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General Information

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Document Information

Clarification Request

Procurement Folder: 1467650

Procurement Type: Central Master Agreement

Vendor ID: VS0000009948

Legal Name: Purple Communications Inc

Alias/DBA:

Total Bid: \$337,500.00

Response Date: 08/06/2024

Response Time: 9:52

Responded By User ID: PurpleComm

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Status: Closed

Solicitation Description: Remote Video Interpreters for WVSDB

Total of Header Attachments: 1

Total of All Attachments: 1



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: 1467650
Solicitation Description: Remote Video Interpreters for WVSDB
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Solicitation Closes	Solicitation Response	Version
2024-08-06 13:30	SR 0403 ESR08062400000000888	1

VENDOR
VS0000009948
Purple Communications Inc

Solicitation Number: CRFQ 0403 DBS2500000001
Total Bid: 337500
Response Date: 2024-08-06
Response Time: 09:52:07
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	Remote Video interpreters	2500.0000	HOUR	135.000000	337500.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments: See Purple Communications proposal for complete pricing.

Extended Description:

Quantities are estimated and for bid purposes only.



Purple Communications, Inc.
Corporate Headquarters
13620 N FM 620 Building C, Suite 100
Austin, TX 78717
www.signlanguage.com

Purple Communications, Inc.
Proposal For
West Virginia Department Administration
CRFQ 0403 DBS2500000001
Remote Video Interpreters for WVSDb

Submitted to:

Joseph E Hagar III
West Virginia Purchasing Division
2019 Washington Street E
Charleston, WV 25305
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304-558-2306

Submitted by:

Michael Amsterdam
Director of Contract Services
Purple Communications, Inc.
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737-334-0884

August 6, 2024

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Transmittal Letter

Purple Communications, Inc.
13620 N FM 620 Building C, Suite 100
Austin, TX 78717

August 6, 2024

Via Online

Joseph E Hagar III
West Virginia Purchasing Division
2019 Washington Street E
Charleston, WV 25305

Re: CRFQ 0403 DBS2500000001

Greetings:

Enclosed is the Purple Communications, Inc. (Purple) proposal for American Sign Language Interpretation.

Purple offers the West Virginia Purchasing Division the experience, depth of resources, and educational expertise to provide a reliable response system for sign language interpreting needs. Purple has been continuously serving the deaf and hard of hearing community since 1982. In 2017 Purple was acquired by ZVRS, a nationally recognized and FCC certified provider of video relay services that enable Deaf and Hard-of-Hearing (DHH) individuals to communicate with hearing people worldwide. Today Purple operates as a division of ZP Better Together, LLC, which is a leading provider of communications access services for the deaf and hard of hearing community.

Purple submits this offer to provide the following ASL services:

- Scheduled video remote interpreting
- Optional on-demand video remote interpreting

Purple can meet and exceed the requirements for the solicitation:

- Certified and experienced interpreting staff meeting the RFQ requirements
- Experienced administrative staff and web-based scheduling systems
- Historical 95% fill rate for interpreting assignments
- 24/7/365 availability for all services

Please contact the undersigned Purple POC if you have any questions or need any additional information.

Thank you for the opportunity to bid on this solicitation.

Sincerely,

Michael Amsterdam

Michael Amsterdam
Director of Contract Services
737-334-0884

WV CRFQ 0403 DBS2500000001

Purple Overview

Purple Communications, Inc. (Purple) was formed in 2008 with the merger of five of the leading providers of communication services for deaf individuals – Hands-On Video Services, Go America, Verizon Video Relay, Sign Language Associates and Visual Language Interpreting. In 2017, Purple was acquired by ZVRS, a nationally recognized provider of video relay services that enable Deaf and Hard-of- Hearing (DHH) individuals to communicate with hearing people worldwide. Today Purple operates as a division of ZP Better Together, LLC, which is a leading provider of communications access services for the deaf and hard of hearing community.

Our Mission:

To grow and BRIDGE TWO WORLDS with innovative, accessible communication solutions, creating more opportunities in our DEAF & HARD OF HEARING COMMUNITY.

The Company offers these high-quality services:

- American Sign Language (ASL) Onsite Interpreting
- On-demand and pre-scheduled ASL Video Remote Interpreting (VRI)
- Video Relay Services (VRS).
- Communication Access Real-time Translation Services (CART)

Our depth of resources allows the company to provide its clients with needed coverage on a round-the-clock basis. It is an impressive fact that through the work of our combined business units, we have been continuously serving people with hearing or speech disabilities since 1982.

Together, these services have enriched the lives of millions of people through more accessible, clearer communication. We are proud of its combined years of service to the deaf community and its reputation as a national leader in the field. We understand the needs, know how to deliver high quality services, lead the way in innovations, and remain committed to the personal touch required to serve customers.

The Company provides high quality, professional sign language interpreting services 24 hours a day, 7 days a week, 365 days a year by providing qualified and experienced interpreters both on-site and via video remote technology. We employ over 2000 American Sign Language (ASL) interpreters located in 40 communications centers covering 5 time zones. In addition, The Company has contracts with independent contractors and sign language interpreting agencies to be able to provide services anywhere in the U.S.

The Company is committed to serve the Deaf Community and it employs over 200 deaf/hard of hearing employees, and the majority of the Company's executive management team is comprised of DHH professionals. Purple Communications has been named one of the Best Places to Work for Disability Inclusion and was ranked in the highest tier of the Disability Equality Index® (DEI) for the past four years.

The Company provides communications services for a wide array of organizations, including federal, state, and local governments, educational institutions, healthcare providers, and corporate clients. Customers include national organizations such as Amazon, Boeing, Microsoft, and numerous other Fortune 1000 customers. In 2023, the company filled over 50,000 onsite assignments, 200,000 hours of ASL interpreting services, and processed over 20 million minutes of ASL video calls.

Purple Interpreters

Purple takes pride in ensuring the following about our American Sign Language interpreters:

- ✓ Individually screened to ensure quality
- ✓ Strictly adhere to the RID code of professional conduct
- ✓ Possess state licenses
- ✓ Receive customer service training
- ✓ Must pass a background check
- ✓ Are subject to comprehensive, mandatory training requirements
- ✓ Extensive training regarding the maintenance of client confidentiality
- ✓ Conform to HIPAA Regulations

To ensure consumers language preferences are met, we use a system to screen each applicant's interpreting abilities, their abilities are tested into 4 sections: Interactive Dialogue (a conversation of two deaf persons with one hearing person in which the applicant must provide both American Sign Language [ASL] to spoken English interpretation and spoken English to ASL); a Mock Video Relay Services Call (a phone to video conversation between a Deaf person and a Hearing person in which the applicant must provide both ASL to spoken English interpretation and spoken English to ASL interpretation); an ASL Narrative (a narrative presentation in ASL, narrated by a Deaf person for which the applicant must provide a spoken English interpretation); and a Spoken English Narrative (a narrative presentation in English by a hearing person for which the applicant must provide an ASL interpretation.) The assessment is scored by a team of three raters: a manager from the Purple Professional Services Team; a trained external Deaf person; and a trained external, certified interpreter. All applicants must receive a passing score to move forward in the interview process.

Prior to hiring, we use E-verify, an Internet-based system that allows businesses to determine the eligibility of their employees to work in the United States. Our background checks are completed by a third-party company Talentwise and results submitted to our human resources department prior to employment. Prior employment, educational credentials, certifications, and levels are verified. Additionally, a criminal background check is performed at the local and federal level. Each Purple employee must have successfully passed a background check prior to employment at Purple.

Furthermore, all Purple interpreters are audited annually by the Human Resource Department to ensure they are up to date and are in full compliance with their certifications. Purple holds each interpreter responsible to meet the eighty hours of Continuing Education Units (CEUs) each four years as required by the national Registry of Interpreters for the Deaf. To assist in assuring all interpreters can be in full compliance with certification, Purple provides both tuition reimbursement and professional development monies to full-time staff and provides local and corporate trainings throughout the year to all staff.

In addition to the customer service training, Purple's interpreters are subject to comprehensive, mandatory training requirements, including extensive training regarding the maintenance of client confidentiality (including any PHI content obtained while providing interpreting services). Purple video interpreters are subject to mandatory FCC compliance training reinforcing client interpreting confidentiality. All Purple interpreters are also subject to a stringent code of ethics including client confidentiality requirements, each of the foregoing three (3) training regimes are subject to enforcement through annual mandatory FCC training regarding confidentiality.

Purple video facilities are subject to FCC regulations regarding confidentiality and security requirements, whereby the location is separately secured from other Purple employees with only authorized employees permitted, additionally, Purple confidentiality requirements prohibit interpreters from using or possessing video, audio or other recording equipment within the interpreting call area; supervision of interpreter behavior, including maintenance of client confidential information, is strictly enforced by colleagues, on-site supervisors and customer feedback.

Purple ASL Services

Purple is a national company with the infrastructure in place to guarantee continuity of services in the event of any unusual event or disaster. The Purple Operations Department can assume remote management of all contract requirements including processing service requests until such event is resolved and local management can be resumed. Purple differs from other agencies as our interpreters are also employees with regularly scheduled hours. This allows us to meet many short-notice and last-minute requests.

We differ from other agencies in our leadership team, which is comprised of experienced, career professional interpreters who are respected throughout the region for their skill as interpreters and as interpreter trainers, as well as their commitment to serving communication needs of the Deaf and Hard of Hearing communities. No other agency has this level of expertise and experience at the helm of their community interpreting program. The benefit of this is the accurate placement of the most skilled and professional interpreters for each assignment, rather than assigning someone based solely on their availability.

Purple is committed to partnering with each customer to provide the most professional and successful communication access possible. We utilize all our internal and external resources to fill each assignment and currently experience a 95% fill rate for interpreting assignment requests. We also work with each customer to create the best schedule for their interpreting needs. Purple is also committed to providing an excellent customer service experience, with ease of scheduling through an online portal, FAX, phone call or direct email, and the assurance that you will be able to connect with a knowledgeable representative in our local office who will answer your questions or provide additional information as needed.

Management Plan

Purple will provide a team of 3 administrative members: Account Manager, Scheduler and Account Administrator to service customers interpreting requirements. Purple utilizes personal and direct relationships between the Account Team and our customers. The account team communicates with the vendors POC on a regular basis to receive feedback, offer suggestions to improve utilization of our service, and to inform customers of new and improved services that are beneficial to our customers. This is done through a variety of different avenues such as email, phone conversations and in person meetings. Purple feels that this type of direct feedback is essential to providing and striving for top quality service.

Purple understands that customer requires a partner that has cultivated a strong, high quality, culturally diverse interpreting staff able to match the needs of the Deaf they will serve. We will work with customer to monitor contract performance and to assess effectiveness. Consumer satisfaction is imperative for successful communication and accessibility. If at any time customer wishes to change the personnel Purple selected for these assignments, Purple will work to accommodate such changes. Purple's staff size and depth of resources offers our customers a flexibility of service unavailable with many other service agencies.

Our office hours are 8:00am-5:00pm Monday - Friday, but we accept requests 24 hours a day/seven days a week. A member of our operations team is always available to work on any emergency requests no matter what time a request is received. You may submit a request using our official request form either by email or online. You may also email a request informally or call in a request if you include start/end time and location of service (including any room numbers), description of the event that will need interpreting service, and an onsite name and phone number.

Request Process and Technology

Purple's proprietary on-line customer service database scheduling tool known as G2, provides interpreters with an on-line scheduling and invoicing tool. It provides management with the ability to schedule efficiently and create a variety of customized operational reports and provides customers with a gateway into the system for collaborative work environments. Purple stands more ready than ever before to not only continue a high-level of contract performance but also introduce improved administrative and management approaches to operational effectiveness and efficiencies. The G2 status dashboard provides our team a real time view of the lifecycle of a request for services. From initial request through final invoice the scheduling team takes great care in the ease and proficiency of our systems.

These processes are automated but often supplemented with additional communications with customers regarding assignment preferences. Invoices are sent to the customer according to their preferred billing cycle, weekly or monthly.

To put in an interpreting request, the Purple team can be reached by any of the following:

- Website Request: <https://www.signlanguage.com/Onsite/>
- Telephone: 866-669-7707 Ext 6
- Email: interpreting@purple.us
- Fax: 877-846-9117
- After Hours: 800-549-6000 ahops@purple.us

Purple's scheduler provides frontline interactions with all our customers; taking their requests whether through phone call, fax or email, processing their requests in our G2 scheduling system, and making sure all customers are provided with the upmost Purple Customer Service experience. All requests are entered into G2 which tracks all requests by date and time and status. Once a request gets in our system, our scheduler will start our search process immediately.

Purple keeps an accurate record of interpreter training, expertise, and credentials for all interpreters. Each interpreter provides to the scheduler and manager a listing of all specific areas of expertise documenting appropriate training hours and years of experience. This documentation is stored under the interpreter profile in the G2 system. The scheduler uses the information stored in this database to assure that the interpreter assigned to specialized requests is proficient in the subject area identified, including mental health and legal assignments. This important tool also holds consumer preferences ensuring that Purple's scheduling department will make the best match possible when confirming an interpreter for an assignment. The system stores preferences for each client and maintains any preferred/do not send interpreters.

The Purple POC for this account is:

Keith Wheeler
Director of Business Development
Keith.wheeler@purple.us
512-412-3946

ASL Video Remote Interpreting

In addition to our in-person ASL interpreting services, Purple also offers ASL remote interpreting as an alternative to onsite interpreting services. Purple provides both **on-demand VRI** and **pre-scheduled SVI** service.

On-Demand Video Remote Interpreting (VRI)

Purple Video Remote Interpreting (VRI) is a convenient, **on-demand** sign language interpreting service delivered over a live Internet or Wi-Fi connection. With certified and ADA qualified interpreters, clear audio, and high-quality video, it's as if the interpreter is in the room with you. Purple's technology allows deaf and hard-of-hearing individuals to communicate with hearing individuals using standard devices such as PC/Mac/Tablet/Smartphone. Purple customizes your environment into an ADA accessible and fully integrated workplace. VRI can be used for last minute ASL interpreting needs or can be a cost-effective alternative for short sessions.

Purple has been providing VRI services to government, healthcare, and private industry customers across the United States since 2002. Purple operates over 35 video Federal Communications Commission (FCC) regulated interpreting centers employing over 2000 interpreters in 5 different U.S. time zones with 24/7/365 coverage. Purple VRI is an on-demand service with no pre-scheduling needed at any time for any assignment. VRI calls are answered by the next available interpreter in the Centers providing VRI coverage and the current average speed of answer (ASA) for a VRI connection is less than 30 seconds.

Purple VRI easily integrates with your network infrastructure, providing secure communications and great video quality with lower bandwidth usage, as well as little or no impact on firewall security issues. All that is needed is an internet connection with a minimum of 512kbps using SIP or H323 protocols.

Purple VRI can be used with standard endpoint solutions. Purple proprietary P3 software provides VRI connectivity between a sign language interpreter and a deaf or hard of hearing individual, which can be easily downloaded onto a compatible device that uses IOS, Mac, Android, or Windows operating systems. Purple VRI apps are available on the App Store or Google Play for Mac and Android devices.

Now available is WebRTC which allows users to access Purple VRI via the Purple VRI website.

Advantages for using WebRTC:

- Using the WebRTC VRI site is the simplest way to get access to VRI
- No need to install any software or hardware; just point your browser to the site, login and click "call"
- No software management to do as the website is always kept up-to-date and secure
- Uses the same industry standard secure protocols - SIP over TLS Websocket, HTTPS and DTLS-SRTP as Purple's P3 endpoint software
- Multiplexes RTP to reduce the number of active port bindings on your firewall

Scheduled Virtual Interpreting (SVI)

SVI is an alternative to in person American Sign Language interpreting services where all parties are connected remotely via a video conferencing platform such as Zoom, GoToMeeting, MS Teams, Skype, or any other web accessible video conferencing platform.

Advantages of Using SVI

- All parties, including the interpreter, are in the same virtual room
- SVI is **prescheduled** to ensure your remote meetings and classes are covered
- No travel charges, emergency, or after-hours charges
- SVI conducted on your video platform
- SVI has consistent and reliable access 24/7/365
- SVI can be used for large and small group meetings and classes
- Preferred interpreters, skill sets may be available

Purple Rates and Policies

STANDARD HOURLY RATES: Standard rates will apply to assignments that occur during regular business hours (8:00a-5:00p) Monday to Friday and requested with greater than two full business days' notice.

- **ASL SCHEDULED VIRTUAL INTERPRETING (SVI)** **\$135.00/hour**
- **Optional ASL On-demand Video Remote Interpreting (VRI)** **\$3.00/minute**

BILLING:

- All assignments are charged per practitioner.
- Scheduled Virtual Interpreting (SVI) assignments are billed a one-hour minimum and thereafter billed in 15-minute increments.
- Video Remote Interpreting (VRI) calls have a 5-minute minimum per call.

CANCELLATIONS:

- Scheduled Virtual Interpreting (SVI) assignments cancelled with less than 24 hours' notice will be charged a maximum of 2 hours.

NUMBER OF PRACTITIONERS

To protect the occupational safety of our practitioners and to assure the highest quality communication, assignments may require a team of two or more practitioners. A Purple representative will work with you to determine the appropriate number of practitioners needed for your assignment. In the case that you are unavailable to discuss the number of practitioners required, Purple will make the necessary determinations.

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.

(Printed Name and Title) Michael Amsterdam/Director of Contract Services

(Address) 13620 N FM 620, Suite C-100, Austin, TX 78717

(Phone Number) / (Fax Number) 737-334-0884

(email address) contracts@purple.us

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract 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/Contract 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 this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; 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.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

Purple Communications, Inc.

(Company)

Gregory Hlibok

(Signature of Authorized Representative)

Gregory Hlibok, Chief Legal Officer 8/1/2024

(Printed Name and Title of Authorized Representative) (Date)

443-574-7042

(Phone Number) (Fax Number)

greg.hlibok@purple.us

(Email Address)