



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***. 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*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 5

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Procurement Folder: 1467650

Procurement Type: Central Master Agreement

Vendor ID:

Legal Name: LANGUAGE TRAINING CENTER INC

Alias/DBA:

Total Bid: \$302,275.00

Response Date:

Response Time:

Responded By User ID:

First Name:

Last Name:

Email:

Phone:

SO Doc Code: CRFQ

SO Dept: 0403

SO Doc ID: DBS2500000001

Published Date: 7/19/24

Close Date: 8/6/24

Close Time: 13:30

Status: Closed

Solicitation Description:

Total of Header Attachments: 5

Total of All Attachments: 5



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
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-08-06 13:30	SR 0403 ESR08062400000000896	1

VENDOR
VS0000008317
LANGUAGE TRAINING CENTER INC

Solicitation Number: CRFQ 0403 DBS2500000001
Total Bid: 302275 Response Date: 2024-08-06 Response Time: 10:46:57
Comments:

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

Vendor Signature X	FEIN#	DATE
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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	120.910000	302275.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments:

Extended Description:

Quantities are estimated and for bid purposes only.



***Interpreting • Translation • Language Training • Cross-Cultural Training
Language Assessment • International Business Consulting • One-on-One Coaching***

WVSDB

CRFQ-0403-DBS250000000001-1

08/06/2024

[LTC Language Solutions](#)

Phone: (888) 456-1626

www.LTCLanguageSolutions.com

DUNS: 939827127



TRANSMITTAL LETTER

Name of Agency: Language Training Center, Inc.

DBA: LTC Language Solutions

Headquarters: 5750 Castle Creek Parkway North Drive, Suite 150, Indianapolis, IN 46250

Satellite Office: 8240 Exchange Drive, Suite C4, Orlando, FL 32809

Telephone Number: (888) 456-1626

Fax Number: (317) 578-1673

Primary Point of Contact: Makenzie George, President

Telephone Number: (317) 616-3682

mkgeorge@ltcls.com

Secondary Point of Contact: Martin George, CEO

Telephone Number: (321) 413-3033

Bidopp@ltcls.com

DUNS: 939827127 | **UEI:** D634H7QPQLM5 | **CAGE:** 3PAZ2

EIN: 35-2020774 | **NAICS:** 541930, 611630, OLM

GSA Contract: GS-10F-109BA (Expires March 6, 2029)

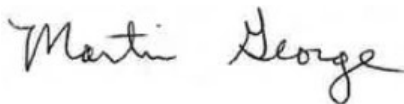
Date of Submission: 08/06/2024

RE: CRFQ-0403-DBS25000000001-1

Thank you for the opportunity to respond to the West Virginia School of Deaf and Hard of Hearing (WVSDB) regarding Remote Interpreting Services. LTC Language Solutions has been offering language services globally in more than 200 languages since 1993. Working with over 5,000 clients, including federal, state, and local government agencies, we pride ourselves on our custom service model supported by our dedicated and knowledgeable team, to offer the best quality services available in the industry.

You may be confident in our ability to execute the requirements of the solicitation. Thank you for your consideration of our services.

Sincerely,



Martin George, Founder & CEO
LTC Language Solutions



Company Overview

Language Training Center, Inc. dba LTC Language Solutions (hereafter "LTC") is a women owned small business that has been connecting agencies, businesses, and organizations to the worldwide conversation since 1993. LTC provides customized interpretation, translation, language training, and cross-cultural training programs for a variety of needs and situations. Our services are as diverse as our customers, working with over 5,000 organizations around the world and providing services in Africa, Asia, Australia, Europe, North America, and South America. Some of our current and past clients include:

- Federal Bureau of Investigation
- Federal Bureau of Prisons
- U.S. Department of the Navy
- U.S. Department of the Army
- Department of Homeland Security
- Department of Veterans Affairs

Our mission is to help clients bridge linguistic and cultural barriers through comprehensive, high-quality, personalized language services. LTC assists our clients with determining how best to overcome these barriers in their professional and personal lives, resulting in improved work performance, greater efficiency, and overall strengthened relations. Throughout our thirty years in the language industry, we proudly offer the most appropriate services to meet each client's specific needs and continue to prove that our services stand out amongst our competitors.



Qualifications: With over thirty years of experience, LTC has provided interpreting & translation services at a high standard of quality to meet the needs of each client. Our company is capable in aligning our services to the best of our ability in meeting specifications set forth by the WVSD. Our comprehensive insurance coverage aligns with the WVSD's insurance requirements including general liability insurance, worker's compensation insurance, professional liability insurance, and auto liability insurance.

LTC provides interpretation services for a variety of situations including, but not limited to, conferences, events, meetings, appointments, and consultations. LTC sets itself apart by offering high-quality interpreting coupled with competitive rates, as well as a passionate and involved full-time staff to meet our clients' needs.

Our headquartered office in Indianapolis, Indiana manages interpretation programs with a full-time, experienced team that is available to support the WVSD 24 hours a day, 7 days a week by calling our toll-free number, 888-456-1626.

American Sign Language (ASL)

On top of hundreds of foreign language interpreting, LTC provides American Sign Language (ASL) interpretation services for a variety of situations domestically and internationally. We set ourselves apart by offering high-quality interpreting with our passionate and involved full-time support staff, including a designated ASL team, to meet each client's needs. Our ASL team offers an extensive diversity of experiences and certifications with the benefit of working on our scheduling team who interact directly with our clients and interpreters.

Stringent Vetting Process: We ensure the highest quality of interpreters through an extensive recruiting process. Candidates are identified via the Registry of Interpreters for the Deaf (RID) referrals and other standard recruiting platforms. LTC then reviews work experience, certifications, licenses, and qualifications for each candidate. As these steps are completed, the interpreters are taken through an orientation that outlines expectations, professionalism and working as part of our team all while adhering to the RID Code of Professional Conduct.

Certifications: On top of being thoroughly trained in industry standards, our interpreters hold an array of certifications suited to the unique needs of each client. This can include: National Interpreter Certification (NIC), NAD Certification, state-level and industry-specific certifications.

Diverse Interpreting Services: We work with over 1,000 interpreters around the country who perform all modes of ASL interpreting like interpreting close-vision, tactile, cued speech, voice-to-sign and sign-to-voice interpreting, transliteration of English-to-Sign Language or Sign Language-to-English, and utilization of certified deaf interpreters.

Background Checks: As part of the orientation paperwork, LTC has a background check conducted on each interpreter which is completed by Career Builder Employment Screening. This report involves Social Security verification, Multi-Jurisdiction / National Index Search (to include the sex offender registry, OFAC, DOC, etc.), and County Criminal Check for County of Residence.

Confidentiality: All LTC interpreters have signed a confidentiality and non-disclosure agreement with LTC. However, WVSDB may request an additional, more specific confidentiality and non-disclosure agreement to be completed. We emphasize our confidence in our interpreters to uphold these privacy standards to all services provided.



Video Remote Interpreting (VRI)

LTC offers video interpreting around the clock as this provides the closest option to in-person interpreting. Video Remote Interpreting (VRI) is the video equivalent of phone interpretation. No software is needed to utilize LTC's VRI system. LTC's VRI can be used on any computer, tablet, or smartphone so long as it has internet access, a microphone, and a webcam.

Simple Request Process:

- Open 'Language Services' mobile app or go to 'WeDoInterpreting.com'
- Enter VRI (Video Remote Interpreting) User Code
- Select your language
- Hold temporarily as you are connected to an interpreter
- When the interpreter comes on the line, give the interpreter a brief explanation of your needs.
- You will have the option to rate the quality of the service

Equipment Needed:

- Internet access
- Computer, smartphone, or tablet (Apple or Android)
- Webcam (internal or external)
- Microphone (internal or external)

VRI (Video Remote Interpreting) Activation:

- LTC will complete a new account activation form to create your customized account.
- Up to 4 Intake questions (name, department, etc.)
- Auto Attendant (can customize with your top 7 languages)
- Additional configuration information (if you require an access code, if you require domestic interpreters only, etc.)
- LTC will send VRI User Guides within 3 business days. Anyone with the VRI access code will be able to access the VRI platform.
- If needed, your LTC account representative will schedule a call for training / assistance.

Language Availability: We have included our language list which reviews the top 300 languages provided for in-person, Over-The-Telephone (OPI) Interpretation and Video Remote Interpreting (VRI) services.



Over-The-Phone Interpreting (OPI)

LTC provides excellent phone interpreting services available 24 hours per day, 7 days per week. Phone interpreting is perfect for unplanned or emergency situations, when a rare language or dialect is needed, or in the unforeseen event that an onsite interpreter is not available. All phone interpreters are assessed, trained, and fully qualified through LTC's screening process.

Simple Request Process:

- Dial your dedicated OPI (Over-the-Phone Interpreting) number
- Follow prompts to select a language from the customized menu
- Hold temporarily as you are connected to an interpreter
- When the interpreter comes on the line, give the interpreter a brief explanation of the call
- Following the call, you will have the option to rate the quality of the call

OPI (Over-the-Phone Interpreting) Activation:

- Your account representative will work with you to complete a new account activation form to create your customized account.
- Up to 4 Intake questions (name, department, etc.)
- Auto Attendant (can customize with your top 7 languages)
- Additional configuration information (if you require an access code, if you require domestic interpreters only, if you have a desired area code, etc.)
- LTC will send OPI User Guide(s) with instructions and PIN(s) within 3 business days of completing the form.
- If needed, your LTC account representative will schedule a call for training / assistance.

Quality Control: With extensive experience and a reputation for providing high-quality services and smooth completion processes, LTC ensures the quality of its translation and interpretation services through continuous solicitation of feedback, internal analysis, and implementation of positive changes. Feedback is routinely gathered from the inspection of services, staff, personnel, and external stakeholders. We constantly strive to target and improve growth areas, reviewing these potential growth areas and creating measurable steps to implement positive change. LTC's quality control process supports the establishment of numerous core service features across all our language service capabilities.

Wait Times: LTC wait times are typically under one minute before you are connected with your telephonic interpreter. Please note for rare languages, wait times may be longer.



Over 300 Languages On Demand

Languages listed may belong to a language family and all languages, dialects, or spellings may not be listed.

Acehnese**	705	Bosnian	37	Dutch	84	Hokkien**	735
Achi **	525	Bulgarian	67	Edo**	722	Hunan **	531
Acholi **	702	Burmese	21	Esperanto	343	Hungarian*	369
Afar**	701	Calabrese**	251	Estonian**	344	Ibanag	739
Afrikaans**	302	Cambodian	327	Ewe**	345	Ibo*	65
Akan**	303	Cantonese	31	Fanti**	348	Icelandic**	738
Akateco*	304	Cape Verdean Creole	328	Farsi	33	Igbo**	690
Albanian	47	Carolinian**	712	Filipino	73	Ilocano (Iloko)*	371
Amharic	39	Castellano (Castilian)*	13	Finnish**	351	Ilonggo (Hiligaynon)**	372
Amoy	308	Catalan**	331	Flemish**	528	Inabu Arabuc*	236
(Xiamen Hokkien)**		Cebuano**	332	Fon**	560	Indonesian	70
Anuak *	309	Chaldean	333	French	26	Italian	56
Apache**	706	(Neo-Aramaic)**		French Canadian	352	Ixil**	373
Arabic	23	Chamorro**	716	French Creole	686	Jamaican *	741
Arabic (Algerian)	307	Cherokee**	711	Fukienese**	354	Jamaican Creole**	666
Arabic (Egyptian)	636	Chichewa**	997	Fulani (Fula)*	36	Japanese	63
Arabic (Hassaniya)**	638	Chin	32	Fur**	355	Jaraj**	374
Arabic (Jordinian)	744	Chin (Falam)	347	Fuzhou**	687	Javanese*	375
Arabic (Levantine)	922	Chin (Hakha)	688	Ga **	356	Jula**	578
Arabic (Moroccan)	423	Chin (Lai)	586	Ganda**	398	Kabye**	337
Arabic (Sudanese)	460	Chin (Lautu)**	394	Garre**	530	Kachin**	376
Arabic (Tunisian)	789	Chin (Mizo)	420	Georgian*	82	Kamba**	729
Arabic (Yemeni)	542	Chin (Tedim)	674	German	61	Kandahari**	253
Arakanese**	312	Chin (Zo, Zomi)**	489	Gheg**	967	Kanjobal (Q'anjob'al)**	377
Aramaic	313	Chin	490	Goya **	618	Kannada**	378
Armenian	59	(Zophei/Zyphe)**		Greek	68	Kapampangan**	571
Ashanti*	704	Chinese (Hokkien)**	412	Guarani**	670	Kaqchikel**	379
ASL	491	Chinese (Lanyin)**	395	Guere**	620	Karen	34
Azeri (Azerbaijani)**	316	Chinese (Toisanese)**	472	Guinea-Bissau	195	Karenni	380
Bahasa Melayu	318	Chin Matu**	409	Gujarati	40	Kayah**	813
Bajuni (Tikulu)	319	Choujo **	606	Gusii (Ekegusii)**	734	Kazak**	517
Bambara**	320	Chuj**	335	Hainanese**	734	Kazakh**	381
Bashkir**	710	Chuukese**	338	Haitian Creole	28	Kejia	532
Basque**	322	Cotocoli**	715	Hakka-Chinese	362	Khmer	382
Bassa**	545	Creole**	339	Harari**	736	Kikuyu (Gikuyu)**	384
Belarusian**	324	Croatian	671	Hausa**	638	Kinyarwanda	94
Belize Creole English**	556	Cupik**	443	Hazaragi**	219	(Kinyamulenge)	
Bemba**	709	Czech	91	Hebrew*	689	Kirghiz	551
Bengali	48	Danish*	340	Hina**	385	Kirundi**	53
Berber**	326	Dari	80	Hindi	43	Kisii**	751
Bini**	599	Dinka **	341	Hindko **	368	Kiswahili	673
Bisaya**	478	Dioula (Dyula)**	577	Hmong	44	Kituba**	752

Bold indicates video (VRI) availability, either on-demand or pre-scheduled.

Kizigua**	386	Marathi**	405	Popti**	600	Swahili	38
Kongo (<i>Kikongo</i>)**	518	Marshallese**	81	Portuguese	300	Swedish	462
Konkani**	554	Masalit**	697	(Brazilian)		Sylheti**	463
Korean	30	Matu**	408	Portuguese	597	Tagalog	46
Kosraean**	750	Mbay**	759	<i>(European)</i>		Taiwanese*	508
Kotokoli**	533	Mende**	410	Portuguese Creole	438	Tajik**	465
Kpelle**	519	Mien**	411	Pothwari**	797	Tamil*	85
Krahn**	387	Mina**	413	Pulaar**	439	Telugu	466
Krio	388	Minangkabau**	414	Punjabi	249	Tem**	651
<i>(Sierra Leone Creole)**</i>		Mirpuri**	534	Puxian**	681	Temne**	467
Kurdish	76	Mixteco Alto**	417	Qeqchi**	444	Teochew**	468
Kurdish Badini**	745	Mixteco Bajo**	757	Quechua**	445	Tetum**	470
Kurdish Kurmanji*	391	Moldovan**	535	Quiche (<i>K'iche</i>)**	19	Thai	57
Kurdish Sorani	558	Mon**	819	Rohingya	16	Tibetan**	83
Kyrgyz**	392	Mongolian**	698	Romanian	52	Tigre**	794
Lanzhou**	756	Montenegrin **	761	Runyankore**	779	Tigrinya	45
Lao (<i>Laotian</i>)	692	Moore**	422	Russian	27	Tongan**	97
Latvian*	393	Mushunguli**	762	Samoan*	79	Trukese**	547
Lingala	694	Navajo**	424	Sango**	447	Tshiluba**	807
Lithuanian*	69	Neapolitan**	765	Sarahuli**	777	Turkish	54
Lorma (<i>Loma</i>)**	397	Nepali	25	Saraiki**	510	Turkmen**	790
Luganda**	398	Newari**	764	Sarikoli**	448	Twí**	66
Luhya	550	Nigerian**	829	Senthang**	786	Ukrainian*	71
Luo**	754	Norwegian**	427	Serbian	62	Urdu	41
Macedonian*	93	Nuer**	428	Serbo-Croatian	64	Uspanteko**	973
Mai Mai	78	Oromifa	766	Shan**	449	Uyghur**	476
Maylay**	237	Oromo	96	Shona**	782	Uzbek*	301
Malagasy**	763	Pashto	77	Sicilian**	451	Vietnamese	22
Malayalam	75	Patois	772	Sinhalese**	453	Visaya**	478
Malaysian (<i>Melayu</i>)**	695	Persian	74	Siyin (<i>Sizang</i>)	785	Wolof*	482
Malinke**	401	Pidgin**	432	Slovak**	484	Xhosa**	800
Mam**	403	Pidgin	767	Slovenian (<i>Slovene</i>)**	787	Yiddish**	484
Manado Malay**	507	<i>(Cameroonian)**</i>		Somali	29	Yoruba*	88
Mandarin	24	Polish	42	Soninke**	456	Yup'ik**	485
Mandinka** Mara**	404	Ponapean/	435	Spanish	1	Zapotec**	524
758		Pohnpeian**		Susu**	780	Zulu**	544

In the event interpretation or translation is needed for a language not on this list, your Client Success Manager will work with our recruiting team to find a linguist with the appropriate credentials for your situation. Please note that while most languages are available 24/7/365 on demand, it may be beneficial to schedule some languages of limited diffusion to avoid extended hold times. Your Client Success Manager will provide updates on scheduling recommendations based on your language usage.

*On-demand languages of limited diffusion. Please anticipate longer wait times to connect. **Languages of very limited diffusion. While attempting to connect on-demand is possible, please anticipate much longer wait times. It is strongly recommended to schedule these languages in advance rather than attempting to connect on-demand. This list may not be comprehensive of all languages and dialects we serve. Please reach out to us for any language needs you have.

Quality of Services

Background Checks: As part of the orientation paperwork, LTC has a background check conducted on each interpreter which is completed by Career Builder Employment Screening. This report involves Social Security verification, Multi-Jurisdiction / National Index Search (to include the sex offender registry, OFAC, DOC, etc.), and County Criminal Check for County of Residence. Copies of background checks can be furnished upon request, or the WVSDB is welcome to perform its own if it wishes.

Security and Badges: Interpreters will be prepared to present State or Federal photo identification to enter any client facility. They will also be clearly identified by LTC badges. We are also delighted to wear client specific badges, if preferred.

Training Practices & Assessments: We realize the importance of ensuring our interpreters are well prepared for their assignments and therefore, created a state-of-the-art interpreter training program to meet this need. Our Foundations Training Program is available to each of our interpreters free of charge, plus additional in-depth content and situation-specific workshops conducted throughout the year. Completion of Continuing Education Units (CEUs) is tracked, and we emphasize continuous training and development for each of our interpreters. Additionally, we have an observation program to provide feedback, suggestions, and internal assessments for enhancing ongoing development.

Professional Attire: LTC implements a strict dress code for interpreters to uphold a professional appearance that is appropriate for all settings. This is reviewed at orientation and ongoing reminders and acknowledgements are sent with these expectations.

Certifications: On top of being thoroughly trained in industry standards, our interpreters hold an array of certifications suited to the unique needs of each client. All interpreters provided to the WVSDB will be thoroughly trained, qualified and maintain the ability to keep pace with communications in any setting, including highly technical, fast paced, demanding environments.

Quality Control: With extensive experience and a reputation for providing high-quality services and smooth completion processes, LTC ensures the quality of its translation and interpretation services through continuous solicitation of feedback, internal analysis, and implementation of positive changes. Feedback is routinely gathered from the COR's inspection of services, staff, personnel, and external stakeholders. We constantly strive to target and improve growth areas, reviewing these potential growth areas and creating measurable steps to implement positive change. LTC's quality control process supports the establishment of numerous core service features across all our language service capabilities.



Deliverables

1. Remote Interpretation Services:

- Provision of American Sign Language interpretation through web-based applications.

2. Invoicing:

- Detailed invoicing for services rendered.

3. Reporting:

- Generation of various reports as requested by the Agency and/or the Purchasing Division. These reports may include, but are not limited to:
 - Quantities purchased
 - Agencies utilizing the contract
 - Total contract expenditures by agency

4. Quarterly Reports:

- Submission of quarterly reports detailing:
 - Total quantity of purchases in units and dollars
 - A listing of purchases by agency
- Quarterly reports should be delivered to the Purchasing Division via email at purchasing.division@wv.gov.

5. Deliverable Items:

- Clearly defined deliverable items as agreed upon.
- For scheduled Video Remote Interpreting assignments, LTC acknowledges the request to have the interpreter names provided to WVSDDB within (2) business days of the start date, or as soon as the information is available.
- We confirm we are registered with the West Virginia Purchasing Department.
- We acknowledge the Confidentiality Policies and Information Security Accountability Requirements.
- We acknowledge and abide by the RID Code of Professional Conduct.



Pricing: Terms & Details

Pricing	Details
OPI	- \$0.95/min for 29 minutes or less - \$54.41/hr for 30 minutes or more
VRI	- \$120.91/hr with a 2hr minimum
Estimated Annual Usage	- According to WVSDB estimation of 2500.00 hours

- Payment term: net 30 days.
- American Sign Language (ASL) interpreting must have a two-hour minimum per company and industry standards.
- Cancellations of scheduled assignments made less than (24) hours before the scheduled time will be invoiced for the scheduled amount or the two-hour minimum, whichever is greater.
- After the two-hour minimum, interpreting is billed in 15-minute increments, rounding up to the nearest increment.
- All appointments that exceed two hours will require an additional interpreter, per industry standards, unless otherwise approved.
- No additional fees will be charged for last-minute requests; however, fulfillment is not guaranteed.



ASL Interpreter

Education

2011

Jacksonville State University

M.S. Community and Agency Counseling

2004

University of Tennessee Knoxville

B.S. in Education with concentration in Interpreting

Experience

March 2015-2017

Pepnet 2

QuickClass Facilitator

- Mentoring Interpreters in the Postsecondary Environment
- Making Your Campus Accessible

March 2005-Present

Jacksonville State University

Jacksonville, AL

Coordinator for Deaf and Hard of Hearing Services

- Interpret assignments: classes, meetings, workshops, etc.
- C-print captioning.
- Scheduling of support services.

Jan-March 2005

Jacksonville State University

Jacksonville, AL

Contract Interpreter

- Interpreted assignments: classes, meetings, workshops, etc.
- Worked with mentor to increase skills.
- Attended interpreting workshops.

May 2004-March 2005

Arc of Calhoun and Cleburne County

Anniston, AL

Case Manager

- Familiarized families with Early Intervention information.
- Assisted families in utilizing community resources.
- Compiled case management notes.

Credentials

- Alabama State Interpreter License LOO139
- Registry of Interpreters for the Deaf NIC
- Educational Interpreter Performance Assessment 4.0
- Sign Language Proficiency Interview Advanced Plus
- Certified C-Print Captionist

Taylor Hull

Email: Thull@ltcls.com

Phone: (765)-610-4626

Education

August 2015-May 2019

Indiana University-Purdue University Indianapolis

Bachelor's degree in American Sign Language and English Interpreting in conjunction with a minor in Spanish and History

This ITP includes four (4) years of rigorous studies in Deaf culture, the linguistic dynamics of ASL, and the skills needed to master the interpretive process.

Certification-IIC

NIC Knowledge Exam passed August 2019

Undergraduate Coursework

ASL 1-4, Deaf Culture and Community, ASL Fingerspelling and Numbers, ASL Linguistics, Text Analysis I and II, Theory and Processing I, II and III, Interpreting in the Theatre, Medical interpreting, Introduction to English Linguistics, and Sociolinguistics

Trained in cultural mediation between both Deaf and hearing parties to facilitate communication.

- *192 hours of supervised interpreting*
- *74 hours of observation/mentorship*
- *Total of 266 practicum hours completed*
- *Internships at LTC and LUNA*

Supervised Interpreting

Exercise classes, physical therapy, baseball practices and games, small group coffee chats, large group meetings, choir concerts, IndyPride performance, multicultural communication presentations, class presentations, college tours for visiting students, The Vagina Monologues, and various medical appointments.

Experience

June 2019-present: Full-time Staff ASL Interpreter, Scheduler and Events Coordinator for LTC Language Solutions



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

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder: 1467650			Reason for Modification:
Doc Description: Remote Video Interpreters for WVSDB			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-07-19	2024-08-06 13:30	CRFQ 0403 DBS2500000001	1

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
US

VENDOR

Vendor Customer Code:

Vendor Name : Language Training Center Inc. (LTC Language Solutions)

Address : 5750 Castle Creek Parkway North Drive, Suite 150

Street : Castle Creek Parkway North Drive

City : Indianapolis

State : Indiana **Country :** USA **Zip :** 46250

Principal Contact : Makenzie George

Vendor Contact Phone: (888) 456-1626 **Extension:** (317) 616-3682

FOR INFORMATION CONTACT THE BUYER

Joseph E Hager III
(304) 558-2306
joseph.e.hageriii@wv.gov

Vendor Signature X *Martin George* **FEIN#** 35-2020774 **DATE** 08/06/2024

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

ADDITIONAL INFORMATION

The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Schools for the Deaf and the Blind (WVSDB) to establish an open-end, multi-award contract(s) for services to provide American Sign Language interpreter(s) to provide remote video sign to voice and/or voice to sign interpretation when needed for meetings, events, and classroom(s) or upon request. The meetings, events and classroom interpreting services occur through web based application(s) per the attached specifications and terms and conditions.

INVOICE TO

SCHOOL FOR THE DEAF &
BLIND
301 EAST MAIN ST

ROMNEY WV
US

SHIP TO

SCHOOL FOR THE DEAF &
BLIND
301 EAST MAIN ST

ROMNEY WV
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Remote Video interpreters	2500.00000	HOUR	\$120.91 per hr 2hr minimum	\$302,275.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Extended Description:

Quantities are estimated and for bid purposes only.

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
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REQUEST FOR QUOTATION
Remote Video American Sign Language Interpreter(s)

- 11.1 Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Makenzie George

Telephone Number: 888-456-1626

Fax Number: N/A

Email Address: bidopp@ltcls.com

Cell Number: 317-616-3682

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) Makenzie George, President

(Address) 5750 Castle Creek Parkway North Drive, Suite 150, Indianapolis, IN 46250

(Phone Number) / (Fax Number) Toll Free: (888) 456-1626 | Direct: (317) 616-3682

(email address) bidopp@ltcls.com

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.

LTC Language Solutions

(Company)



(Signature of Authorized Representative)

Makenzie George, President

08/06/2024

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

Toll Free: (888) 456-1626 | Direct: (317) 616-3682

(Phone Number) (Fax Number)

bidopp@ltcls.com

(Email Address)

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)

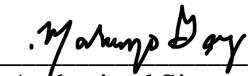
- ☐ Addendum No. 1
- ☐ Addendum No. 2
- ☐ Addendum No. 3
- ☐ Addendum No. 4
- ☐ Addendum No. 5

- ☐ Addendum No. 6
- ☐ Addendum No. 7
- ☐ Addendum No. 8
- ☐ Addendum No. 9
- ☐ 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.

LTC Language Solutions

Company



Authorized Signature

08/06/2024

Date

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