpreters in the area ensures that we will provide quality service for Virginia Tech as well.</p> <p>Through the provision of ASL interpreting services, BIS is contracted to ensure accurate and clear communication for a juvenile student during classes and other activities. As a result of the circumstances, it's particularly important that our interpreter have a deep knowledge of the languages they are working with, regarding not only vocabulary and culture, but also the ability to get across in both languages, understanding and conveying</p> |



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| | <p>cultural references, idioms, and tone, and working within the student's behavioral range.</p> <p>The services include but are not limited to:</p> <ul style="list-style-type: none"> • Adhering to educational programming as governed by the student's Individualized Education Program (IEP). • Assessing the specific communication needs of the student and providing direct interpreting services to students who are Deaf/hard of hearing in an effective and appropriate manner and in the target, mode established by the student. • Establishing and maintaining professional and collaborative relationships with educational staff, parents, students, and functioning as an effective member of the educational team. • Demonstrating professional judgment in all assignments and exhibit comprehensive and functional knowledge of the Registry of Interpreters for the Deaf (RID) Code of Ethics/Professional Code of Conduct. • Maintaining a professional appearance and demonstrating behavior that is conducive to a professional setting. • Collaborating with the DJJ Education Division and residential services to ensure that appropriate equipment and technology are functional and available to support the needs of the student (assistive hearing devices, closed captioning, etc.) • Maintaining effective communication with all key members of the educational and residential team in order to support the communication needs of the student. • Attending meetings as requested to include but not limited to child study, IEP meetings, triennial reviews, treatment team...etc. and provide input regarding the individual communication needs of the student. • Obtaining/Maintaining credentials in accordance with state regulations and provide verification of credentials upon request. • Adhering to pertinent laws, regulations, and policies as they relate to the assignment. <p>Being an education contract for Onsite SLI services, there are many similarities between our contract with DJJ and Virginia Tech's requirement for services campus-wide. DJJ may be a more pointed requirement, involving a greater depth of focus and attention to working within the bounds of the student's intellectual capabilities and behavioral issues. As a result, this</p> |
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| | <p>contract does a good job of exhibiting our agency's deep network of not only certified, but also specialized interpreters.</p> <p>Both contracts involve interpreting for an array of circumstances, from classroom settings to student-teacher meetings, regarding performance and other items pertaining to their progress. However, our assigned interpreter goes above and beyond in providing additional services for the client. They not only deal with the interpreting needs, but also the demands of the situation within the juvenile facility.</p> <p>The DJJ contract shows that BIS is able to provide interpreters that suit any given requirement with a high degree of focus and specificity. We have proven this time and again, across countless contracts nationwide, and across innumerable industries, including education.</p> |
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| Name of Client Organization | Internal Revenue Service |
| Contact Person | [REDACTED] |
| Value | [REDACTED] |
| Type | Onsite Sign Language Interpreting Services |
| Duration | 5 years |
| Description | <p>We include this reference because, although not educational, our IRS contract evidences our ability to service very large contracts with the same care and precision as a contract with a single consumer. Additionally, IRS consumers required interpreters with a broad range of subject matter experience or even expertise, much like a school system does across various classes and events.</p> <p>BIS allocated hundreds of interpreters steeped in specificity, consumer preference, and technical necessity to provide service for Deaf employees at IRS offices nationwide. We also provided Onsite CART services to meet ad hoc requests.</p> <p>Overall, we provided for both prescheduled/ongoing and ad-hoc requests. We sent interpreters vetted for the highly specific sectors and with a high familiarity with the Deaf consumers' internal lexicon. In addition, BIS online scheduling system produced from this requirement a working dictionary into which interpreters familiar with an assignment will add commonly used</p> |



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| | <p>terms or acronyms to a list specific to that location or assignment; this process is repeated for all clients with recurring and high-volume requests. Following the end of our performance with the IRS, the contract's COR, Machel Monroe, provided us with an all but perfect CPARS review.</p> <p>The nationwide IRS contract proved our ability to provide service throughout all 50 states and beyond, to all U.S. territories. As part of mass resource allocation, we processed security packages for every single interpreter assigned to the contract. These packages included background checks, fingerprinting, and submitting eQIP packages. A substantial number of administrative hours went into securing suitable interpreters, providing security paperwork, and processing instructions, following up on progress, and finalizing resource allocation. On this contract too were interpreters required to maintain skill testing and certifications. Furthermore, they had to take administrative exams to maintain badging to enter the premises of their respective office locations. We also provided weekly, monthly, quarterly, and annual reports much in a vein similar to those required by the GSA.</p> <p>Our CPARS rating is evidence of our attention to quality control, customer satisfaction, and adapting to IRS needs. We provide customer and officer satisfaction surveys on a routine basis.</p> <p>BIS confronted many unexpected risks and challenges during this contract. Our work with the IRS challenged our logistical capabilities due to the breadth of work required. Issues confronted and overcome included:</p> <p>1. Technical Issues: BIS included in all reports any disruptions and logged their ensuing resolution. Any documented problems filed for reference. On just one event—over a period of six years—did IRS administrators have issues logging into our scheduling portal. We documented the issue and made sure that it would never recur.</p> <p>2. Documentation & Record Upkeep: BIS has decades of experience servicing clients with classified security, personally identifiable information (PII), and other onboarding documentation requirements. Though varying in volume and type, any client with these needs presents another element to satisfying the contract—an element just as important as any of the others, if not more so.</p> |
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| | <p>Though service quality remains the top priority, complying with the rules, regulations, and procedures of government agencies is tantamount to great service. The reason for this, we believe, is that service must stay in compliance with the rules, regulations, and procedures. For IRS, our account management team tracked all documentation and communications using a proprietary internal system to ensure that no personal data would transmit outside the organization or evade destruction.</p> <p>BIS keeps detailed spreadsheets of provider reports and paperwork. We can provide an example of such a spreadsheet for our nationwide IRS contract, which required documentation for hundreds of onsite sign language interpreters and their security profiles.</p> <p>Special Note: Currently, we hold a separate contract with the IRS: to provide Sign Language Interpreting services for the Taxpayer Centers nationwide. We have filled requirements for individual meetings, Q&A sessions, and larger child tax credit conferences held on Saturdays nationwide. Along with our general nationwide contract to provide sign language for IRS employees nationwide, this current contract requires a great deal of resources, both Administrative and onsite. Prior to fulfilling the duties of each assignment, we must process security paperwork for each individual interpreter. This work also exhibits BIS ability to organize teams on a nationwide scale.</p> |
|--|---|

CONCLUSION

We execute with such efficiency because we stick to our underlying mission and the principles that guide us on that mission. We discussed both at the outset of this Technical Volume.:

3. **Mission:** to provide the best Deaf access service at the lowest possible price
4. BIS achieves this mission by maintaining a culture predicated on our commitment to **two guiding principles:**
 - a. Inexorable technical improvement
 - b. Total immersion in Deaf culture

BIS pledges to Virginia Tech and its Deaf consumers our commitment to the same process and attitude that has underwritten our success over the past 29 years—and counting. With an unparalleled depth and breadth of knowledge and experience, we know that our approach will bring the best results for Virginia Tech in this requirement.



Providing Quality Sign Language Services Since 1995.

Signed Proposal Submission



Providing Quality Sign Language Services Since 1995.

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 Belinda Vance Date: 1/7/2025

[INCLUDE THIS PAGE]



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Pricing – Attachment B

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>109.50</u> /Hour B. \$ <u>121.50</u> /Hour C. |
| Sign Language Interpreter Daily Rate (per assigned interpreter) -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. \$ <u>105.00</u> /Day B. \$ <u>120.00</u> /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. \$ <u>0</u> /Hour B. \$ <u>0.70</u> /Mile C. |
| Preparation Time Fees: A. Hourly rate B. Billing increment (i.e., 15-30-60 minutes) | A. \$ <u>0</u> /Hour B. |
| Additional fees for requests that occur: A. 3 days to + 24 hours in advance B. Less than 24 hours in advance | A. + \$ <u>5.00</u> /Hour B. + \$ <u>20.00</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. \$ <u>80.00</u> /Hour B. \$ <u>125.00</u> /Hour C. \$ <u>110.00</u> /Hour D. \$ <u>135.00</u> /Hour E. \$ <u>105.00</u> /Hour F. a. |
| Other Required Services/fees: A. Please disclose all other potential additional costs | A. \$ <u> </u> /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.

GSA discount terms

1. The proposed rate of \$80.00 per hour for Remote Interpreting represents a 31.6% discount from our GSA contract's commercial rates.

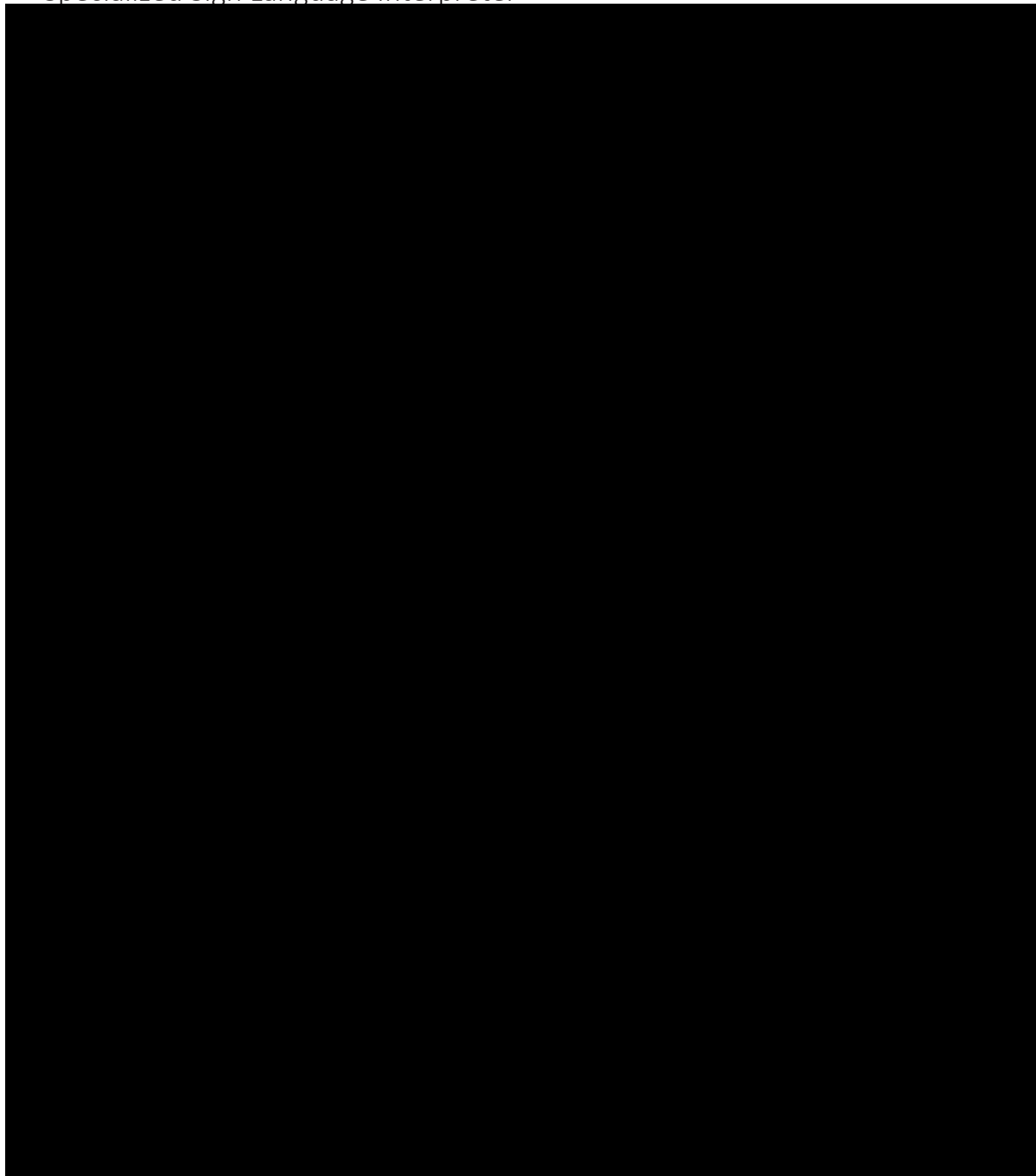
2. All other rates are within standards ranges.



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Brian Millin

Specialized Sign Language Interpreter

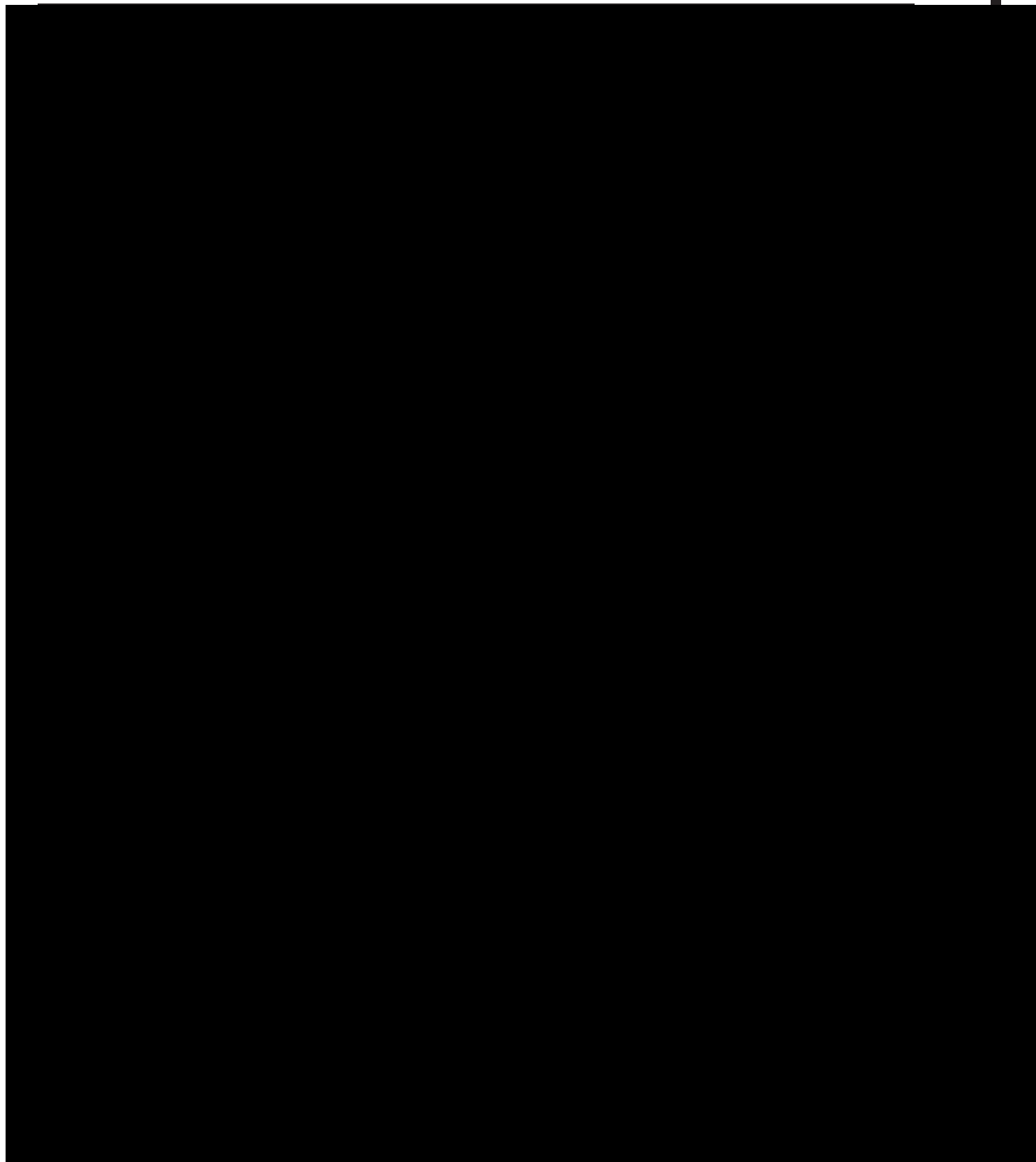




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Catherine Pica

Sign Language Interpreter (ASL)

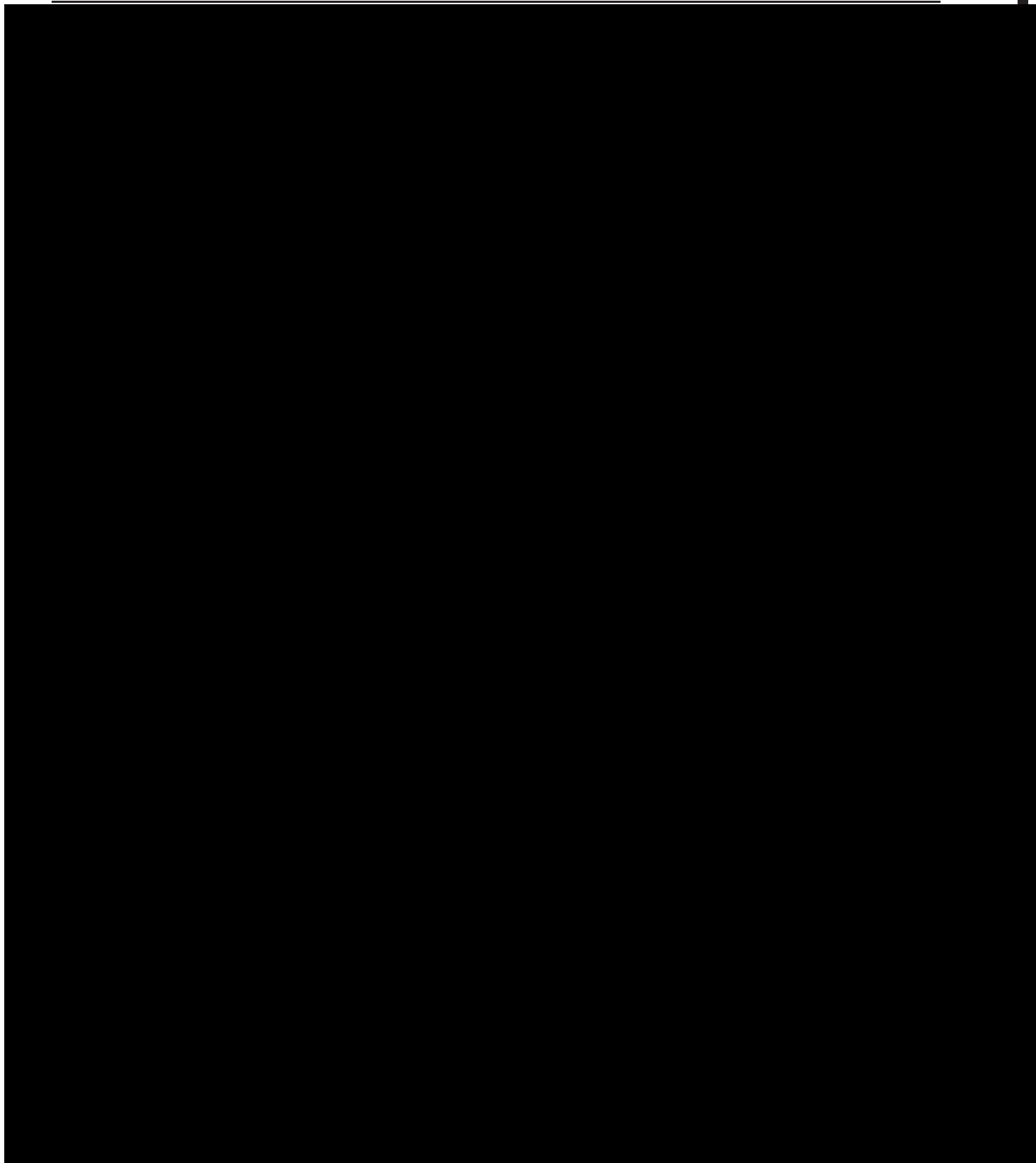




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Cheyenne Atkins-Grant

Sign Language Interpreter (ASL)

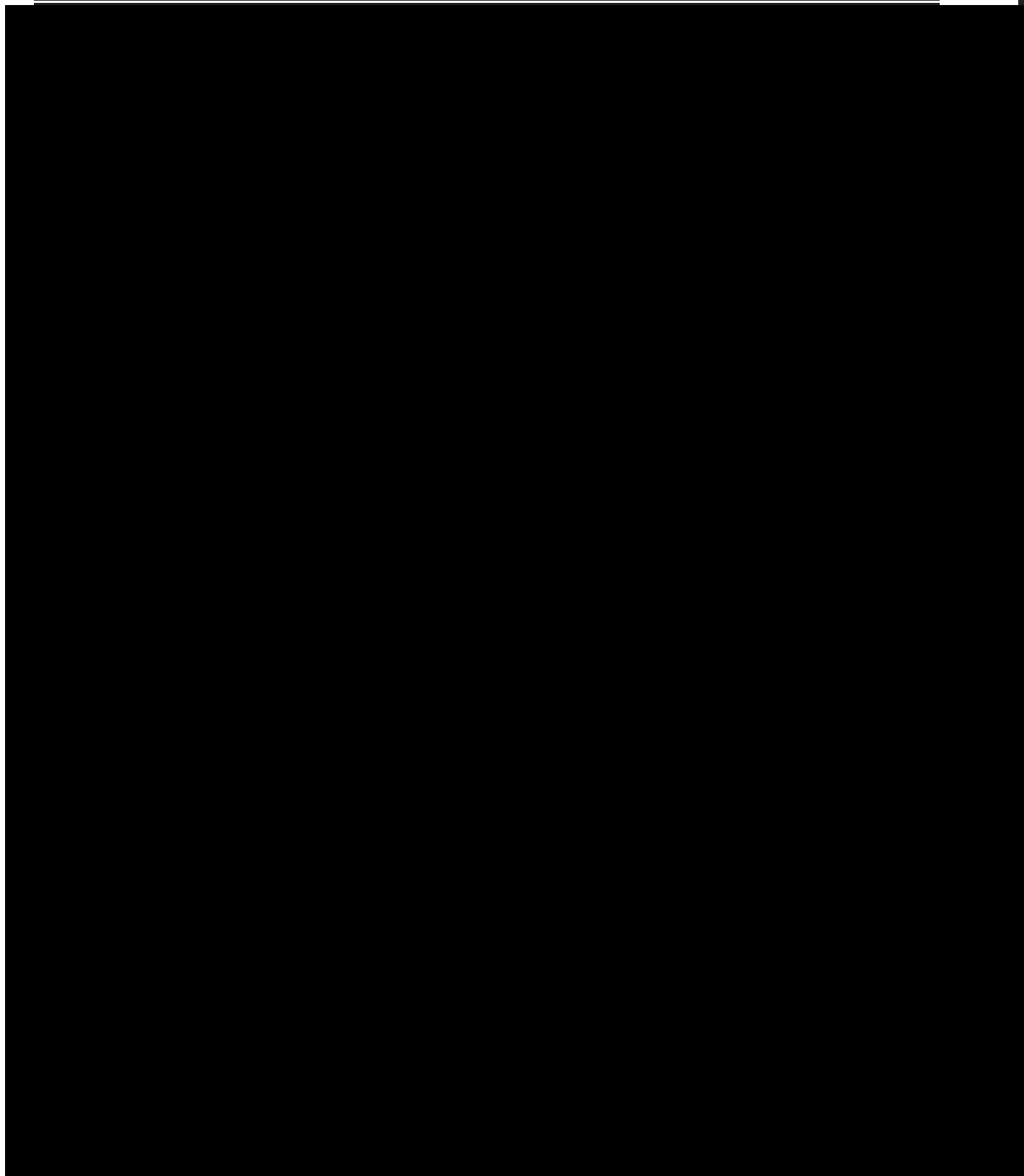




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Connie Anderson

Back-up Program Manager & Backup Lead Sign Language Interpreter

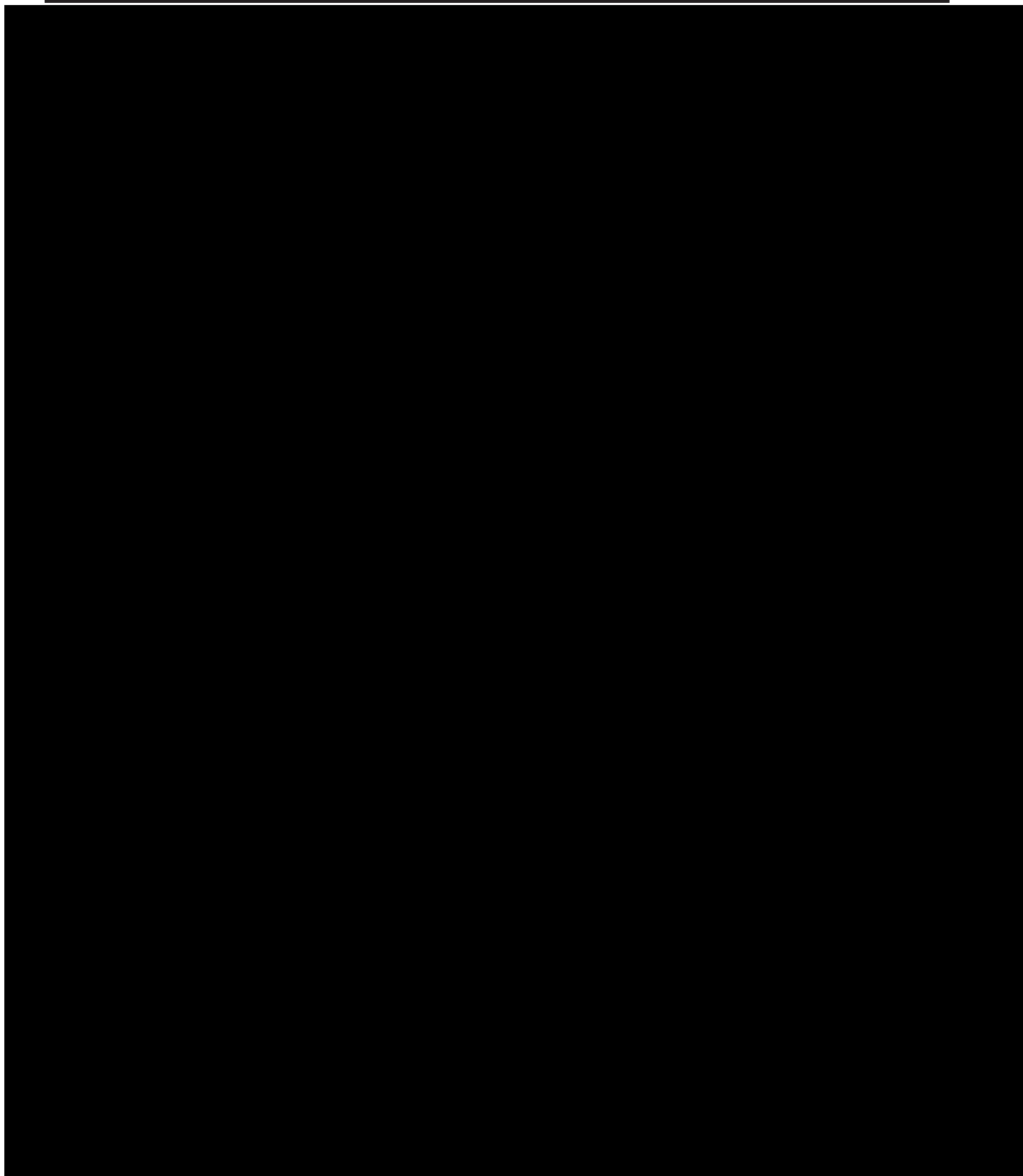




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Cori Adoh

Specialized Sign Language Interpreter

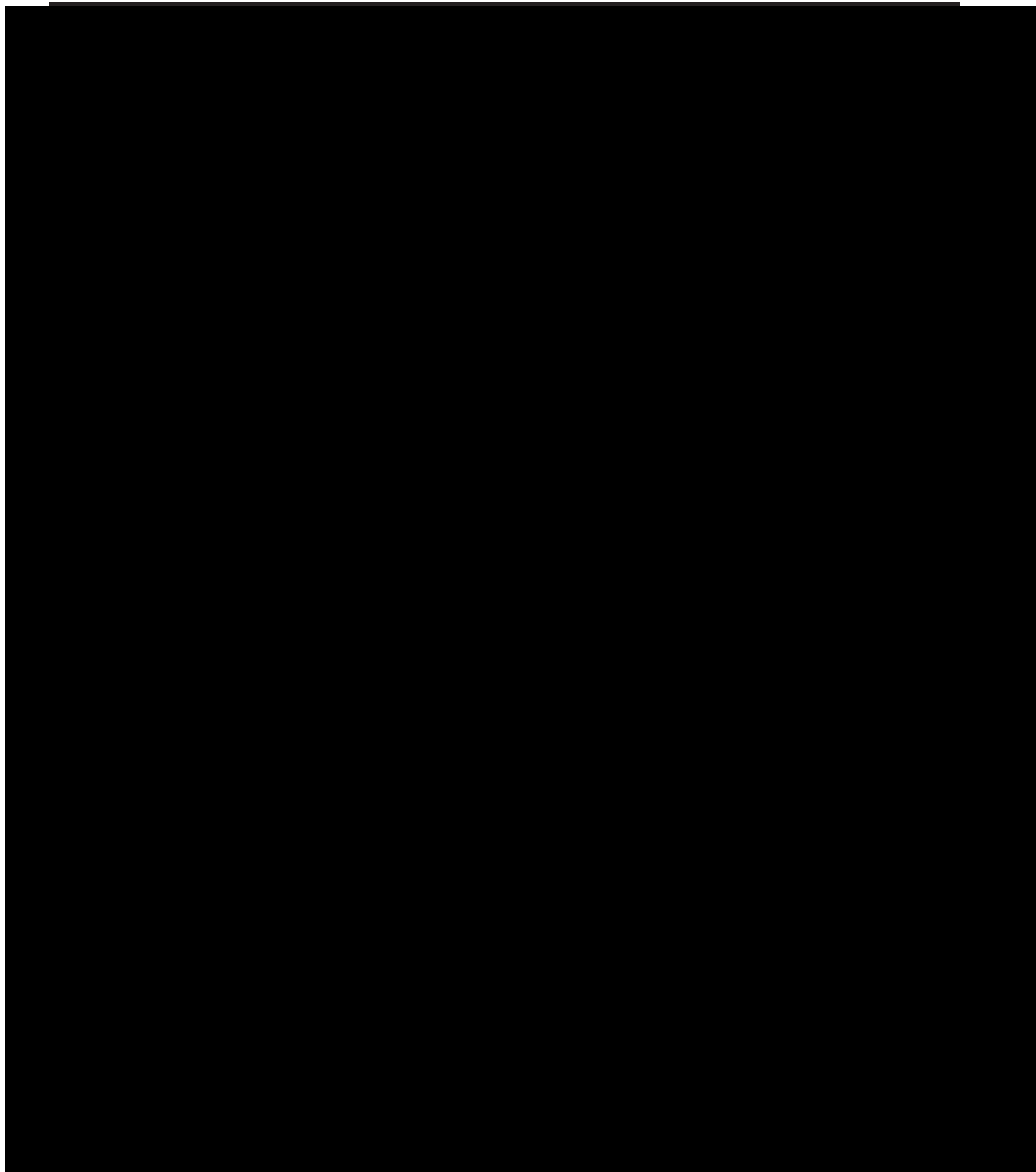




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Michelle Livengood

Specialized Sign Language Interpreter

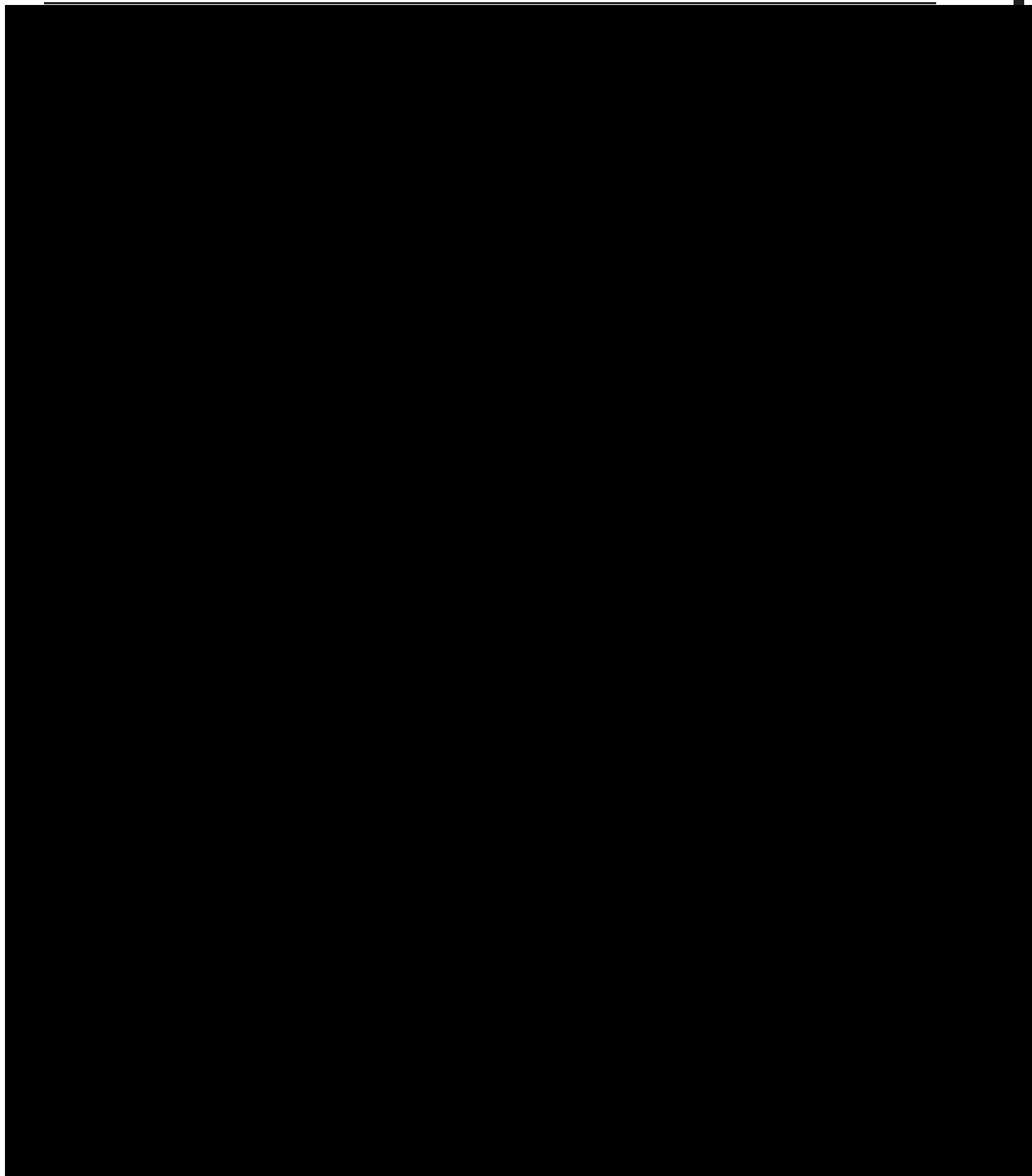




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Mary Moylan

Program Manager & Lead Sign Language Interpreter

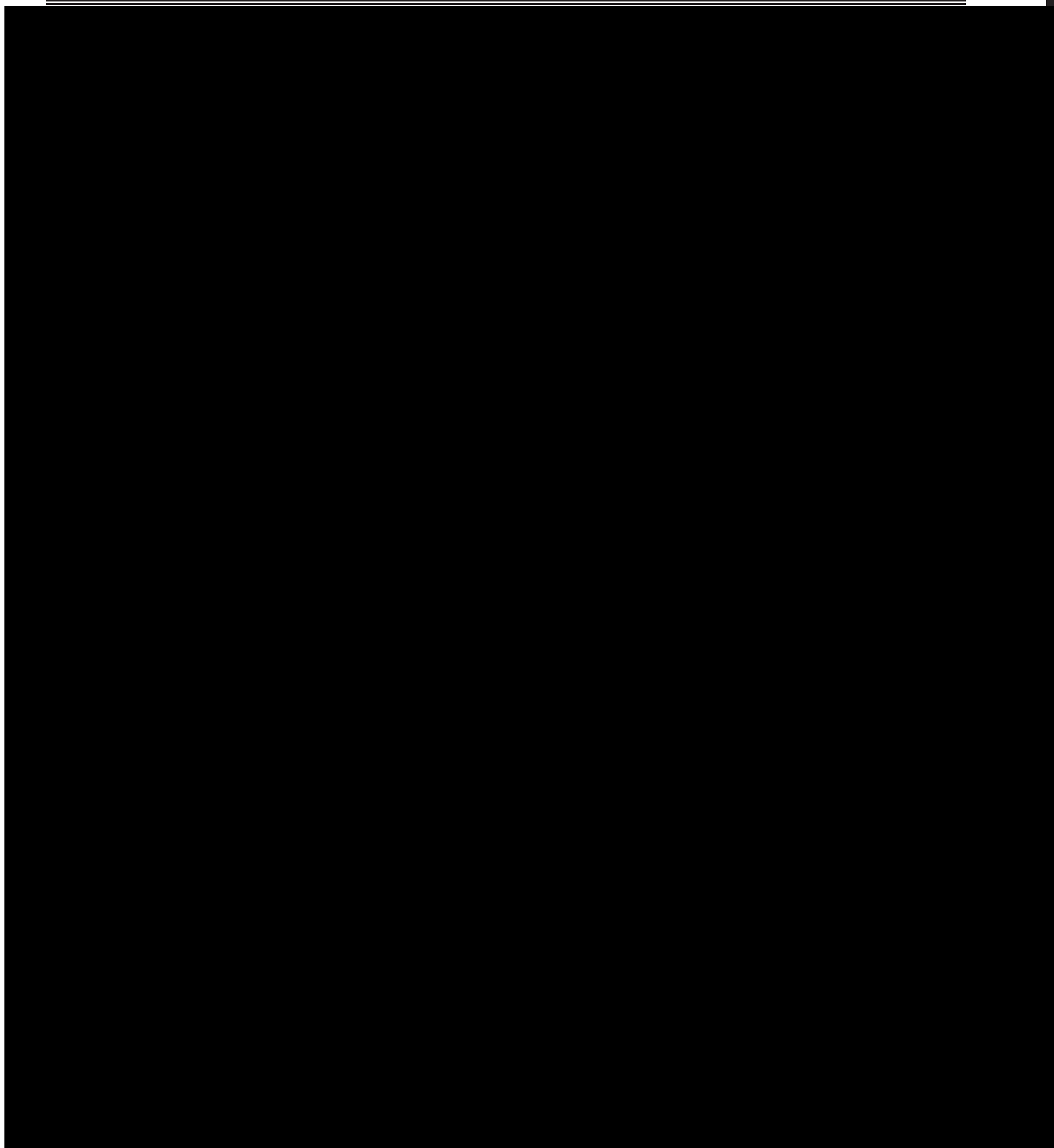




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Tiffany Sersen

Cleared Sign Language Interpreter

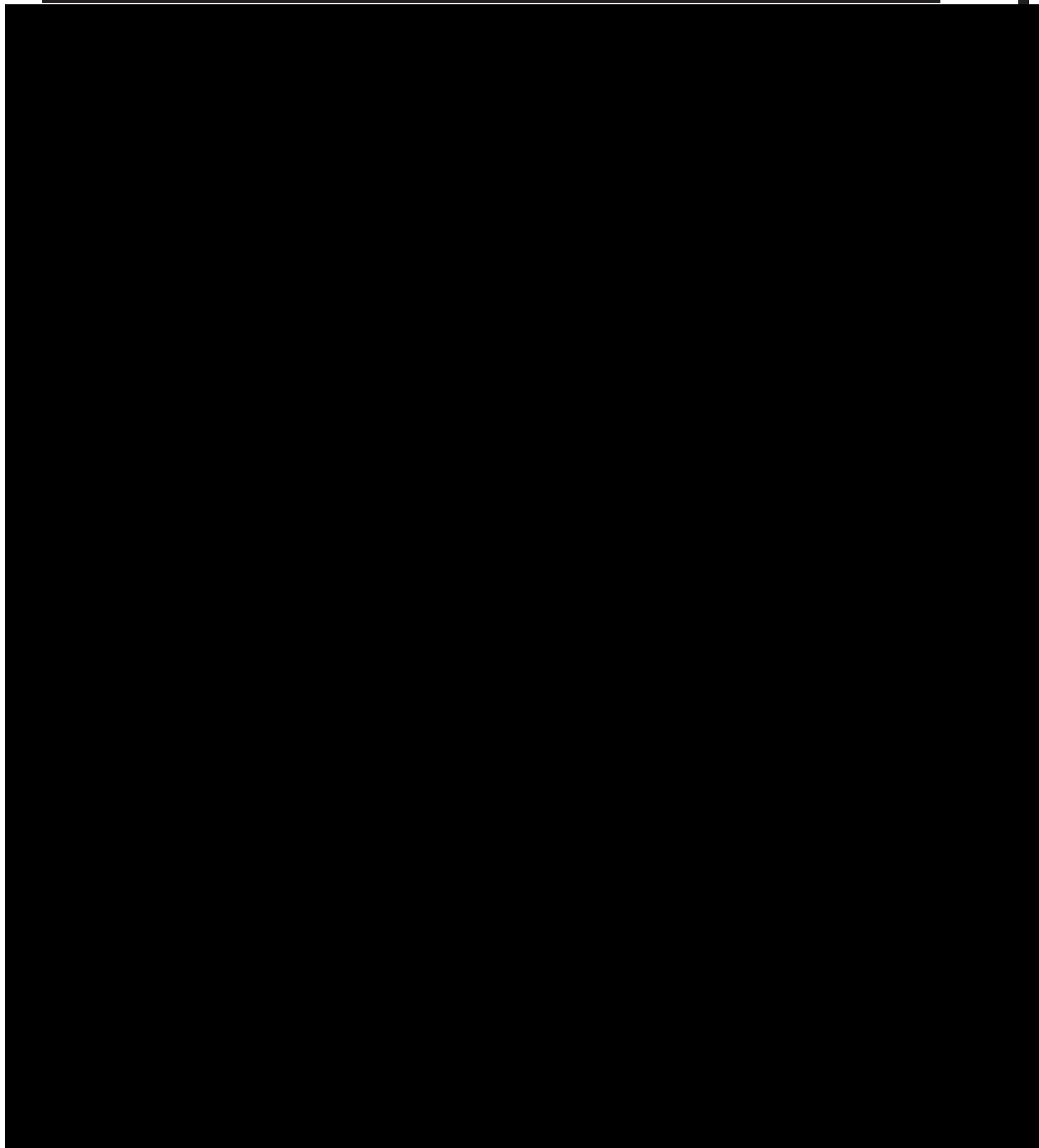




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Jaclyn King

Cleared Sign Language Interpreter

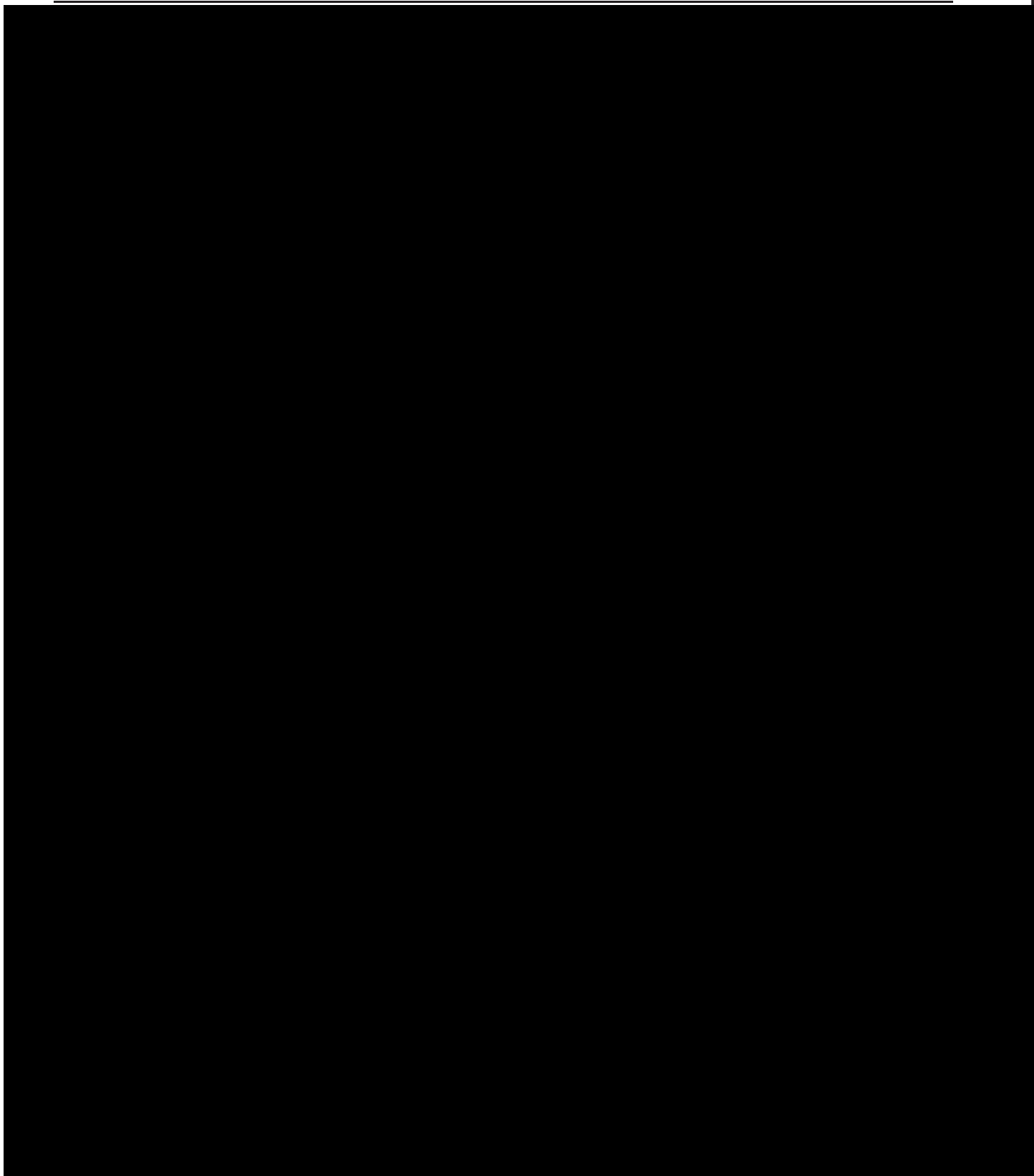




Providing Quality Sign Language Services Since 1995.

Tabitha Kuch

Cleared Sign Language Interpreter

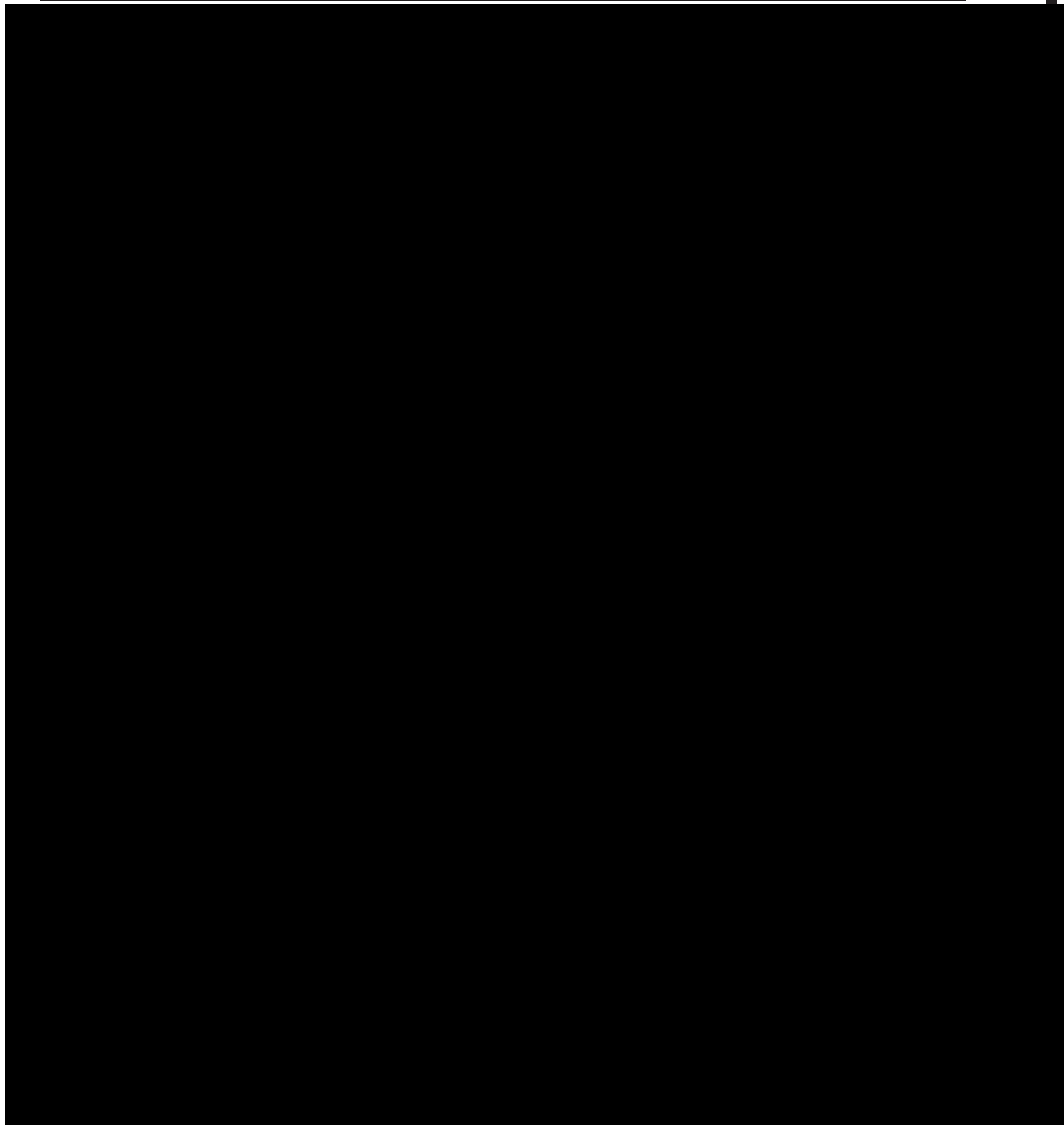




Providing Quality Sign Language Services Since 1995.

Sarah Grubb

Cleared Sign Language Interpreter

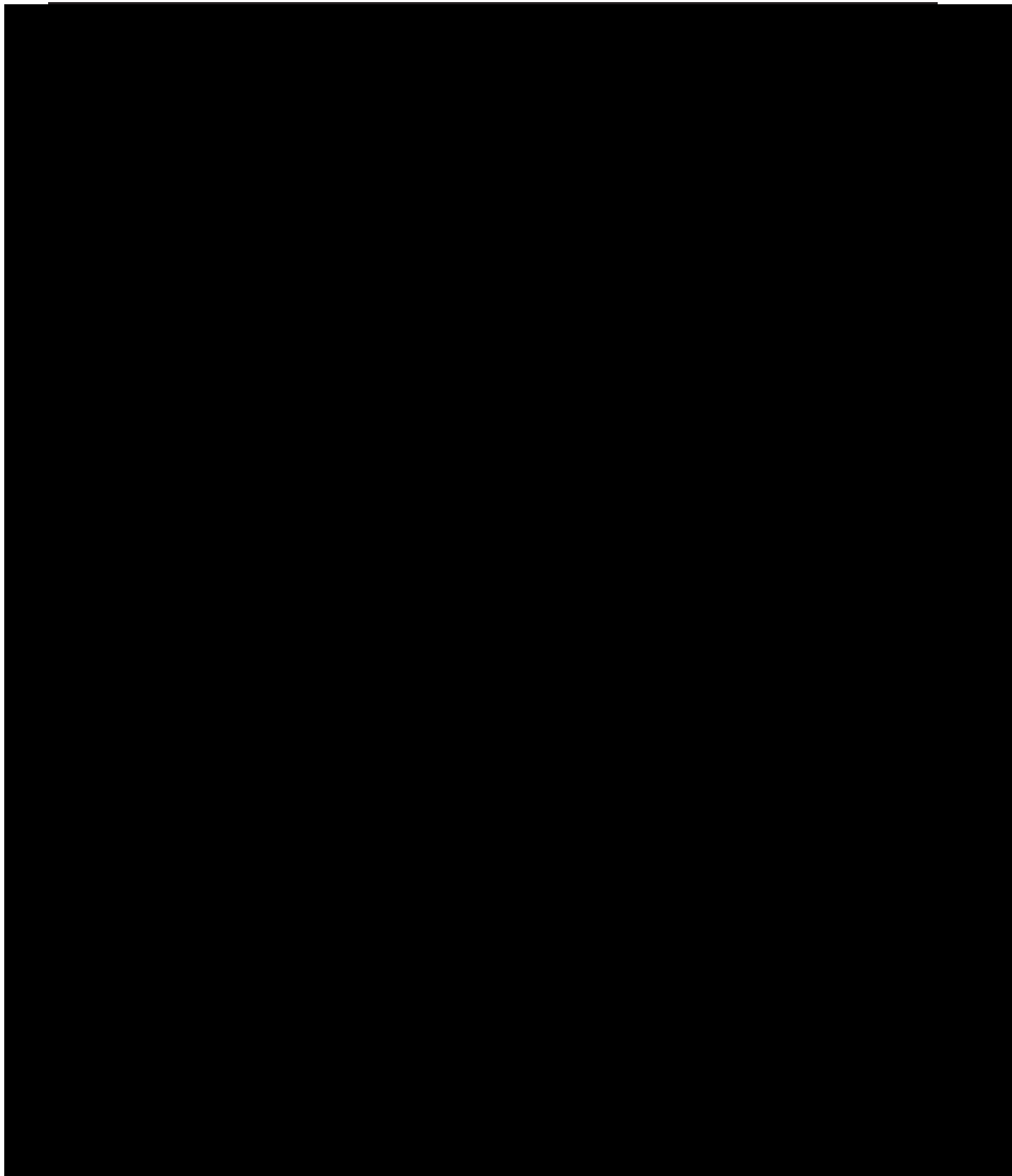




Providing Quality Sign Language Services Since 1995.

Rebecca Vinyard

Cleared Sign Language Interpreter

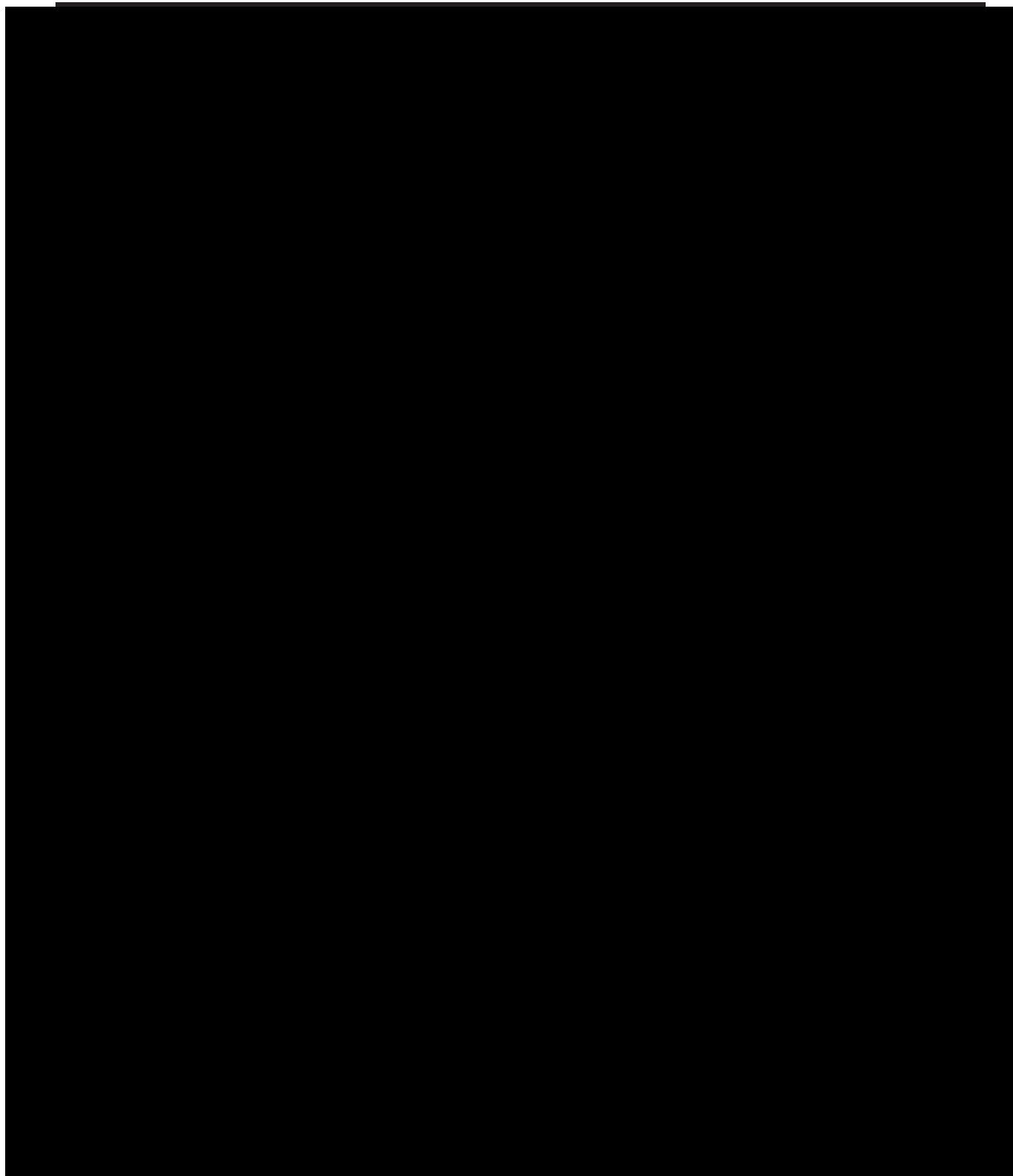




Providing Quality Sign Language Services Since 1995.

Lisa A. Ritter

Cleared Sign Language Interpreter

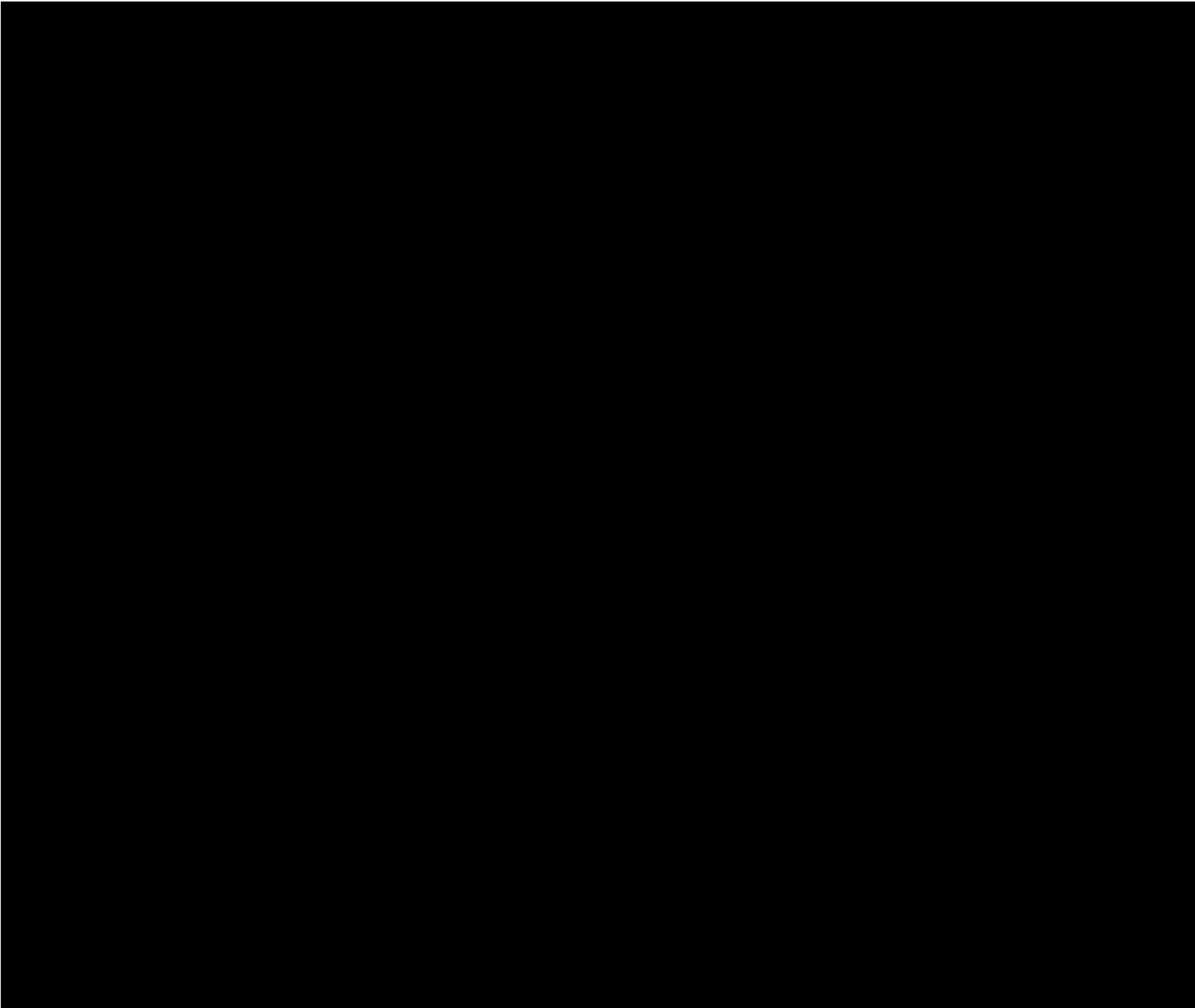
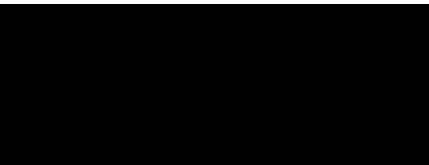


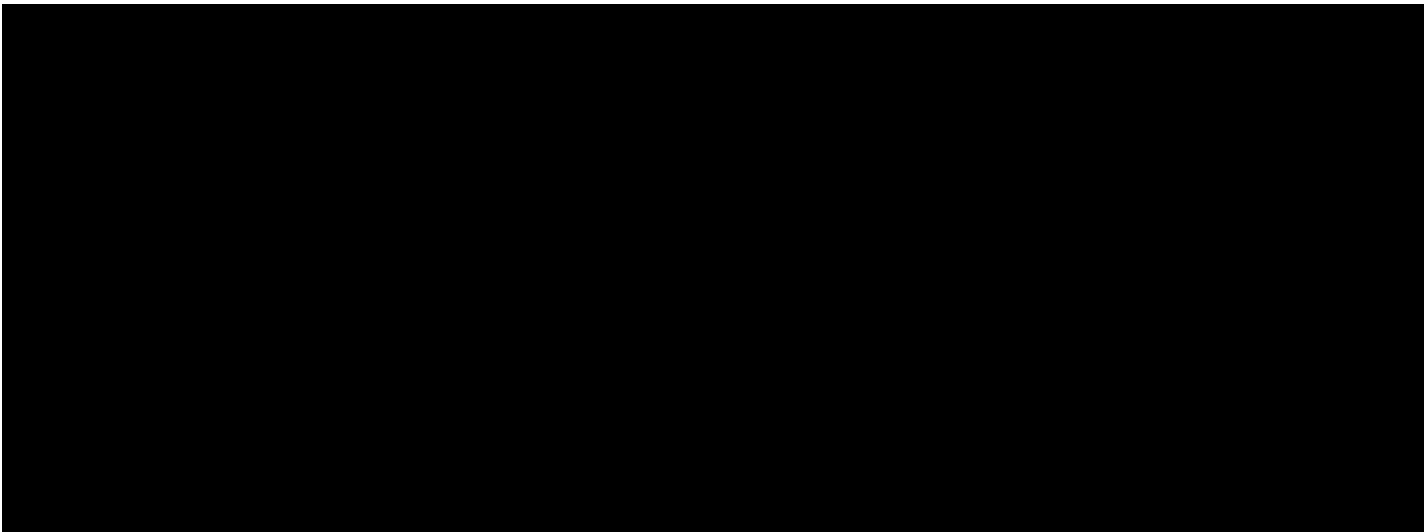


Tiara Henderson

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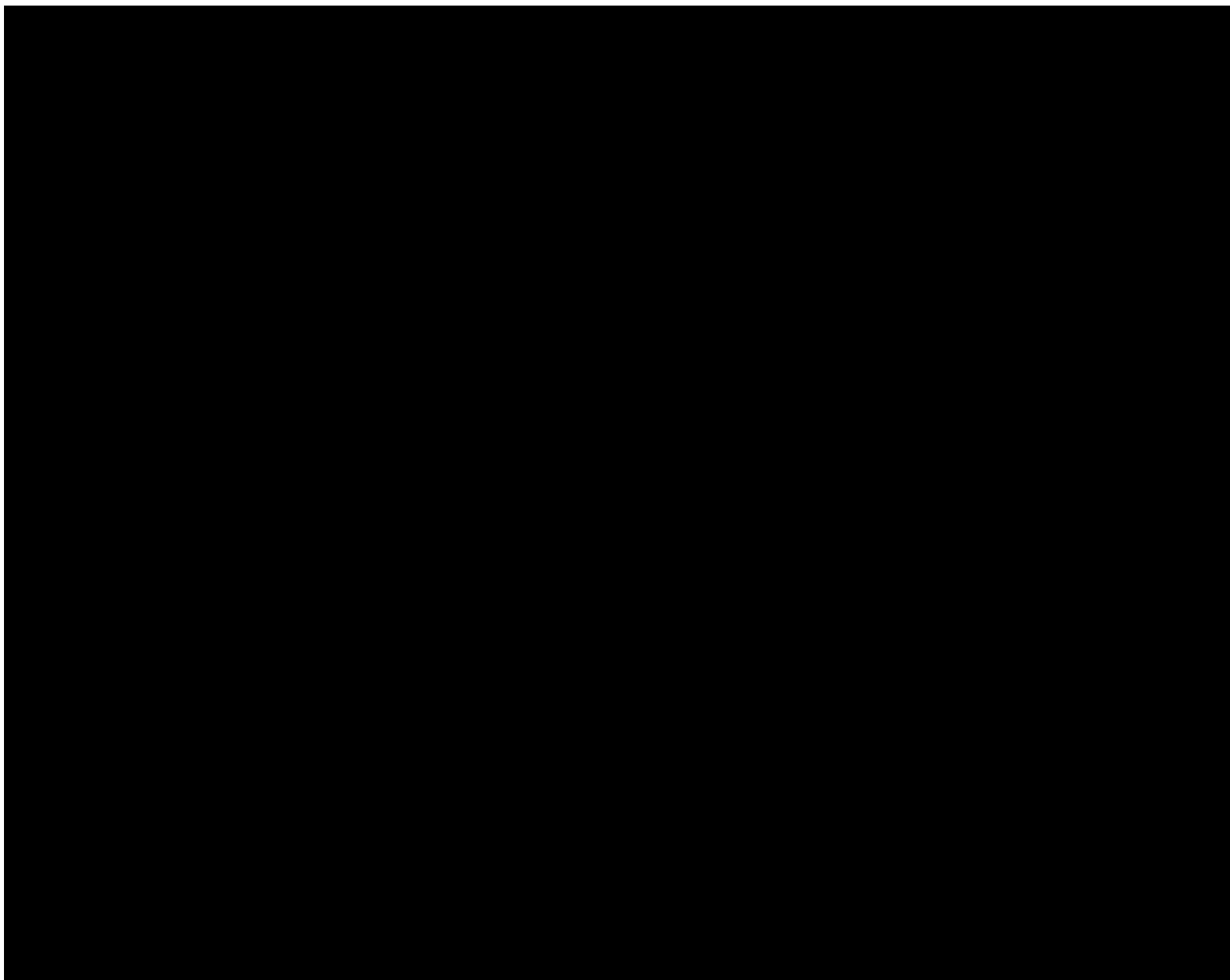


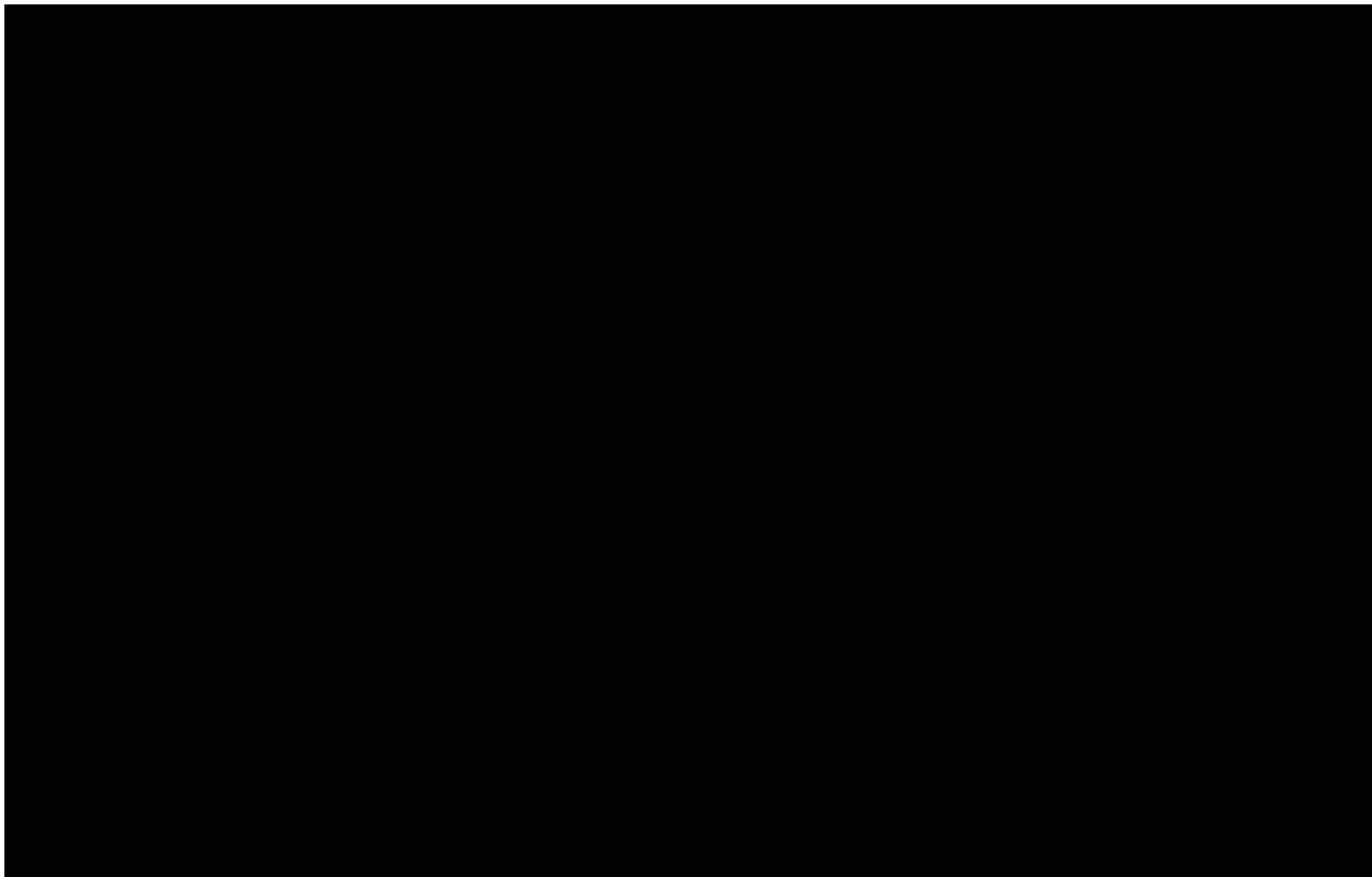
6/29/2023

Kevin Scott Jones

[REDACTED]

[REDACTED]





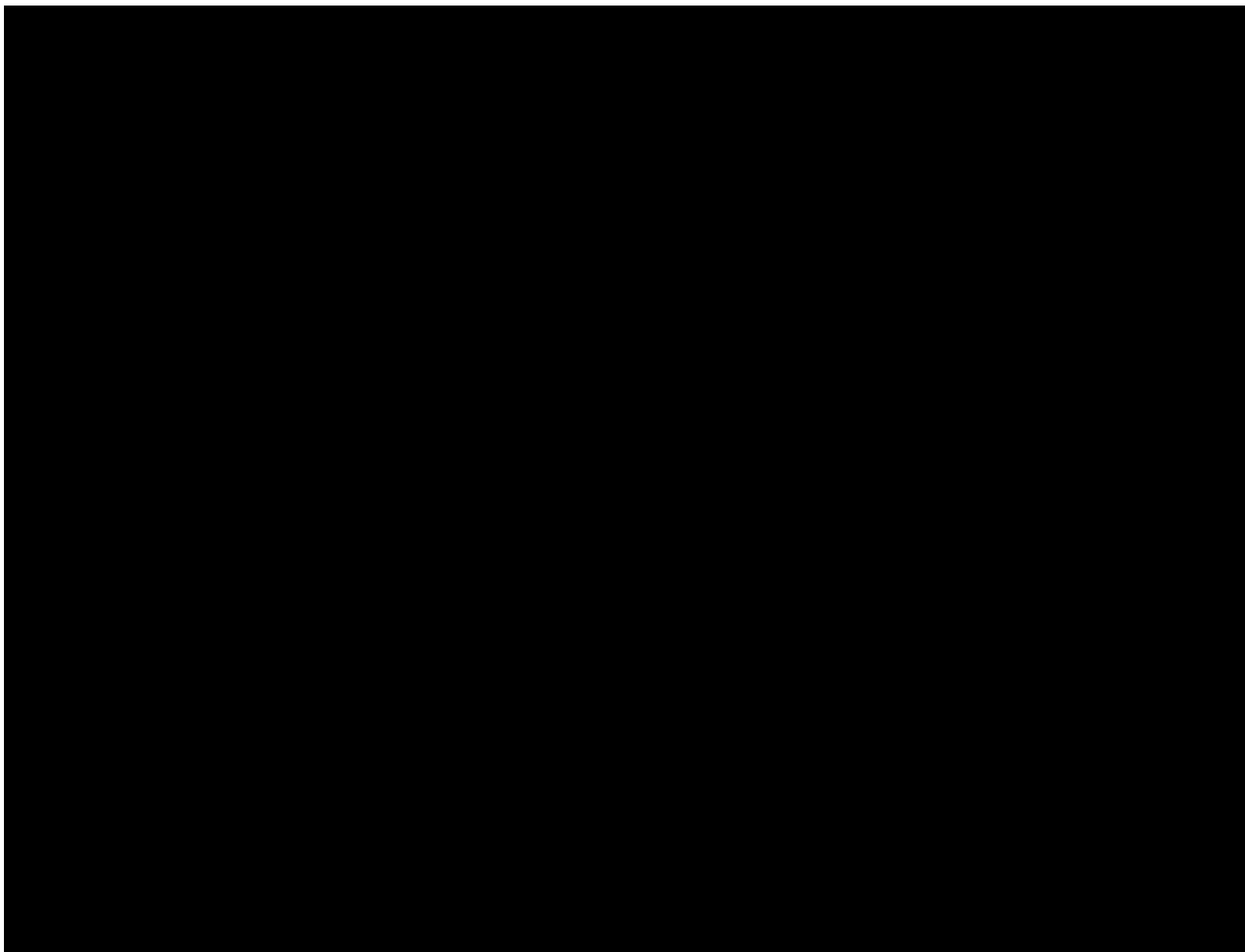


9/14/2023

Keith Wann

[REDACTED]

[REDACTED]



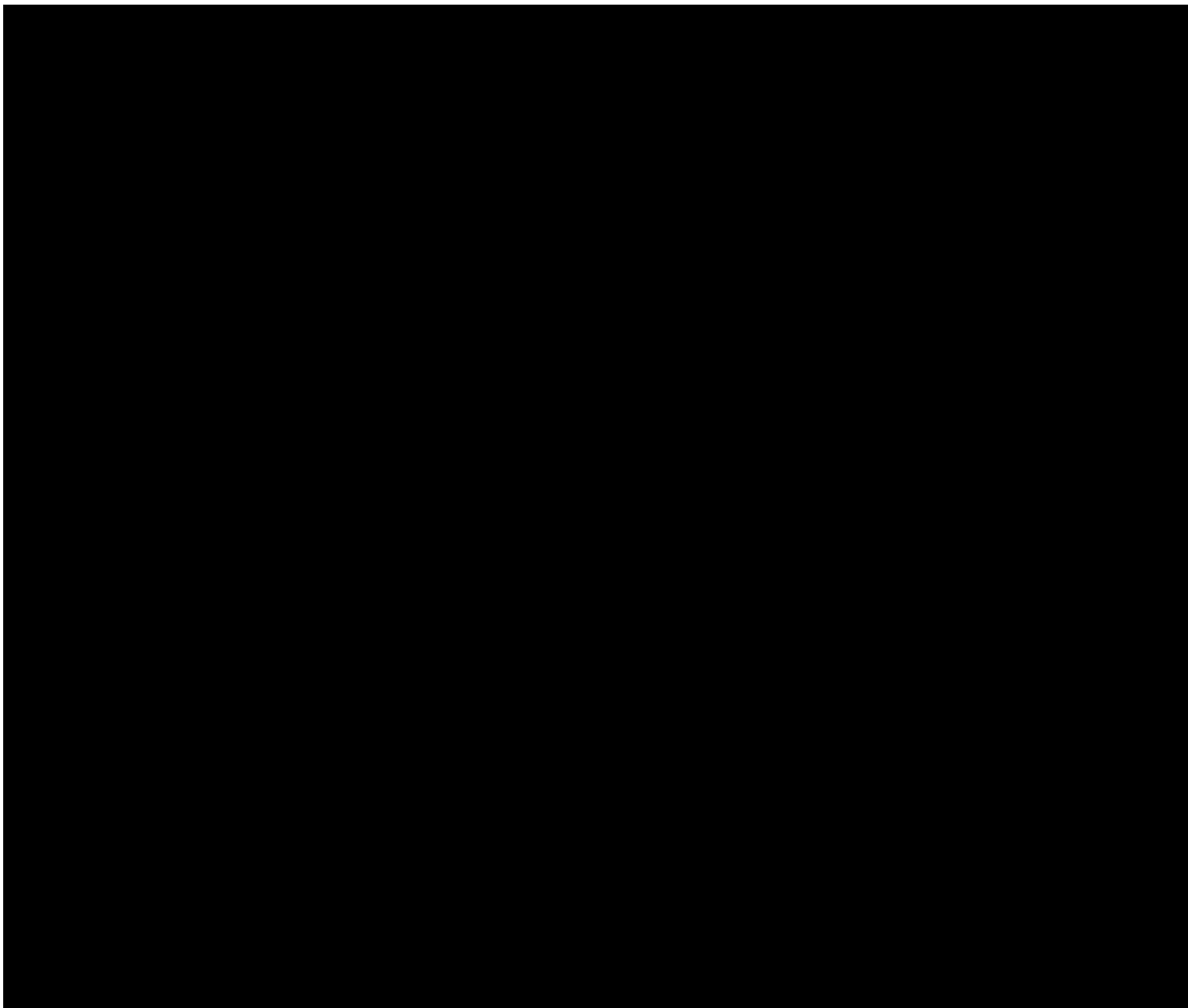


6/7/2023

Jason Chang

[REDACTED]

[REDACTED]



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 contracts 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: No

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: We do not have any specific needs to accomplish a successful transition. We have transitioned thousands of contracts over the course of our three decades in business, and we are fully prepared and committed to cooperating with VT's team to ensure a prospective new vendor has the tools and information to succeed. Our number one priority is the Deaf consumers.

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:

| | |
|--|--|
| Sign Language Interpreter Hourly Rate (per assigned interpreter) A. Monday – Friday 7:00am – 5:00pm B. Monday – Friday 7:00am – 5:00pm, weekends/holidays C. Billing increment (15-30-60 minutes) | A. \$105.00/Hour B. \$120.00/Hour C. |
| Sign Language Interpreter Hourly Rate (per assigned interpreter) <i>-For assignment exceeding 5 hours in one day</i> A. Monday – Friday 7:00am – 5:00pm B. Monday – Friday 7:00am – 5:00pm, weekends/holidays C. Billing increment (15-30-60 minutes) | A. \$100.00/Day B. \$117.50/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. \$0.00/Hour B. \$0.70/Mile C. |
| Preparation Time Fees: | |

| | |
|---|---|
| A. Hourly rate B. Billing increment (i.e., 15-30-60 minutes) | A. \$0.00/Hour B. |
| Additional fees for requests that occur: A. 3 days to + 24 hours in advance B. Less than 24 hours in advance | A. +\$5.00/Hour B. +\$20.00/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. \$80.00/Hour B. \$125.00/Hour C. \$100.00/Hour D. \$135.00/Hour E. \$100.00/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 suppliers, etc.

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: The prices we provided VT are in line with or lower than other colleges and universities in rural areas.

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

Vendor Response: Yes, we agree.

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, we agree

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: Yes, we agree

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, we are registered with eVA and are willing to participate in the procurement solution described in 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, they are.

10. **Virginia Tech Question:** Will Birnbaum Interpreting Services agree to participate in the [Wells One AP Control Payment](#) System?

Vendor Response: Yes, we agree.

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

Vendor Response: Yes, we agree.

12. **Virginia Tech Question:** Upon completion of the initial contract period, does Birnbaum Interpreting Services 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, we agree.

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, we agree.

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, we agree.

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

Vendor Response: Turnaround times for Onsite services can be up to several hours depending on availability in the area. However, we deploy strategies that minimize our operational leverage and maximize probability of coverage. Such strategies include flexing up operational support in times of emergency and offering incentives to prospective resources to increase the odds of faster coverage.

While no agency can guarantee success in short-notice situations, we like to point to our work with hospitals as a guide for our unique ability in this area. Across all hospital clients—which includes four regionally known hospital chains across Maryland and into the general Mid Atlantic—we fulfilled over 95% of all requests, and more than 98% of hospital requests are emergency requests.

Turnaround times for Remote services are negligible. BIS fills VRI assignments On-Demand, within minutes at the very most. By the end of Q2, in fact, we will bring our brand new proprietary VRI platform to market, which is fully HIPAA compliant and will eventually be FedRamp approved.

16. **Virginia Tech Question:** Please describe Birnbaum Interpreting Service's process for addressing any service-related issues.

Vendor Response:

The Problem Escalation Procedure (PEP), Contingency Plans, and Quality Assurance section of our technical proposal all provide insight into how BIS addresses service-related issues. However, a more concise way of explaining the benefits of our PEP and BIS in general is that our organization is uniquely decentralized. This allows us to address service issues with speed and effectiveness without playing a game of telephone every time a message needs to be passed along or waiting for decisions from additional stakeholders.

Unlike many agencies at our size, we aren't bogged down by middle managers and pure administrators whose only purpose is to pass messages between operations and decision-makers. We empower our coordinators to make decisions, and our account managers get their hands dirty in operations to understand exactly what's happening on the ground. We pride ourselves on being the leanest white glove agency in the country.

BIS operations begins with our frontline coordination team. Unlike many agencies, BIS coordinators are typically not assigned specific clients. Our coordinators work more like a hive-mind, swarming all requests and, as a result, service-related issues. As a result, we're never at risk of an assigned coordinator missing an issue and/or communication due to necessity being focused on another client at the moment. We process and respond to all communications faster than other providers.

Further, any and all issues that our coordination team can't resolve are escalated to the VT Account Manager, who, in this case, will be Belinda Vance. As one of our operations managers, Belinda is in contact with all coordinators throughout each day and is thus ready to address all issues whenever needed.

Belinda will be able and has the authority to resolve all service-related issues. She will use her discretion to do whatever's necessary to correct any problems and consult with VT stakeholders. However, Belinda also has a direct line to Connie Anderson, Vice President, and Brian Birnbaum, CEO of BIS. Our nimbleness as an organization means that the entire organization is ready to answer the bell whenever rung on their behalf.

Practically speaking, we use both email and telephone to communicate and keep clients informed of our progress. If an interpreter calls out sick, for example, we will send an email immediately upon receipt of such information, with an offer to discuss.

Further on the phone as we begin working on a replacement. Our system will also send an automated update as we unassign and assign the sick and new interpreters, respectively.

Additionally, BIS puts coverage above profits at all times—which means that in emergency scenarios, we will use incentives to the point of going out of pocket to maximize the probability of coverage. We build such requirements into our pricing models for this very reason.

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, we agree. We also feel that this is integral to ensuring quality service. We want to understand user needs, processes, and other specifics before getting started.

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

Vendor Response:

We are prepared to get started immediately, whether that means backfilling preexisting needs or beginning to meet with user departments to prepare for service provision.

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, we acknowledge and agree.

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, we acknowledge this.

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, we acknowledge, agree, and understand this.

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: Looking back, it doesn't appear that we provided a response within our proposal to this item of the solicitation because it wasn't required in the response instructions. However, we work with thousands of contractors, many of whom are woman or minority status. A large number of such contractors are registered as LLCs, along with other business classifications. Additionally, BIS occasionally subcontracts to other agencies in situations when we need assistance covering assignments.

In these ways BIS intends to subcontract with small, woman- and minority-owned businesses.

Additionally, though not officially registered as such with the State of Virginia, BIS is a minority-owned business

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: We agree if possible. However, we do not think BIS qualifies for such designation.

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: Please see the attached W9 and COI.