



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at [wvOASIS.gov](http://wvOASIS.gov). As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at [WVPurchasing.gov](http://WVPurchasing.gov) with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header  [List View](#)**General Information** [Contact](#) [Default Values](#) [Discount](#) [Document Information](#) [Clarification Request](#)**Procurement Folder:** 834305**Procurement Type:** Central Master Agreement**Vendor ID:** VS0000037424 **Legal Name:** Visual Language Professionals, LLC**Alias/DBA:** Visual Language Professionals**Total Bid:** \$189,440.00**Response Date:** 03/01/2021 **Response Time:** 11:53**Responded By User ID:** Visuallang **First Name:** Parker**Last Name:** Hall**Email:** parker@visuallanguagep**Phone:** 816-490-0807**SO Doc Code:** CRFQ**SO Dept:** 0403**SO Doc ID:** DBS2100000002**Published Date:** 2/23/21**Close Date:** 3/4/21**Close Time:** 13:30**Status:** Closed**Solicitation Description:** American Sign Language Video Remote Interpreting at the WVSD**Total of Header Attachments:** 2**Total of All Attachments:** 2



Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
 Post Office Box 50130  
 Charleston, WV 25305-0130

**State of West Virginia  
 Solicitation Response**

**Proc Folder:** 834305  
**Solicitation Description:** American Sign Language Video Remote Interpreting at the WVSD  
**Proc Type:** Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2021-03-04 13:30	SR 0403 ESR02192100000005732	1

**VENDOR**  
 VS0000037424  
 Visual Language Professionals, LLC

**Solicitation Number:** CRFQ 0403 DBS2100000002  
**Total Bid:** 189440  
**Response Date:** 2021-03-01  
**Response Time:** 11:53:08  
**Comments:**

**FOR INFORMATION CONTACT THE BUYER**  
 Joseph E Hager III  
 (304) 558-2306  
 joseph.e.hageriii@wv.gov

**Vendor Signature X** **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Video Remote Sign language interpretation service	2960.0000	HOUR	64.000000	189440.00

Comm Code	Manufacturer	Specification	Model #
82112067			

**Commodity Line Comments:**

**Extended Description:**

Quantities are estimated and are for bid purposes only



**Visual  
Language**  
professionals



**Response to:**  
**CRFQ D8S2100000002**  
**WVSDB Video Remote Sign Language**  
**Interpreters**

**Response Deadline: 3/4/2021**

**Submitted to:**

West Virginia Schools  
for the Deaf and the Blind  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130  
joseph.e.hageriii@wv.gov

**Submitted By:**

**Visual Language Professionals**  
Point of Contact:  
Parker Hall  
Strategic Partnerships  
(816)490-0807  
parker@visuallanguagepro.com



# Table Of Contents

Signature Page.....	Pg. 1
Letter of Intent.....	Pg. 2
Who We Are.....	Pg. 3
Meet the Team.....	Pg. 4
Experience and Qualifications.....	Pg. 5
Service Delivery and Approach.....	Pg. 8
Designated Contact page.....	Pg. 11
Addendum Acknowledgement .....	Pg. 12
Pricing Page.....	Pg. 13
Purchasing Affidavit.....	Pg. 14





Visual  
Language  
professionals

# Visual Language professionals

📍 957 Nasa Parkway #914 . Houston, TX 77058

📞 832-564-0844 (Houston, TX Office)

📞 816-256-8176 (Kansas City, MO Office)

February 2021

West Virginia School of the Deaf and Blind  
301 East Main St  
Romney, WV 26757

**Visual Language Professionals** is extremely interested in presenting a response to CRFQ D8S210000002 WVSDS Video Remote Sign Language Interpreters.

Visual Language Professionals is a Houston-based LLC established in 2009, which exists to raise the standard of quality in interpreting by providing **ONLY certified, qualified, experienced interpreters**. This is accomplished through comprehensive screening and investments in interpreter training. **Over 70% of our interpreters hold an advanced level or higher certification and our interpreters have 7 years' experience on average.**

Visual Language Professionals boasts extensive experience interpreting in educational settings including the provision of services to The University of Houston, Tarrant County College, Wharton County Jr College, Houston community College, and many more various other educational facilities.

While utilizing **Visual Language Professionals** for interpreting services, West Virginia School of the Deaf and Blind can expect:

- Personalized service on each and every request understating that **consistency in service providers** is key.
- The ability to access and manage client-specific interpreting needs on our **online scheduling portal**
- A strong team of **certified, qualified, experienced interpreters** who all boast experience interpreting in a educational environment.
- Access to **VLP's staff 24/7**
- The ability to accommodate the employees and public with **high quality, certified, experienced education interpreters.**
- Monthly check in with designated POC to ensure quality and satisfaction of service

VLP offers Over the Phone Interpretation and Video Remote Interpretation as well as Onsite interpreting, CART Services, and Document Translation. VLP is confident in fulfilling all language access needs.



## Who We Are

Visual Language Professionals, LLC was founded in 2009 to provide interpreters with an organization that has interpreter development and quality of service at the forefront. In 2019, we acquired 5T Languages based out of Kansas City Missouri and have continued to grow our network of interpreters committed to providing the highest quality of language Access services to our clients!

While our organization has grown, we remain an intentionally exclusive organization engaging in services only when we are able to partner with the customer to provide high quality services using only highly qualified service providers. Each interpreter engaged with VLP undergoes an evaluation of their skill, often in real world settings, HIPAA compliance training, Ethics training, as well as an extensive background check. This ensures we match each client with a service provider who has the most appropriate skills set for their communication access needs.

VLP's staff takes careful consideration when fulfilling requests, which comes directly from the personal and professional experience held by the President and Lead Interpreter, who are both certified, seasoned interpreters.

VLP also believes in ongoing training for our interpreting team. We invest in advanced level trainings with a focus in ethics and role. Our most recent training featured former President of the National Association of the Deaf Chris Wagner. Mr. Wagner provided training on Ethics and Social Responsibility in the Community. These investments in our profession ensure that the communities we serve continues to receive communication access from world class interpreters.

**More than 70 %** of VLP's interpreters are **certified at the Advanced level or higher** with on average more than 7 years' experience interpreting. Additionally, VLP Interpreting has a long history of providing services for **Educational facilities**. VLP was recently awarded **2018 Interpreter Agency of the Year** by the Greater Houston Interpreters for the Deaf Council, and one of our staff interpreters was named **Interpreter of the Year 2018**.



 957 Nasa Parkway #914 . Houston, TX 77058

 832-564-0844 (Houston, TX Office)

 816-256-8176 (Kansas City, MO Office)

## Meet The Team:

**Brandon J. Morgan**, President of VLP, is a Nationally Certified Sign Language Interpreter and holds a Texas BEI Master Interpreter Certification. He has more than 13 years' experience in post-secondary and medical interpreting. Brandon founded VLP in 2009 to establish a new approach to agency-based interpreting services. Brandon's passion is ensuring the provision of **quality** services. He oversees daily operations of VLP to ensure that each request is handled promptly and professionally.

**Kaleigh Edwards**, Operations Manager and Accounting. Kaleigh joins Visual Language Professionals with a strong background in customer service. She leverages skills gained from her time as a Certified Nurse's Aide to provide professional and prompt customer service. It's been said the devil's in the details, and this is where Kaleigh excels. She ensures each request receives individual attention and is matched to the most appropriate interpreter.

**Ashley Pointon**, Manager-Strategic Partnerships, has been with VLP since 2018. She has more than 5 years of experience working contracts and negotiations, as well as customer service. She handles on site visits, demonstrations, as well as growing customer relationships for VLP. She takes great pride in being a part of a team that provides a bridge to the communication gap and focuses on building patient and provider relationships.

**Kenneth Niemietz**, Lead Interpreter, is also a Nationally Certified Sign Language Interpreter. He also holds the Texas BEI IV and Court Interpreter Certification. Kenneth has extensive experience in post-secondary interpreting, including the provision of interpreting services to medical students through the complete of two MD programs. Kenneth's vast experience allows him to train and monitor interpreters to ensure delivery of the highest quality services to students. Recently named **Interpreter of the Year 2018** by the Greater Houston Interpreters for the Deaf Council.

**Antonio Ramos**, Staff Interpreter, is a BEI Level I Certified Sign Language Interpreter who also specializes in Mexican Sign Language, Trilingual Interpretation, Tactile Interpretation services, as well as Bilingual spoken language interpretation. Antonio has extensive experience interpreting in the educational field, specifically with ARD meetings.

**Parker Hall**, Strategic Partnerships, graduated from Southwest Baptist University with a Bachelor of Science in Economics/ Finance and a minor in Marketing. He is a motivated individual that is constantly looking for ways to improve consumer satisfaction. Parker has served in many leadership positions with a variety of organizations. He brings a passion for serving others and learning about his clients to best meet their needs



# Experience and Qualifications

Visual Language Professionals, LLC has over 10 years experience in providing interpretation services in educational settings and takes great pride in helping bridge the communication gap with the students, staff, and parents they serve in an educational setting! Visual Language Professionals (VLP), employs only the most highly qualified, certified and professional interpreters with more than 70% of our interpreters being certified at the Advanced level or higher with an average of 7 years of experience in their Language Access area of expertise.

VLP strongly believes in ongoing training for our interpreting team. We invest in advanced level trainings with a focus in ethics and role. Our most recent training for our American Sign Language Interpreters featured former President of the National Association of the Deaf Chris Wagner. Mr. Wagner provided training on Ethics and Social Responsibility in the Deaf Community. These investments in our profession ensure that the communities we serve continues to receive communication access from world class interpreters. VLP offers many opportunities each year for our Interpreters to continue their education and earn CEUS in their corresponding language or professional area.

Visual Language Professionals does business extensively with K-12 and other educational settings in the state of Texas including but not limited to: Houston Community College, University of Houston, Houston Independent School district, Texas A&M San Antonio, San Jacinto College, and Sam Houston State University. Visual Language Professionals also does business extensively with Harris County Department of Education, the State of Missouri Department of Elementary Secondary Education as well as many other State Social Service departments specializing in children's development and wellbeing. VLP is deeply invested in providing high-quality communication access services that are critical to the development of the whole child.

Visual Language Professionals actively recruits from many resources: LinkedIn, Facebook, Local Businesses, Professional Associations, Colleges, and so on. When we decide that an interpreter is a fit for our company we begin our on-boarding process which includes no less than: a complete review of interpreters profile, resume, certifications and credentials, a comprehensive assessment of their fluency in their respective language skill to include a language assessment with a senior provider, comprehensive background check, HIPAA training, Confidentiality Training, as well as any specific industry training deemed necessary for that interpreter. For example, if we know we will be placing a specific interpreter into a educational setting, VLP may require they complete a education terminology course through our VLP virtual CEU courses.

VLP requires a minimum of 2 years of experience for all Spoken Language Interpreters and Translators. However, our interpreters and translators boast an average of over 7 years of professional experience. Many of our interpreters and translators have Higher Education Degrees in Linguistics. Additionally, VLP Interpreting has a long history of providing services in



Educational settings. VLP also provides continuing education opportunities for all interpreters that include courses in all areas of interpreting.

VLP's Established Minimum Requirements are as follows:

- 1) Interpreter must demonstrate fluency in English and target language.
- 2) Interpreter must have a minimum of 1-year documented history industry interpreting.
- 3) Interpreter must pass a language and terminology screening.
- 4) Interpreter must pass a thorough background check.
- 5) Interpreter must complete Interpreter Ethics and Best Practices in the Industry Setting Training.
- 6) Interpreter must have documented HIPAA training completed every 2 years. Once interpreters meet VLP's minimum requirements they are then provided an introduction to VLP's online scheduling system, standards of practice modules, and customer expectations guidelines.

VLP's American Sign Language Interpreters follow the NAD RID Code of Ethics and Code of Professional Conduct with the following 7 tenets: Interpreters adhere to standards of confidential communication. Interpreters possess the professional skills and knowledge required for the specific interpreting situation. Interpreters conduct themselves in a manner appropriate to the specific interpreting situation. Interpreters demonstrate respect for consumers. Interpreters demonstrate respect for colleagues, interns, and students of the professions. Interpreters maintain ethical business practices. Interpreters engage in professional development. VLP's Spoken Language Interpreters follow the NCIHC Code of Ethics and Professional Conduct with the following standards of practice: accuracy, confidentiality, impartiality, respect, cultural awareness, role boundaries, professionalism, professional development, and advocacy.

VLP interpreter protocols include. HIPAA compliance and ethics bound by their respective code of conduct whether ASL or Spoken Languages. ASL interpreters are bound by the RID Code of Conduct. Spoken Language Interpreters are bound by the National Code of Ethics for Interpreters in Healthcare (NCIHC). All Interpreters maintain Professionalism and remain unbiased in all interpretation situations.

VLP is constantly instructing interpreters about specific policies and procedures about the organization through email, call, text, video remote calls, and in person meetings when necessary. VLP also does this through the ongoing education trainings it does with interpreters. VLP strives to make sure all interpreters are up to date and informed on all policies and procedures within the organization.

VLP only recruits' interpreters that are highly qualified in their industry. Brandon J. Morgan, PA-C and President of VLP oversees development of ongoing interpreter training. Interpreters also have access to classroom-based training that cover interpreting terminology and best practices. We invest in advanced level trainings with a focus in ethics and role.



VLP provides an online training portal for our interpreters in order for them to have easy access to a variety of continuing education opportunities. Within this portal the interpreters are stopped at designated points of the program and asked a series of questions to check for understanding. VLP has the ability to monitor all progress of these courses, as well as completion and certificates. VLP also provides workshops throughout the year covering topics in Ethics, as well as a variety of terminology for different industries. Interpreters must be present and sign in for all registered dates of training in order to receive continuing education opportunities. VLP keeps detailed sign in sheets for all workshops it provides throughout the year.





# Service Delivery and Approach

A representation of the Interpretation Services request workflow is shown below in Figure 1:



*Figure 1. Interpretation Request Process: with interpreters across a wide area, VLP ensures that the most qualified interpreter will be dispatched to support West Virginia Schools for the Deaf and the Blind requirements quickly and efficiently.*



### **Appointment Intake:**

When responding to a request for interpretation services our initial step by the scheduling team is to identify the specific needs of the request based on the description of service, language, and location.

### **Appointment Confirmation:**

Secondly, our scheduling team will select the most qualified interpreter for the assignment and check their availability and location in reference to the appointment details. At this time, if the details line up, the interpreter will accept the assignment through our Interpreter Portal, which notifies our office and clients of the acceptance.

### **Continued Communication:**

Our detail oriented and customer focused scheduling team maintains constant contact with our interpreters and customers advising both parties of any changes to the details of the assignment. Interpreters are sent reminders of their upcoming assignment at 24 hours prior to the start of the assignment and then again at 1 hour prior to the start of the assignment.

### **Completion of Appointment:**

At the end of each assignment our interpreter has the ability to capture a digital signature onsite or will input completion in the VLP portal within 24 hours. This information will be available for customers to view as well. VLP sends out invoices on a monthly basis.

### **Start Up Plan:**

Upon award and signed contract, VLP will get to work tasking internal teammates with specific West Virginia Schools for the Deaf and the Blind functions. Prior to start of services, Parker Hall, of Strategic Partnerships, will reach out to West Virginia Schools for the Deaf and the Blind purchasing department and ensure all documents and contracts pertaining to this RFP are in order to start services. Mr. Hall will then get in touch with the West Virginia Schools for the Deaf and the Blind scheduling coordinator in order to ask a series of service-related questions and assess the overall needs, specific start dates, requesting agents to be authorized, and any additional information deemed necessary at that time. Mr. Hall will then get to work on establishing West Virginia Schools for the Deaf and the Blind self service web portal access. Upon receipt of all requesting agents email addresses, Mr. Hall will send out web portal registration emails. The requesting agents will then follow the prompts to enable their access and ability to schedule interpreters through the portal. Mr. Hall will be available during this time to assist on-site or over the phone with setting up Online portal access. The next key event will be



the VLP scheduling team reaching out to West Virginia Schools for the Deaf and the Blind for a list of upcoming appointments in order to streamline the transition of services from the previous provider over to VLP.

During the first 3 months, VLP's scheduling team will work very closely with West Virginia Schools for the Deaf and the Blind scheduling department in order to ease the transition, and ensure no appointments are overlooked. VLP strongly believes in continuity of care using providers that have established relationships with specific facilities, and it is our goal whenever possible to provide the same interpreters that have previously worked at a facility. Over the first 6 months of service, VLP will be working closely with West Virginia Schools for the Deaf and the Blind in using the web portal for scheduling services as well. We find that a combined approach of self service as well as concierge style service works best during the first few months of transition as customers move towards being more self-directed in using the web portal as their primary source of scheduling. Throughout this time, Mr. Hall will be making customer service calls to the specified West Virginia Schools for the Deaf and the Blind account representatives using VLP interpretation services in order to gain a working knowledge and understanding of what VLP is doing well and what we can improve upon.

**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Parker Hall Strategic Partnerships  
(Name, Title)  
Parker Hall Strategic Partnerships  
4741 Central Ave Ste 106, Kansas City, MO, 64112  
(Printed Name and Title)  
816-490-0807  
(Address)  
parker@visuallanguagepro.com  
(Phone Number) / (Fax Number)  
parker@visuallanguagepro.com  
(email address)

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Visual Language Professionals  
(Company)

Parker Hall Strategic Partnerships  
(Authorized Signature) (Representative Name, Title)

Parker Hall Strategic Partnerships  
(Printed Name and Title of Authorized Representative)

2/19/2021  
(Date)

816-490-0807  
(Phone Number) (Fax Number)

ADDENDUM ACKNOWLEDGEMENT FORM  
SOLICITATION NO.:

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

*(Check the box next to each addendum received)*

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6  |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7  |
| <input type="checkbox"/> Addendum No. 3            | <input type="checkbox"/> Addendum No. 8  |
| <input type="checkbox"/> Addendum No. 4            | <input type="checkbox"/> Addendum No. 9  |
| <input type="checkbox"/> Addendum No. 5            | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Visual Language Professionals, LLC

Company



Authorized Signature

2/19/2021

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

**Exhibit A  
 WV Schools for the Deaf and Blind  
 Video Remote ASL Interpreter Services**

Description	Unit of Measure	Unit Cost	Estimated Quantities*	Extended Cost
Video Remote Sign Language Interpreter	per hour	\$ 64.00	2960	\$ 189,440.00 -
			<b>Total Bid Amount</b>	<b>\$ 189,440.00 -</b>

*\* Estimated quantities are for bidding purposes only, more or less may be purchased by the agency.*

**Bidder/Vendor Information:**

Name: Parker Hall

Address: 957 Nasa Parkway No 914  
Houston, TX 77058

Phone Number: 816-490-0807

Email Address: parker@visuallanguagepro.com

Authorized Signature: 

STATE OF WEST VIRGINIA  
Purchasing Division

**PURCHASING AFFIDAVIT**

**CONSTRUCTION CONTRACTS:** Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

**ALL CONTRACTS:** Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

**EXCEPTION:** The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

**DEFINITIONS:**

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

**AFFIRMATION:** By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

**WITNESS THE FOLLOWING SIGNATURE:**

Vendor's Name: Visual Language Professionals, LLC

Authorized Signature:  Date: 2/22/2021

State of Missouri

County of Jackson, to-wit:

Taken, subscribed, and sworn to before me this 22 day of February, 2021.

My Commission expires January 12, 2021.

**AFFIX SEAL HERE**  
**HANNAH FOSTER**  
**NOTARY PUBLIC-NOTARY SEAL**  
**STATE OF MISSOURI**  
**JACKSON COUNTY**  
**MY COMMISSION EXPIRES 1/12/2025**  
**COMMISSION # 21204665**

**NOTARY PUBLIC** 