



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 # 1 [List Items](#)

**General Information** | [Contact](#) | [Default Values](#) | [Discards](#) | [Document Information](#) | [Certification Request](#)

Procurement Folder: 1639642	SO Doc Code: CRFQ
Procurement Type: Control Master Agreement	SO Dept: 0402
Vendor ID: US900846058	SO Doc ID: E282590000001
Legal Name: SigniGlasses	Published Date: 3/31/25
Alias/DBA: SigniGlasses	Close Date: 4/18/25
Total Bid: \$4,000.00	Close Time: 15:30
Response Date: 04/16/2525	Status: Closed
Response Time: 11:55	Solicitation Description: American Sign Language Interpreters
Responded By User ID: SigniGlassesRFP	Total of Header Attachments: 1
First Name: Kelly	Total of All Attachments: 1
Last Name: Elert	
Email: karia@signiglasses.com	
Phone: 8882333024	



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:** 1639562  
**Solicitation Description:** American Sign Language Interpreters  
**Proc Type:** Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2025-04-16 13:30	SR 0402 ESR04152500000006244	1

**VENDOR**  
 VS0000046650  
 SignGlasses

**Solicitation Number:** CRFQ 0402 EDD2500000001  
**Total Bid:** 4080  
**Response Date:** 2025-04-16  
**Response Time:** 11:05:15

**Comments:** See attached response for details.  
 We have a one-hour minimum charge and bill in 15-minute increments after the first hour.  
 Our remote services do not include charges for travel expenses or travel time.  
 There are no additional charges for after-hours services.  
 Weekend and holiday rates are the same as regular rates.  
 It is recommended to make requests 24 hours in advance; however, we can often accommodate last-minute requests.  
 Each service session has a 60-minute minimum, with billing in 15-minute increments thereafter.  
 A late cancellation policy of 24 business hours applies per scheduled practitioner.  
 Sessions scheduled for more than 4 weeks are subject to a 2-week cancellation policy per scheduled practitioner.  
 Longer sessions may require two practitioners.  
 Technical assignments involving advanced content may also require two practitioners.

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

--

<b>Vendor Signature X</b>	<b>FEIN#</b>	<b>DATE</b>
---------------------------	--------------	-------------

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	SLI (In-Person) Monday-Friday between 7AM and 6PM	435.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
90121702			

**Commodity Line Comments:** Remote only

**Extended Description:**

Sign Language Interpreter In-Person  
Monday - Friday between 7:00AM and 6:00PM  
Per person hourly rate.  
Quantity is annual estimated and for evaluation purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	SLI (VRI) Monday - Friday between 7AM and 6PM	30.00000	HOUR	85.000000	2550.00

Comm Code	Manufacturer	Specification	Model #
90121702			

**Commodity Line Comments:** See attached response for details.  
We have a one-hour minimum charge and bill in 15-minute increments after the first hour.  
Our remote services do not include charges for travel expenses or travel time.  
There are no additional charges for after-hours services.  
Weekend and holiday rates are the same as regular rates.  
It is recommended to make requests 24 hours in advance; however, we can often accommodate last-minute requests.  
Each service session has a 60-minute minimum, with billing in 15-minute increments thereafter.  
A late cancellation policy of 24 business hours applies per scheduled practitioner.  
Sessions scheduled for more than 4 weeks are subject to a 2-week cancellation policy per scheduled practitioner.  
Longer sessions may require two practitioners.  
Technical assignments involving advanced content may also require two practitioners.

**Extended Description:**

Sign Language - Video Remote Interpreting (VRI)  
Monday - Friday between 7:00AM and 6:00PM  
Per-Person Hourly Rate  
Quantity is annual estimated and for evaluation purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	SLI (In-Person) Night Rate	50.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
90121702			

**Commodity Line Comments:** Remote only

**Extended Description:**

Sign Language Interpreter (In-Person) Night Rate  
 Designated Time Between: 6:01PM and 6:59AM  
 Per Person Hourly Rate  
 Quantity is annual estimated and for evaluation purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	SLI (VRI) Night Rate	10.00000	HOUR	85.000000	850.00

Comm Code	Manufacturer	Specification	Model #
90121702			

**Commodity Line Comments:** See attached response for details.  
 We have a one-hour minimum charge and bill in 15-minute increments after the first hour.  
 Our remote services do not include charges for travel expenses or travel time.  
 There are no additional charges for after-hours services.  
 Weekend and holiday rates are the same as regular rates.  
 It is recommended to make requests 24 hours in advance; however, we can often accommodate last-minute requests.  
 Each service session has a 60-minute minimum, with billing in 15-minute increments thereafter.  
 A late cancellation policy of 24 business hours applies per scheduled practitioner.  
 Sessions scheduled for more than 4 weeks are subject to a 2-week cancellation policy per scheduled practitioner.  
 Longer sessions may require two practitioners.  
 Technical assignments involving advanced content may also require two practitioners.

**Extended Description:**

Sign Language Interpreter, Video Remote Interpreting (VRI) Night Rate  
 Designated Time Between: 6:01PM and 6:59AM  
 Per Person Hourly Rate  
 Quantity is annual estimated and for evaluation purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	SLI (In-Person) Weekend Rate	50.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
90121702			

**Commodity Line Comments:** Remote only

**Extended Description:**

Sign Language Interpreter (In-Person) Weekend Rate  
 Designated Time Between 7:00AM Saturday and 12:00AM Sunday  
 Per Person Hourly Rate  
 Quantity is annual estimated and for evaluation purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	SLI (VRI) Weekend Rate	4.00000	HOUR	85.000000	340.00

Comm Code	Manufacturer	Specification	Model #
90121702			

**Commodity Line Comments:** See attached response for details.  
 We have a one-hour minimum charge and bill in 15-minute increments after the first hour.  
 Our remote services do not include charges for travel expenses or travel time.  
 There are no additional charges for after-hours services.  
 Weekend and holiday rates are the same as regular rates.  
 It is recommended to make requests 24 hours in advance; however, we can often accommodate last-minute requests.  
 Each service session has a 60-minute minimum, with billing in 15-minute increments thereafter.  
 A late cancellation policy of 24 business hours applies per scheduled practitioner.  
 Sessions scheduled for more than 4 weeks are subject to a 2-week cancellation policy per scheduled practitioner.  
 Longer sessions may require two practitioners.  
 Technical assignments involving advanced content may also require two practitioners.

**Extended Description:**

Sign Language Interpreter - Video Remote Interpreting (VRI) Weekend Rate  
 Designated Time Between 7:00AM Saturday and 12:00AM Sunday  
 Per Person Hourly Rate  
 Quantity is annual estimated and for evaluation purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	SLI (In-Person) Holiday Rate	4.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
90121702			

**Commodity Line Comments:** Remote only

**Extended Description:**

Sign Language Interpreter (In Person) Weekend Rate  
 Designated Time Between 12:00AM and 11:59PM  
 Per Person Hourly Rate  
 Quantity is annual estimated and for evaluation purposes only.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	SLI (VRI) Holiday Rate	4.00000	HOUR	85.000000	340.00

Comm Code	Manufacturer	Specification	Model #
90121702			

**Commodity Line Comments:** See attached response for details.  
 We have a one-hour minimum charge and bill in 15-minute increments after the first hour.  
 Our remote services do not include charges for travel expenses or travel time.  
 There are no additional charges for after-hours services.  
 Weekend and holiday rates are the same as regular rates.  
 It is recommended to make requests 24 hours in advance; however, we can often accommodate last-minute requests.  
 Each service session has a 60-minute minimum, with billing in 15-minute increments thereafter.  
 A late cancellation policy of 24 business hours applies per scheduled practitioner.  
 Sessions scheduled for more than 4 weeks are subject to a 2-week cancellation policy per scheduled practitioner.  
 Longer sessions may require two practitioners.  
 Technical assignments involving advanced content may also require two practitioners.

**Extended Description:**

Sign Language Interpreter (VRI) Weekend Rate  
 Designated Time Between 12:00AM and 11:59PM  
 Per Person Hourly Rate  
 Quantity is annual estimated and for evaluation purposes only.

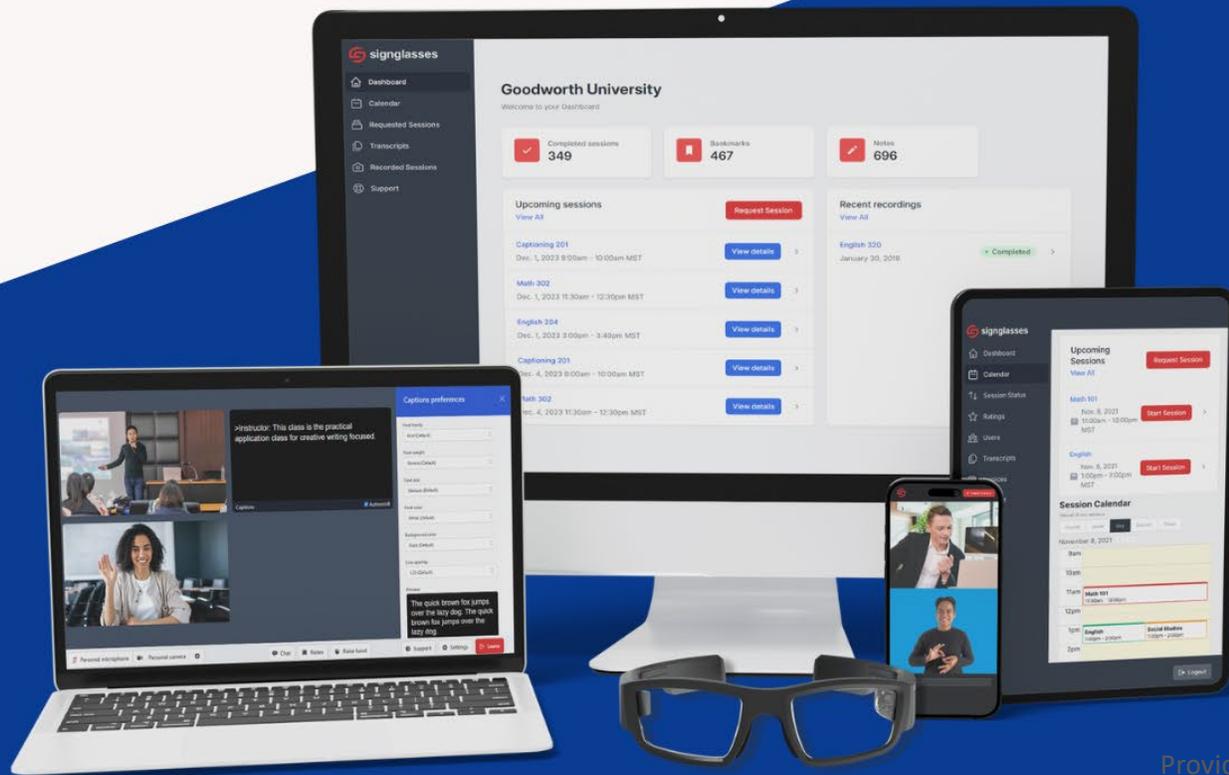


SIGNGLASSES

# Response to Centralized Request for Quote American Sign Language Interpreters

Submitted to:  
West Virginia Department of Administration  
On behalf of the West Virginia Board of Education (WVBE)

April 17, 2025



Provided by  
SignGlasses, LLC  
159 W. Broadway, Suite 200-261  
Salt Lake City, UT 84101

Korey Hocker  
Korey@signglasses.com

(801) 923-2624

## Table of Contents

- Executive Summary ..... 3
- Quote and Opportunity to Save ..... 5
  - Opportunity to Save ..... 6
- Minimum Qualifications..... 7
  - Interpreters..... 7
  - Quality..... 9
    - Quality Control..... 10
- Offeror Technical Response to Quote Request Requirements and Proposed Work Plan ..... 11
  - Service Support..... 12
- Experience ..... 13
  - Experience ..... 13
  - Business History..... 14

## Executive Summary

Please accept this submission as an indication of the interest of SignGlasses (SG) to provide West Virginia Department of Education (WVBE) with Virtual On-Demand Sign Language Interpreter Services. SignGlasses (SG) is WVBE's provider of choice for Remote American Sign Language services. SG has established an expert team and we are uniquely positioned to ensure WVBE's Deaf and Hard-of-Hearing (DHH) students, parents, and staff receive the best On-Demand Remote ASL services available.

In addition to delivering these services, SG will provide WVBE with complimentary access to our proprietary service booking and delivery platform. Use of the SG platform provides WVBE with a central place to ensure timely service delivery, effective communication and coordination, and efficient management of remote services.

- ✓ Korey Hocker, President, is authorized to bind SignGlasses business contractually.
  - [Korey@signglasses.com](mailto:Korey@signglasses.com); (801) 923-2426
- ✓ Joel Kamen, Account Executive, is responsible for the day-to-day account management and coordination with WVBE.
  - [Joel@signglasses.com](mailto:Joel@signglasses.com) ; (303) 994-9822
- ✓ Tia Stewart, Director, Operations, is the day-to-day operations contact for all remote ASL services.
  - [Tia@signglasses.com](mailto:Tia@signglasses.com); (801) 923-2426

Upon review, you will note that SignGlasses is uniquely positioned to complement WVBE's efforts to deliver on-demand remote American Sign Language (ASL) services. SignGlasses offers school districts an opportunity to reduce costs while increasing access to the number of available, professional, and certified ASL Interpreters. We look forward to your response and to answering any questions you may have.

SG was incorporated as an LLC in 2017 to leverage the latest in technology advancements to extend the availability and enhance the delivery of remote sign language interpreting services for DHH students in the United States.

Our business model and service delivery platform were engineered to deliver services in educational settings. Since we began, we have provided services to over 30 educational institutions and have over 150 DHH students accessing our platform for support in the classroom. We are currently supporting DHH students and staff at many educational institutions, including K-12 and higher education.

The senior management team at SG consists of people who are Deaf, who have parents that are Deaf, and people with deep industry experience in the



management of communication access services. It is a core value at SG to ensure people with life experience are guiding the development of our products and services. We know and understand how to serve the DHH students, staff, and administrators at WVBE.

At the heart of our company and the SG service delivery and management platform is our service providers - interpreters with deep experience providing communication access services in educational environments. SG maintains a pool of 250+ sign language interpreters. All service providers working on the SG platform are rigorously screened and are required to demonstrate proof of their credentials and degrees.

SG's business model and secure platform offers WVBE administrative personnel the tools to administer remote on-demand ASL services efficiently and effectively across many students, parents, staff, interpreters, campuses, and offsite locations. Use of our proprietary service delivery and management platform and mobile app offers WVBE a significant opportunity to save, while accommodating its DHH community. We are proud to have created a service model that allows for the elimination of onerous practices like 2-hour minimum service fees, 48-hour cancellations fees, inflated evening and weekend service rates, emergency request fees, paid travel time and mileage, and the necessity of charging for edited and unedited transcripts.

At SignGlasses, our goal is to empower DHH students, parents, staff, and administrators with additional tools to achieve better educational outcomes by expanding the possibilities around remote and on-demand ASL services. We look forward to supporting the WVBE in achieving its goal to accommodate their DHH community.

Sincerely,



**Korey Hocker**  
**President, SignGlasses**

## Quote and Opportunity to Save

As requested, we have responded to specific line items through the WVOasis bid portal.

We have proposed an hourly rate of **\$85.00 per hour** for **Remote ASL Interpreting services**, in response Lines 2, 4, 6, and 8.

Line	Commodity Description	Remote Sign Language Interpreting
2	Sign Language - Video Remote Interpreting (VRI) Monday - Friday between 7:00AM and 6:00PM	\$85/hr
4	Sign Language Interpreter, Video Remote Interpreting (VRI) Night Rate Designated Time Between: 6:01PM and 6:59AM	\$85/hr
6	Sign Language Interpreter - Video Remote Interpreting (VRI) Weekend Rate Designated Time Between 7:00AM Saturday and 12:00AM Sunday	\$85/hr
8	Sign Language Interpreter (VRI) Weekend Rate Designated Time Between 12:00AM and 11:59PM	\$85/hr

- We have a one-hour minimum charge and bill in 15-minute increments after the first hour.
- Our remote services do not include charges for travel expenses or travel time.
- There are no additional charges for after-hours services.
- Weekend and holiday rates are the same as regular rates.
- It is recommended to make requests 24 hours in advance; however, we can often accommodate last-minute requests.
- Each service session has a 60-minute minimum, with billing in 15-minute increments thereafter.
- A late cancellation policy of 24 business hours applies per scheduled practitioner.
- Sessions scheduled for more than 4 weeks are subject to a 2-week cancellation policy per scheduled practitioner.
- Longer sessions may require two practitioners.
- Technical assignments involving advanced content may also require two practitioners.

**Payment Terms** Invoices will be paid within 30 days from receipt. Invoices paid late are subject to a 5% late payment fee and an interest charge of 1% per month.

## Opportunity to Save

Save big with SignGlasses! Forget about paying for 2-hour minimums, evening/weekend fees, emergency request fee increases, or travel time. With SignGlasses, you can cut costs significantly compared to typical agency fees that include 2-hour minimums and off-hour charges. Even if other agencies' **Remote ASL Interpreting** hourly fees are the same or lower, SignGlasses remains the most cost-effective solution for school districts.

	Agency A Onsite	SignGlasses Saving	Agency B Onsite	SignGlasses Saving	Agency C VRI	SignGlasses Saving	SignGlasses VRI
<b>Hourly Rate</b>	<b>\$75</b>		<b>\$75</b>		<b>\$70</b>		<b>\$85</b>
<b>Minimum Billing</b>	2 hour minimum 1-hour travel time billed each way		2 hour minimum With mileage charged		2 hour minimum		1 hour minimum 15 minute increments after
<b>Travel Time</b>	1 hour of travel		--		--		--
<b>Mileage</b>	--		\$50.00		--		--
<b>Last minute fees</b>	--		--		--		--
<b>Total for 20 Minute meeting</b>	\$225.00	\$140.00	\$200.00	\$115.00	\$140.00	\$55.00	\$85.00
<b>Total for 60 Minute meeting</b>	\$225.00	\$140.00	\$200.00	\$115.00	\$140.00	\$55.00	\$85.00
<b>Total for 75 Minute meeting</b>	\$450.00	\$343.75	\$400.00	\$293.75	\$280.00	\$173.75	\$106.25
<b>Total for 4, 1-hour meeting (2 interpreters)</b>	\$750.00	\$410.00	\$700.00	\$360.00	\$560.00	\$220.00	\$340.00
<b>Total for 6, 1-hour meeting (2 interpreters)</b>	\$1,050.00	\$540.00	\$1,000	\$490.00	\$840.00	\$330.00	\$510.00
<b>50 days of 6 hour classes</b>	<b>\$52,500.00</b>		<b>\$50,000.00</b>		<b>\$42,000.00</b>		<b>\$25,500.00</b>

## Minimum Qualifications

SignGlasses (SG) has been in business since 2017, and we currently have 14 employees and over 200 Interpreters and Captioners, located across the US. The senior management team at SG consists of people who are Deaf, who are children of deaf adults (CODA), and people with deep industry experience in the management of communication access services. It is a core value at SG to ensure people with life experience are guiding the development of our products and services. We know and understand how to serve the DHH students at WVBE.

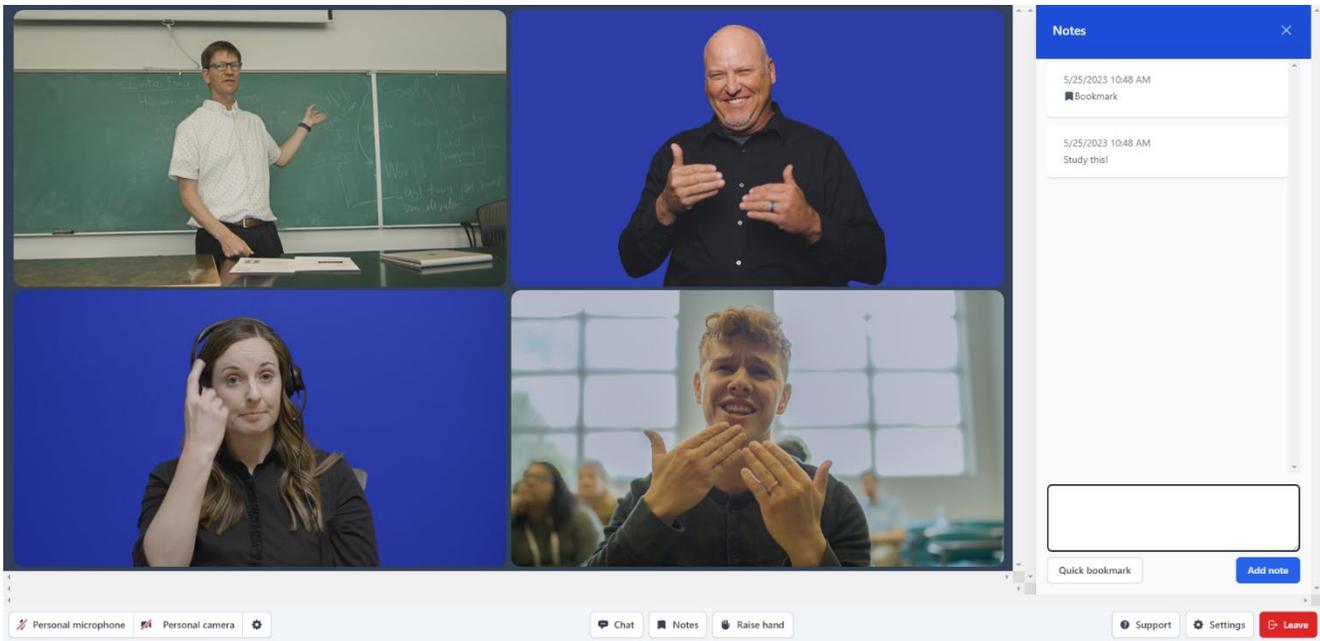
- SG Key Personnel assigned to lead WVBE:
  - ✓ Korey Hocker, President, is authorized to bind SignGlasses business contractually. Korey is one of the founders of the company and is passionate about providing communications access for DHH students across the US.
    - [Korey@signglasses.com](mailto:Korey@signglasses.com); (801) 923-2426
  - ✓ Jason Webb, Account Executive, is responsible for the day-to-day account management and coordination with WVBE. Jason is a child of deaf adults (CODA), a certified interpreter, and considers Sign Language his native language. Joel is passionate that all students, both hearing and DHH, be fluent in DHH
    - [Jason@signglasses.com](mailto:Jason@signglasses.com); (303) 994-9822
  - ✓ Tia Stewart, Director of Operations, is the day-to-day operations contact for all remote ASL and CART services. Tia is deaf and is passionate about providing communication access to the DHH community - in K-12, higher education, and in the workplace.
    - [Tia@signglasses.com](mailto:Tia@signglasses.com); (301) 547-5274

## Interpreters

At the heart of our company and the SG service delivery and management platform are our service providers. SG maintains a pool of 250+ interpreters, transcribers, and captioners that have been rigorously screened, certified, trained, and possess deep experience providing communication access services in educational and community environments. Certified interpreters are required to have a Bachelor's degree to become certified.

To complement our "always-on" service delivery and management platform, service providers working on the SG platform are screened, required to demonstrate proof of their credentials, and to provide annual validation that their certification remains in good standing. This ensures that both DHH users and WVBE administrative personnel have an excellent service experience.

Interpreters working on the SG platform are professionals that have been screened, certified, and possess a degree and at least 5 years of professional experience. They all meet or exceed the requirement to maintain the standards of the Code of Ethics of the Registry of Interpreters for the Deaf (RID). We can include current RID certification cards as needed.



### Interpreter Screening

SG’s screening process for sign language interpreters consists of a three-part process designed to observe an interpreter’s processing time, rendering of formulaic ASL/English into a target language, prosody, affect and register, repairs, and decision-making skills in three different scenarios. SG’s screening process is conducted remotely to validate an interpreter’s comfort operating in remote settings and to confirm that their in-home workstations meet SG’s technical specifications and set-up requirements.

### Interpreter Certification

Interpreters working with SG are required to have earned at least one of the following credentials from either the Registry of Interpreters for the Deaf (RID) or the National Association of the Deaf (NAD).

Organization	Recognized Certificates
<b>RID</b>	NIC - Master, NIC - Advanced, NIC, Certificate of Interpretation, Certificate of Transliteration, Certified Deaf Interpreter - Provisional, Certified Deaf Interpreter
<b>NAD</b>	NAD - IV (Advanced), NAD - V (Master)

Certification with RID and NAD ensures that interpreters working with SG meet WVBE requirements, and are obligated to uphold the Code of Professional Conduct (CPC) set forth by NAD-RID.

### Interpreter Credential Validation

Sign language interpreters applying to do their work with SG are required to provide proof of their RID or NAD certification and degree attainment prior to being onboarded. A current RID card is an example of proof of certification. A copy of a diploma is one example of proof of a degree. Once proof of a service provider’s represented certification and degrees has been provided, SG administrative personnel

validate these with the issuing body. In the case of certification, SG also validates that the interpreter’s certification is in good standing.

**Interpreter Continuing Education**

As a result of the requirement to have earned and maintain a credential from one of the above organizations, interpreters working with SG adhere to the NAD-RID Code of Professional Conduct and are required to receive 80 hours of continuing education training every four years. This ensures that interpreters have the opportunity for training on ethical decision making, confidentiality, cultural sensitivity, their ASL-to-English and English-to-ASL skills, and to practice effective strategies to deliver services with little to no supervision.

**Quality**

SG views Quality Assurance as a two-step approach. We first work to ensure a smooth transition at the contract level, then we ensure the quality of the work of our interpreters assigned to work in WVBE. We also monitor service provision through DHH student, employee and visitor feedback to ensure we maintain a high level of satisfaction as our interpreters provide critical services on behalf of WVBE.

**Transition/Scheduling**

At SG we are experienced in managing the transition of services from one provider to another. In our experience a successful transition is achieved by successfully navigating a three-phase process of planning, transition, and integration. SG is prepared to take WVBE’s administrative personnel through the following three phase process.

1. Planning	2. Transition	3. Integration
<ul style="list-style-type: none"> <li>• Reconfirmation of service expectations &amp; requirements</li> <li>• Identification of administrative personnel across locations</li> <li>• Review of historical service needs</li> <li>• Review of current service needs</li> <li>• Map existing system of service provision</li> <li>• Plan and set date(s) for orientation</li> <li>• Establish communication plan</li> </ul>	<ul style="list-style-type: none"> <li>• Initial communication of transition</li> <li>• Announcement of orientation date(s)</li> <li>• Load current service requests into service management system</li> <li>• Train stakeholders on new system provision (comparing with previous)</li> <li>• Announce date of integration</li> <li>• Host continued training</li> <li>• Ongoing communication of tips, tricks, corrections</li> </ul>	<ul style="list-style-type: none"> <li>• Support of stakeholders successful use of system</li> <li>• Monitor end user satisfaction with service delivery</li> <li>• Monitor administrative personnel system performance</li> <li>• Host stakeholder feedback session</li> <li>• Integrate feedback into process and system</li> </ul>

**Personnel**

All sign language interpreters and working on the SG platform are rigorously screened, required to demonstrate proof of their credentials and degrees, have successfully passed a background check, and are required to provide annual validation that their certification remains in good standing.

## Interview & Onboarding

Sign language interpreters applying to work with SG are required to work with the company to navigate the following process:

- Submit Application
- Credential & experience validation
- Skill screening
- Background check
- Compensation rate negotiation
- Agreement Execution
- Onboarding & Platform training

Once interpreters have successfully completed the skill training and background check, the hiring manager is notified and they begin the rate negotiation, agreement execution, and scheduling the onboarding and platform training.

## Quality Control

Should an interpreter be unable to keep their scheduled appointment they will be immediately replaced by SG. When alerted, SG will quickly rebroadcast the impacted request over our platform and interpreter network and will begin contacting service providers known to be immediately available. Once secured, confirmation will be provided to School administrative personnel, DHH student, employee, or visitor. All of this to secure coverage and minimize any service disruption.

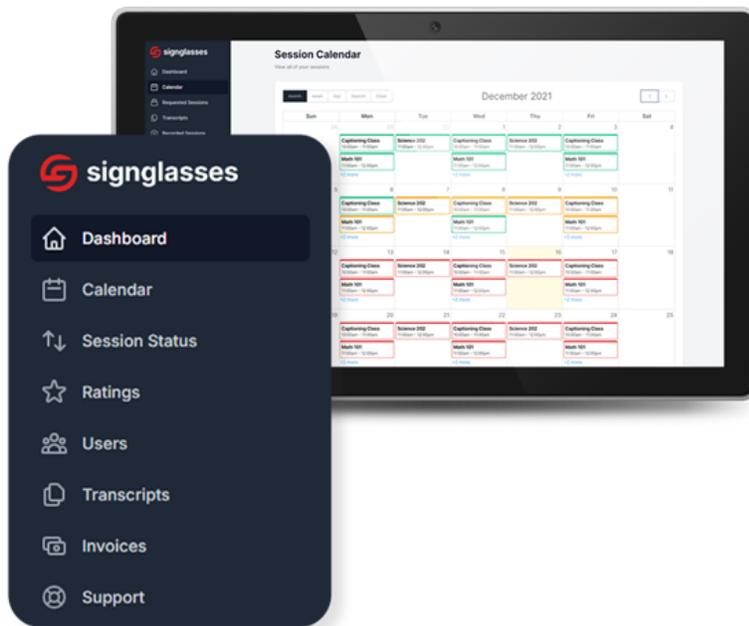
## Replacement of Resources

The performance of our interpreters is monitored through our platform and through feedback from each of our users. Should an SG interpreter exhibit excessive absenteeism, tardiness, personality conflicts, or other performance or employee relation issues, SG will immediately address the matter with the contractor and attempt to discover the root cause. A warning will be issued.

Should an SG interpreter that has received a warning repeat the addressed behavior, they will be addressed again and will be issued a written notice of the need to correct the behavior. Should a SG interpreter or captioner repeat the behavior a third time, they will be addressed and then dismissed.

Should the dismissed interpreter have ongoing assignments, the assignments will be reassigned to another service provider.

# Offeror Technical Response to Quote Request Requirements and Proposed Work Plan



**The SignGlasses platform** comes with scheduling software, allowing administrators to effortlessly schedule all Sign Language and Captioning services and conveniently track the sessions.

In addition to scheduling tools and calendars, your admin account provides access to all transcripts and invoice reports. Admins may also add or remove student, practitioner or other admin accounts.

All users, students and admins, have access to SignGlasses live support and easy to follow platform user guides and troubleshooting tips.

SignGlasses (SG) proposes to provide Virtual On-demand Remote Sign Language Interpretation to ensure WVBE’s Deaf and Hard-of-Hearing (DHH) population receives high-quality DHH services, any time and anywhere. We offer interpretation on a remote and “always-on” basis, immediately accessible through our online booking platform – on a mobile device or laptop - to ensure WVBE has access to the services whenever and wherever they need them.

In addition to the delivery of these services, SG will provide WVBE with complimentary access to its proprietary service booking and delivery platform. Use of the SG platform will provide WVBE with a central place to ensure efficient communication, scheduling, coordination, and delivery of these services.

From SG’s booking and service delivery platform, WVBE’s administrative personnel can efficiently administer remote interpretation, services across a large number of DHH employees and patrons, interpreters, transcribers, captioners, campuses, and offsite locations 24 hours per day, 7 days per week. In addition to the SG platform, the SG administrative team is readily available Monday - Friday from 9AM - 5PM PT. The administrative team utilizes VP/phone, email, and a text support line to ensure customers have access to support any time day or night.

With our experience and expert personnel and tools, we can provide the approximately 4,800 minutes of on-demand interpretation that WVBE needs for effective communication.

## Service Support

SG complements the service and platform experience for WVBE administrative personnel and students with excellent customer service. SG operational personnel are committed to communicate with system users when sessions are scheduled, adjusted, and cancelled, and when additional information is required to ensure services are delivered timely and as expected.

### **Support**

SG recognizes that timely support is critical when delivering communication access services. Accordingly, SG provides the ability for administrative personnel, students, and interpreters to chat in real time during a session with our support team. Further, we provide a monitored text number for administrative personnel, students, and service providers to use if they need any type of session or administrative support. SG works preemptively to train Users on how to use the SG platform, which ensures that all stakeholders have an optimal experience.

### **Connectivity**

The SG platform facilitates remote sign language interpreting services via laptop computers, tablets, mobile devices, and smart glasses. The SG platform is optimized to deliver services via a Google Chrome web browser and performs best when students have access to dedicated internet connections that exceed 10 Mbps upload and download speed.

### **Student Empowerment**

The SG platform enables WVBE to empower their DHH students by equipping them with a suite of tools to be more effective in the classroom.

In addition to providing administrative personnel with a scheduling and service delivery platform and large number of service providers, the SG platform provides DHH students an opportunity to record their lectures, take real time notes, and bookmark important moments in their classes. The lecture capture with the captions overlaid, notes, and bookmarks can be replayed via a composite video that is available just minutes after a student's class concludes. These recordings are conveniently accessed via the student's secure online account.

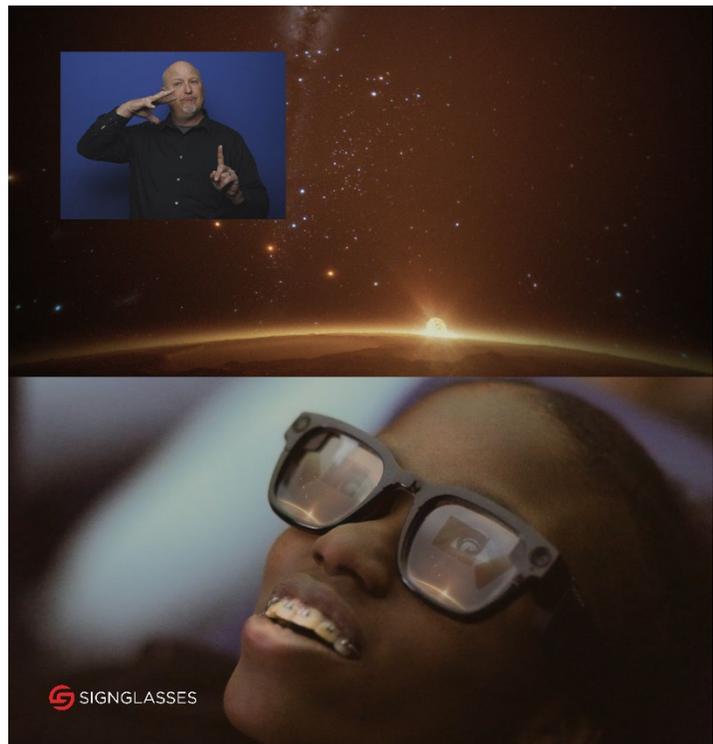
This set of student empowering tools allows WVBE administrative personnel to further reduce costs and logistical management by eliminating the need for notetakers.

# Experience

## Experience

SG appreciates WVBE's history of being committed to the education needs of its students. SG recognizes that the objective of this IFB is to eliminate or minimize the barriers that the Deaf and Hard-of-Hearing Community may encounter at WVBE and to empower individuals by facilitating an interactive process to build universally accessible campuses and programs.

The objective of WVBE's quote request perfectly aligns with the vision that led to the incorporation of SG. The impetus behind SG was a communication barrier encountered by middle school deaf students attempting to participate in educational programming. Once the barrier was identified, several professors at BYU got to work putting plans together and writing grants to create a solution to eliminate it. They were successful in their work, which led to a patent, further product and solution development, and the organization of a company in 2017 with a mission to reduce communication barriers experienced by Deaf and Hard-of-Hearing students in educational environments. The alignment of vision and objectives and SG experience makes SG a natural choice to work alongside WVBE to deliver remote sign language interpreting services.



Since we began, we have provided remote ASL/English interpretation, Typewell transcription, and/or captioning services to over 50 higher educational institutions, school districts, state/local agencies, and commercial companies. Relevant to the requirements at WVBE, we are working with the following K-12 school districts to support the DHH community:

- American Falls School District
- Dallas Independent School District
- Dickinson Public Schools
- Franklin School District
- Idaho Falls District 91
- Kearney Public Schools
- Lee County Public Schools
- Northeast Independent School District

- Pearson Virtual Schools
- Plains Public Schools
- Pocatello/Chubbuck SD25
- Region 10 Education Service Center
- Seattle Public Schools
- Richland School District
- San Luis Coastal Unified School District
- Upshur County Schools

SG can provide references, if required, and we consider our client list to be CONFIDENTIAL.

## Business History

SignGlasses, LLC has been in business under the present name and current management since 2017. SG was incorporated as an LLC to leverage the latest in technology advancements to extend the availability and enhance the delivery of sign language interpreting services for Deaf and Hard-of-Hearing students in the United States.

Our business model and service delivery platform were engineered to deliver services in educational settings. Since we began, we have provided services to over 30 educational institutions and have hundreds of Deaf and Hard-of-Hearing students accessing our platform for support in the classroom.

By pairing our large network of remote service providers with our innovative, education first service delivery and management platform, we can dramatically increase the number of service providers available to a college, university, or school district while simultaneously increasing the speed to fulfill requests and reduce the traditionally high costs associated with providing communication access services.

SG is proud to have created a service model that allows for the elimination of onerous practices like 2-hour minimum service fees, 72-hour cancellations fees, inflated evening and weekend service rates, emergency request fees, paid travel time and mileage, and the necessity of charging for edited and unedited transcripts.

SignGlasses (SG) is a premier provider of communication access services. Colleges, universities, and school districts come to SG to support their efforts to comply with the Americans with Disabilities Act, Rehabilitation Act, and to operate within budgetary requirements.

SG was incorporated as an LLC and organized to leverage the latest in technology advancements to extend the availability and enhance the delivery of sign language interpreting services for Deaf and Hard-of-Hearing students in the United States.