



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 @ 5

List View

## General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 834305

Procurement Type: Central Master Agreement

Vendor ID: 

Legal Name: FRIENDS INTERPRETING SERVICES LLC

Alias/DBA: ALICE ANN FRIENDS

Total Bid: \$216,820.00

Response Date:  Response Time: Responded By User ID:  First Name: Last Name: 

SO Doc Code: CRFQ

SO Dept: 0403

SO Doc ID: DBS2100000002

Published Date: 2/23/21

Close Date: 3/4/21

Close Time: 13:30

Status: Closed

Solicitation Description: 

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

Solicitation Closes	Solicitation Response	Version
2021-03-04 13:30	SR 0403 ESR03032100000006011	1

**VENDOR**  
000000171218  
FRIENDS INTERPRETING SERVICES LLC

**Solicitation Number:** CRFQ 0403 DBS2100000002  
**Total Bid:** 216820      **Response Date:** 2021-03-04      **Response Time:** 00:34:59  
**Comments:** FIS has already gave huge discount on pricing including in the Unit cost/Price per hour.

**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>
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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	Video Remote Sign language interpretation service	2960.0000	HOUR	73.250000	216820.00

Comm Code	Manufacturer	Specification	Model #
82112067			

**Commodity Line Comments:** Dear Mr. Hagar,  
 Thank you for allowing Friends Interpreting Services, LLC to submit a response to CRFQ 0403 DBS2100000002,  
 American Sign Language Video Remote Interpretation of the WV/ODD. These are two attachments. Technical and

**Extended Description:**

Quantities are estimated and are for bid purposes only

**Response to: CRFQ 0403 DBS2100000002-3**

**American Sign Language Video Remote Interpreting at  
the WVSDB**



**TECHNICAL PROPOSAL**

**By**

**Due March 4, 2021 at 1:30pm**

**SUBMITTED BY:** FIS INTERPRETING SERVICES, LLC **POC:**  
PO Box 905  
RANSON, WV 25438  
304-809-0325  
DUNS: 968925409  
CAGE CODE: 6JPP0  
NAICS CODE: 541930  
TIN: 30-0694715

ALICE ANN FRIENDS  
FIS@FRIENDSINTERPRETINGSERVICES.COM  
304-809-0325 OFFICE  
304-728-3199 FAX  
Socio Economic: 8a Certified Firm,  
WOSB, EDWOSB, DBE, SWaM

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❖ FIS has read the solicitation CRFQ 0403 DBS2100000002-3, the addendums and all accompanying documents and takes no exception to the requirements therein. As a West Virginia based company, we do request reciprocity when comparing our bid with that of any company located in another state that offers them preference on bids. ....	6
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## **Proprietary Information**

This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of—or in connection with—the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government’s right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in Pricing sheets.

## COVER LETTER

March 4, 2021

RE: Solicitation # CRFQ 0403 DBS210000002-3

To whom it may concern,

Friends Interpreting Services (FIS) is a Deaf Owned Small Business located right here, in the state of West Virginia. We are providing the attached response to solicitation CRFQ 0403 DBS210000002-3 to the Department of Administration, Purchasing Division, West Virginia School for the Deaf and Blind. FIS is registered in wvOASIS. FIS is a provider of quality Sign Language interpreting services to the West Virginia community (and nationwide) and we are confident you will benefit from our excellent practitioners and customer service when you choose to work with FIS.

FIS is:

1. 8(a) Certified
2. Small Business Enterprise
3. Disadvantaged Business Enterprise (DBE)
4. Small, Women Owned & Minority Business (SWaM) in WV
5. Certified Women Owned Small Business (WOSB)
6. Certified Economically Disadvantaged Women Owned Small Business (EDWOSB)
7. Business (EDWOSB)

FIS provides management, coordination, and interpreters ensure our clients receive the best services in the industry with a nearly 100% fill rate. Applying the many lessons learned throughout our years serving the Government, FIS can guarantee the highest level of quality in every area.

FIS is registered under NAICS Code 541930 in the wvOASIS. We have read the solicitation and the amendment in its entirety and take no exception to the requirements therein. We agree to perform the requirements of the solicitation without exception.

FIS also has had the honor of working with WVSDb in the past providing ASL Interpreting Services to WVSDb when requested. All assignments were filled and satisfied with Ms. Sondra McKenery, M.Ed.

One thing we would like to stress that WV Purchasing Division to support our Deaf Woman Owned Small Business, located right here in West Virginia. We would like to request reciprocity if any vendors propose from surrounding states where they are given preference on bids in their state.

Our business information is as follows:

FRIENDS INTERPRETING SERVICES, LLC  
PO Box 905  
RANSON, WV 25438  
304-809-0325 OFFICE  
DUNS: 968925409  
CAGE CODE: 6JPP0  
NAICS CODE: 541930  
TIN: 30-0694715

**POC:** ALICE ANN FRIENDS  
FIS@FRIENDSINTERPRETINGSERVICES.COM  
304-809-0325 OFFICE  
304-728-3199 FAX



Should you have any questions regarding our response, you can reach me at 304-809-0325

Thank you for the opportunity to offer our services.

Sincerely,

*Alice Ann Friends*

Alice Ann Friends  
Owner



- ❖ FIS has read the solicitation CRFQ 0403 DBS2100000002-3, the addendums and all accompanying documents and takes no exception to the requirements therein. As a West Virginia based company, we do request reciprocity when comparing our bid with that of any company located in another state that offers them preference on bids.



## Executive Summary

Friends Interpreting Services, LLC (FIS) is a Deaf Owned Sign Language Interpreting agency based in West Virginia. We are committed to providing superior and barrier-free communication solutions for our Hearing, Hard of Hearing, and Deaf clients. FIS has a unique understanding of the commitment required to fulfill the services requested by the West Virginia School for the Deaf and Blind (WVSDB) since the owner is Deaf and worked with interpreters throughout her education and career. She therefore has a keen awareness of the need for full

communication access in the educational setting.

In addition to being a WOSB, DBE, SWaM and EDWOSB, we pride ourselves on being inclusive and having a diversified team. We combine a wide-range of experiences with specialized knowledge, such as exceptional observational skills, experience in other fields (such as media and law) as well as the ability to think quickly in situations where sign interpretation is done with spoken language. The core values of FIS team include integrity, quality provision and commitment.

In preparing this proposal, we fully reviewed the RFQ requirements and determined the ability of our team to efficiently meet the requirements.

## Business & Background

For the past 9 years FIS has been providing exceptional customer service to government and community clients. FIS welcomes all feedback from our clients as well

as interpreters. FIS has received a handsome amount of positive feedback from our customers over the years. Over the years we have received the SCORE and Sam's Club – America Small Business Championship in 2018, as well as the WV Minority Owned Business in 2019 and Woman Owned Small Business of the Year (WV) – Small Business Administration in 2020. We strive to provide quality interpreting services with excellent customer service and our feedback is proof of our success in both.

FIS is dedicated to participating in educational workshops and trainings to keep current on any advance methodology in the field of Sign Language Interpretation (SLI). FIS will always work with our clients to understand which interpreting services best fit their needs in order to remove any communication barriers. FIS takes pride in educating those who are not totally accustomed to the Deaf community, American Sign Language (ASL), or working with an interpreter. Whenever possible, we help our clients understand the requirements of communication access laws and assist in bridging the gap between the hearing and Deaf world.

FIS always endeavors to assign the best interpreter to fit a client request in a timely manner. Once this communication has been established a detailed confirmation is provided to both the client and interpreter. By responding and confirming all requests, FIS makes every effort to guarantee client's satisfaction on a high side.

#### Received Awards on:

- 2018 SCORE and Sam's Club – America Small Business Championship
- 2019 WV Minority Owned Business in 2019
- 2020 Small Business Administration WV Woman Owned Small Business of the Year

### Proposer Qualifications

- FIS provides qualified American Sign Language Interpreting Services.
- FIS is Subject Matter Expert (SME) in the following:
  - ❖ Deaf Culture
  - ❖ Deafness (the owner understands, by a lifetime of personal and business experience, how important highly skilled and qualified interpreters are to facilitate clear communication), and American Sign Language.
  - ❖ What constitutes quality in interpreting services
- FIS is a member in good standing with the Registry of Interpreters for the Deaf (RID).
- FIS interpreters are able to skillfully detect nuances and varied tones of manual/verbal communication in order to accurately facilitate messages.

- FIS has 9 years of experience in providing interpreting services for various government, private, educational, and non-profit organizations.

## **1.0 Technical Approach**

FIS believes that providing quality interpreting services requires national certification as well as excellence in both coordination and performance—a professional and efficient scheduler working with certified, skilled, and experienced interpreters. FIS only works with interpreters certified through the Registry of Interpreters for the Deaf (RID) or the National Association of the Deaf (NAD), ensuring that our consumers receive the most professional services. In addition, FIS provides exemplary customer service, as our other government clients know well. Professional coordination and quality interpreting together have proven essential to providing consumers with the opportunity to fully communicate as they deserve.

### **1.1 Understanding the Requirement**

We understand that WVSDDB has the following requirements for service: a vendor supply schedule for American Sign Language interpreters to provide video remote sign to voice and/or voice to sign interpretation for meetings, events, and classroom interpreting. FIS has extensive experience providing these services and meeting similar requirements for our other clients and is ready and able to meet the needs for WVSDDB.

WVSDDB requires interpreters available 5 days/week for 39 weeks/year, Monday through Friday, between the hours of 8:00 am and 4:00 pm and occasionally on weekends. This work will, at times, entail more than one call simultaneously as well as long consecutive hours. Therefore, it will require a minimum of two available interpreters. Interpreters also must be certified with the Registry of Interpreters for the Deaf (RID) or with the National Association of the Deaf (NAD).

### **1.2 Technical Ability: Personnel and Qualifications**

WVSDDB has invested in quality nationally certified employees to do a professional job. These employees can only do their job well if they have access to clear and accurate communication. FIS has a pool of around 90 nationally certified and carefully vetted interpreters available to provide services to WVSDDB. Our highly skilled, quality interpreters will ensure the required level of communication takes place, regardless of the mode of communication used by the consumer.

## FIS Services

### Sign Language Modalities

- ASL, PSE, MCE, SEE, Sign Supported Speech, Tactile, Close Vision, Oral, Cued Speech, International Sign, Visual Vernacular Gestures, and more

### Specialized Terminology

- Federal Government, Information Technology, Mathematics, Sciences, Chemistry, Data Analysis, Data Statistics, English, Medical, Biomedical, Legal, Human Resources, Research, Educational, Accessibility, Patent Terminology, and more

### Specialized Services

- Onsite CART, Remote CART, VRI, CDI, Conferences, Holiday, Platform and Broadcast Interpreting, ASL Classes, Deaf Culture Awareness Trainings, and more

### 1.2.1 Professionalism

FIS recognizes that WVSDB requires nationally certified, highly skilled interpreters who are professional (i.e. timely, dressed professionally, interact with others in a professional manner, and the like) who are able to provide clear and accurate interpretations using the same type of terminology as that used by others in the work environment. By working with nationally certified and extensively experienced interpreters, FIS avoids many issues common to those interpreters who are less experienced. Our interpreters dress professionally, arrive at least fifteen minutes prior to the start time of an assignment, and can quickly determine the communication mode necessary for the specific consumer, quickly adapting their signing style to meet the specific needs of the consumer.

All FIS Interpreters who will be assigned to this work will have certification through the Registry of Interpreters for the Deaf (RID) or through the National Association of the Deaf (NAD), at least 3 years of interpreting experience, a 3.5 or higher on EIPA, or experience interpreting for content subject areas and be able to pass a background check. One benefit to using only certified interpreters is the knowledge that our interpreters must comply with the Code of Professional Conduct, which includes overall professionalism and upholding the strictest confidentiality to maintain their certification. Loss of certification would result in no longer working with FIS.

Nowhere is a code of conduct more critical than in a school environment. FIS understands the need to maintain confidentiality and proper decorum and takes these things very seriously. Each interpreter will be vetted and screened to ensure they can be trusted with the tremendous responsibility of providing communication access to young students.

FIS interpreters are not only experienced at interpreting in general. They have specific experience providing services to the federal government since 2011 and are familiar with all expectations of the client in this type of setting. Our interpreters have proven themselves to be capable of interpreting for the most professional consumers in many different areas. They are able to interpret even the most technical and specialized terminology necessary for providing the accurate communication required by government consumers.

Today, FIS is experiencing a high demand for the provision of Video Remote Interpreting (VRI) for its federal government customers as well as other outside of the government. Currently we are providing VRI for the Housing and Urban Development (HUD) – where we have 5 interpreters on-call daily; and the Social Security Administration (SSA) – where we have 12 interpreters, on-call daily, providing VRI services for our Deaf and Hard of Hearing SSA employees, nationwide.

FIS interpreters have not only met all of the stringent requirements to become nationally certified, many also have decades of experience in settings like educational programs, meetings, seminars, trainings, interviews, conferences, one-on-one conversations, classroom(s) and more. Our interpreters are able to interpret receptively (voicing for the Deaf person) and expressively (signing for the person who is speaking) with equal skill. FIS works with interpreters who are skilled in various modes of signed communication including American Sign Language (ASL), Pigeon Signed English—or “contact sign” (PSE), and Signed Exact English (SEE); FIS also works with Certified Deaf Interpreters (CDI).

Because of their extensive experience, our interpreters can voice interpret when a Deaf or Hard-of-Hearing person’s speech is not understood or when they choose to use sign language to communicate. They incorporate nuances, tonal information, and the spirit of the speaker’s voice so that the Deaf or Hard-of-Hearing person is able to fully understand the message. Based on their extensive experience these interpreters have become highly professional in the field of interpreting. They are polite, arrive on time, and work with other interpreters collaboratively to make sure the highest quality services are provided to their consumers.

Our professional, quality interpreters, have gained us a good reputation among the interpreting community. Interpreters know when they work with FIS they will work with other professionals and will not have to work with an unqualified or unprofessional co-interpreter. We will also actively recruit additional interpreters in the area, near the assignment, to allow for additional options when an interpreter calls out sick or becomes unavailable for any reason. This will also allow us to work with the consumer to provide the preferred interpreters for consistency while having additional options when preferred interpreters are unavailable. All interpreters provided by FIS will meet or exceed the minimum requirements listed in the Statement of Work.

### **1.2.2 Independent Contractors**

The industry of sign language interpretation rests heavily on interpreters who work as freelancers, or independent contractors. We have learned over the years that many of the best interpreters in the field prefer the freedom of working as an independent contractor and will not accept a staff position no matter what incentives are offered. We realized long ago that to be able to provide only quality interpreters, we would need to work with these interpreters. We therefore carefully plan our schedule to maintain work for them. Our dedication to working in this paradigm has resulted in many of these respected freelancers being eager for us to fill their schedules. The freelancers who now work with us understand the difference between the agency they report to for their assignments and their individual contract with FIS who pays their checks.

Additionally, we will make sure to clarify with each independent contractor the specifics of the relationship between themselves and the State of West Virginia in accordance with IRS and DOL guidelines.

### **1.2.3 Certification**

While we can definitely cover the work, it is impossible to determine which interpreters will cover the work until we actually have the work to offer. Upon award FIS will provide resumes documenting the qualifications and certification of interpreters assigned to do the work.

## **1.3 Other Pertinent Factors.**

### **1.3.1 Interpreter Scheduling Process**

Even with the best interpreters who are fully qualified for the work, it is critical that the vendor have an effective way of assigning interpreters, communicating with requestors, and ensuring everyone involved is able to get the information they need. In order to ensure we can provide our interpreters with the information they need, we must ensure we always have the necessary information. For example:

- Who is being billed
- Where will the assignment take place, including building names and room numbers if applicable.
- Who are the point(s) of contact at the assignment location (not necessarily the same as the requestor).
- What are the phone numbers for the POCs and requestor—in case we need information at the last minute
- What are the consumer names
- When are services needed?
- What is the assignment? If it is a meeting—what type of meeting? If it is a training, what will the consumer be learning?
- ...and more.

All of this information is critical to ensure that an appropriately skilled interpreter is assigned, the interpreter knows exactly where to report, and that the interpreter is prepared to interpret the specific content, so that the assignment goes as expected. As our past performance shows,

When we receive a request from our clients, we immediately confirm the request has been received through the interpreter scheduling platform. We then review the request to ensure we have all the necessary information. If more information is needed, we reach out to the requestor with specific questions. While we await a response, we reach out to qualified interpreters with just the date, time, and general location of the assignment, to determine who is available. Once an interpreter confirms availability, we provide them more information on the assignment to allow them to determine if they are a good fit for the work. If additional interpreters are needed, we draw from the RID interpreter registry for others who have the required qualifications. As you can see, FIS has developed a reliable system for making sure we are able to provide coverage when you need us.

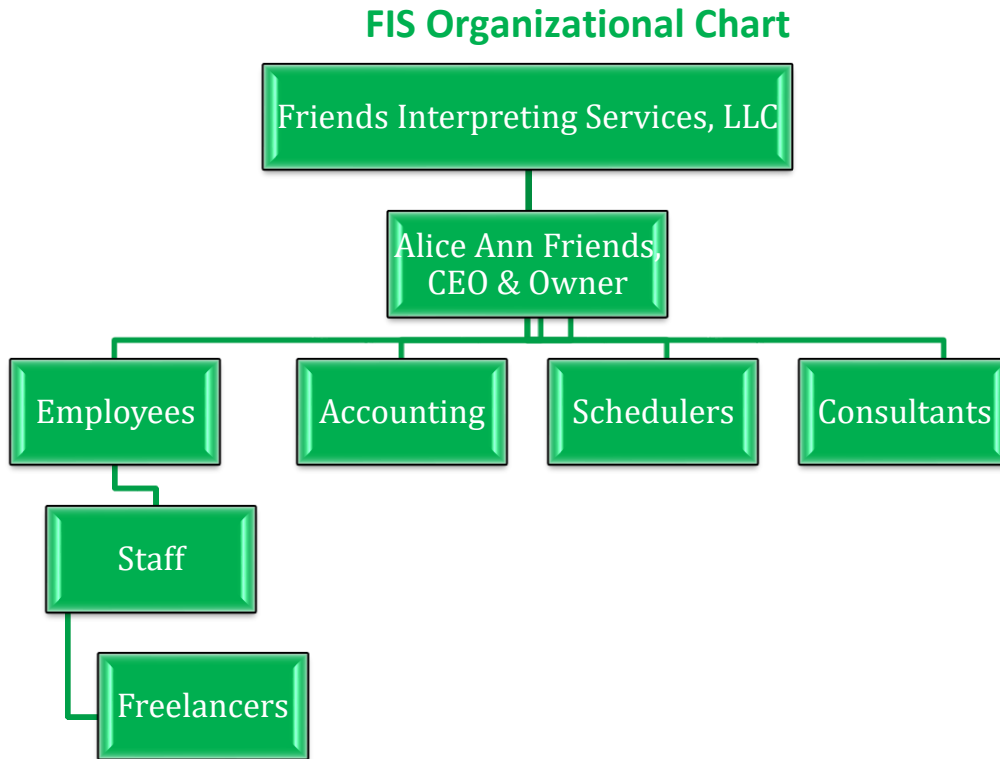
### **1.3.2 Management**

Alice Friends has nearly a decade of experience in managing FIS. During this time she has had the wisdom and foresight to take extensive training and solicit mentorship from well-qualified and experienced peers. She is currently the protégé in the Mentor-Protégé JV arrangement, FIS-DAS Interpreting Services, where she has been able to learn extensively from the expertise of the management team at Deaf Access Solutions (DAS). This mentorship has moved her “light years” ahead in her understanding of contracts management, with all the aspects that entails.

In addition, Ms. Friends is part of a Mentor-Protégé arrangement with a much larger



interpreting agency that has been in the business longer and has a four-member management team. She is able to discuss questions or concerns with this mentor as needed to ensure she is making the best decisions for her clients.



## 2.0 Past Performance

FIS has a track record of successfully meeting contract requirements in the provision of sign language interpretation services to both federal and local government clients, as well as non-governmental clients. We know how to ensure our clients receive exactly what they need and have the personnel to see that it gets done right. The consumers at WVSDDB require an interpreter capable of communicating on their level, and we are able to provide them. The following are just some of the clients we have successfully served:

- West Virginia School for the Deaf and Blind
- West Virginia Commission for the Deaf and Hard of Hearing
- Social Security Administration
- Housing of Urban Development
- Department of Justice
- Department of Education
- West Virginia Supreme Courts

- Internal Revenue Service
- Federal Emergency Management Agency
- Arthur Carhart National Wilderness Training Center
- Office of International Affairs U.S. Department of the Interior
- San Diego Military Entrance Processing Station
- Cleveland Military Entrance Processing Station

### 3.0 Conclusion

FIS provides an opportunity for WVSDDB to work with a local West Virginia agency that is WOSB, 8(a), DBE, SWaM and EDWOSB company to obtain skilled and experienced interpreters. This will ensure the consumers at WVSDDB will have full communication in a so that the consumer can do his/her best on the job. Our interpreters have the required skills to satisfy the requirements of disability laws and allow the consumer(s) to advance in their career and reach their full potential in a barrier-free workplace where full communication is easy for them to access.

We believe the Deaf consumers at WVSDDB deserve equal access to communication so that they have the ability to advance in their career. We are presenting the best offer we can, while still having the funding to provide the nationally certified, experienced, and skilled interpreters who are needed to do the work properly. We hope to become your provider of interpreting services for years to come.



**Response to: CRFQ 0403 DBS2100000002-3**

**American Sign Language Video Remote Interpreting at  
the WVSDB**



**ATTACHMENTS**


**By**

**Due** March 4, 2021 at 1:30pm

**SUBMITTED BY:** FIS INTERPRETING SERVICES, LLC **POC:**  
PO Box 905  
RANSON, WV 25438  
304-809-0325  
DUNS: 968925409  
CAGE CODE: 6JPP0  
NAICS CODE: 541930  
TIN: 30-0694715

ALICE ANN FRIENDS  
FIS@FRIENDSINTERPRETINGSERVICES.COM  
304-809-0325 OFFICE  
304-728-3199 FAX  
Socio Economic: 8a Certified Firm,  
WOSB, EDWOSB, DBE, SWaM

Version #1

		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 - Misc	
<b>Proc Folder:</b> 834305 <b>Doc Description:</b> American Sign Language Video Remote Interpreting at the WVSD			<b>Reason for Modification:</b>		
<b>Proc Type:</b> Central Master Agreement					
<b>Date Issued</b>	<b>Solicitation Closes</b>	<b>Solicitation No</b>		<b>Version</b>	
2021-02-05	2021-02-23 13:30	CRFQ 0403 DBS2100000002		1	
<b>BID RECEIVING LOCATION</b>					
BID CLERK DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON ST E CHARLESTON WV 25305 US					
<b>VENDOR</b>					
<b>Vendor Customer Code:</b> 00000171218 <b>Vendor Name :</b> Alice Ann Friends, Friends Interpreting Services, LLC <b>Address :</b> P.O. Box 905 <b>Street :</b> <b>City :</b> Ranson <b>State :</b> WV <b>Country :</b> USA <b>Zip :</b> 25438 <b>Principal Contact :</b> Alice Ann Friends <b>Vendor Contact Phone:</b> 304-809-0325 <b>Extension:</b>					
<b>FOR INFORMATION CONTACT THE BUYER</b>					
Joseph E Hager III (304) 558-2306 joseph.e.hageriii@wv.gov					
Vendor Signature X <i>Alice Ann Friends</i> <b>FEIN#</b> 30-0604715 <b>DATE</b> 3/4/2021					

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

**ADDITIONAL INFORMATION**

Open End Contract

West Virginia School of the Deaf and Blind

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

INVOICE TO		SHIP TO	
SCHOOL FOR THE DEAF & BLIND 301 EAST MAIN ST		SCHOOL FOR THE DEAF & BLIND 301 EAST MAIN ST	
ROMNEY US	WV 26757-1884	ROMNEY US	WV 26757-1884

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Video Remote Sign language interpretation service	2960.00000	HOUR		


Comm Code	Manufacturer	Specification	Model #
B2112067			

Extended Description:  
Quantities are estimated and are for bid purposes only

**SCHEDULE OF EVENTS**

Line	Event	Event Date
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VERSION #2

	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 - Misc

<b>Proc Folder:</b> 834305 <b>Doc Description:</b> American Sign Language Video Remote Interpreting at the WVSD <b>Proc Type:</b> Central Master Agreement		<b>Reason for Modification:</b> Addendum #1 issued to extend bid due date 3/4/2021
<b>Date Issued</b> 2021-02-22	<b>Solicitation Closes</b> 2021-03-04 13:30	<b>Solicitation No</b> CRFQ 0403 DBS2100000002
		<b>Version</b> 2

**BID RECEIVING LOCATION**

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

**VENDOR**

**Vendor Customer Code:** 000000171218  
**Vendor Name :** Alice Ann Friends, Friends Interpreting Services, LLC  
**Address :** P.O. Box 905  
**Street :**  
**City :** Ranson  
**State :** WV **Country :** USA **Zip :** 25438  
**Principal Contact :** Alice Ann Friends  
**Vendor Contact Phone:** 304-809-0325 **Extension:**

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

**Vendor Signature X** *Alice Ann Friends* **FEIN#** 30-0694715 **DATE** 3/4/2021

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

**ADDITIONAL INFORMATION**

Addendum  
 Addendum #1 issued to distribute the attached documentation to the vendor community  
 \*\*\*\*\*  
 Open End Contract  
 West Virginia School of the Deaf and Blind  
 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 contract for services to provide American Sign Language interpreters to provide video remote sign to voice and/or voice to sign interpretation when needed for meetings, events, and classroom(s) or upon request per the attached specifications and terms and conditions.

INVOICE TO		SHIP TO	
SCHOOL FOR THE DEAF & BLIND 301 EAST MAIN ST		SCHOOL FOR THE DEAF & BLIND 301 EAST MAIN ST	
ROMNEY US	WV 26757-1894	ROMNEY US	WV 26757-1894

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Video Remote Sign language interpretation service	2960.00000	HOUR		

Comm Code	Manufacturer	Specification	Model #
82112067			

**Extended Description:**  
 Quantities are estimated and are for bid purposes only

**SCHEDULE OF EVENTS**

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
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**SOLICITATION NUMBER:** CRFQ 0403 DBS210000002

**Addendum Number:** No.01

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The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

**Description of Modification to Solicitation:**

Addendum issued to publish and distribute the information listed below.

1. Extend bid closing date from 2/23/2021 @1:30 PM ET until 3/04/2021 @ 1:30 PM ET

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 6/8/2012



## ATTACHMENT A

Revised 6/8/2012

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: CRFQ DBS21\*02**

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

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

**Addendum Numbers Received:**

(Check the box next to each addendum received)

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

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

Friends Interpreting Services, LLC

\_\_\_\_\_  
Company

*Alice Ann Friends*

\_\_\_\_\_  
Authorized Signature

3/4/2021

\_\_\_\_\_  
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.  
Revised 6/8/2012

## DESIGNATED CONTACT

**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.

Alice Ann Friends, CEO & Owner  
(Name, Title)  
Alice Ann Friends, CEO & Owner  
(Printed Name and Title)  
P.O. Box 905, Ranson, WV 25438  
(Address)  
P: 304-809-0325 Fax: 304-728-3199  
(Phone Number) / (Fax Number)  
fis@friendsinterpretingservices.com  
(email address)

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

Friends Interpreting Services, LLC  
(Company)  
  
(Authorized Signature) (Representative Name, Title)  
Alice Ann Friends, CEO & Owner  
(Printed Name and Title of Authorized Representative)  
3/4/2021  
(Date)  
P: 304-809-0325 Fax: 304-728-3199  
(Phone Number) (Fax Number)

Revised 01/09/2020

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## MISCELLANEOUS

### MISCELLANEOUS:

- 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:** Alice Ann Friends  
**Telephone Number:** 304-809-0325  
**Fax Number:** 304-809-0325  
**Email Address:** fis@friendsinterpretingservices.com  
**Cell Number:** 301-401-5286 TEXT only

# PURCHASE AFFIDAVIT

STATE OF WEST VIRGINIA  
Purchasing Division  
**PURCHASING AFFIDAVIT**

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

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

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

**DEFINITIONS:**

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

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

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

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

**WITNESS THE FOLLOWING SIGNATURE:**

Vendor's Name: Friends Interpreting Services, LLC

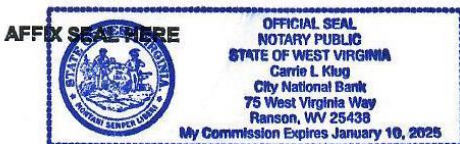
Authorized Signature: Alisa Ann Friends Date: 3/1/2021

State of WEST VIRGINIA

County of JEFFERSON, to-wit:

Taken, subscribed, and sworn to before me this 1<sup>ST</sup> day of MARCH, 2021.

My Commission expires 01/10/2025 - JAN. 10, 2025.



NOTARY PUBLIC Carrie L. Klug

Purchasing Affidavit (Revised 01/19/2018)

Response to: CRFQ 0403 DBS2100000002-3

## American Sign Language Video Remote Interpreting at the WVSDB



### COST PROPOSAL

By

**Due** March 4, 2021 at 1:30pm

**SUBMITTED BY:** FIS INTERPRETING SERVICES, LLC **POC:**  
PO Box 905  
RANSON, WV 25438  
304-809-0325  
DUNS: 968925409  
CAGE CODE: 6JPP0  
NAICS CODE: 541930  
TIN: 30-0694715

ALICE ANN FRIENDS  
FIS@FRIENDSINTERPRETINGSERVICES.COM  
304-809-0325 OFFICE  
304-728-3199 FAX  
Socio Economic: 8a Certified Firm,  
WOSB, EDWOSB, DBE, SWaM

## Table of Contents

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❖ FIS has read the solicitation CRFQ 0403 DBS210000002-3, the addendums and all accompanying documents and takes no exception to the requirements therein. As a West Virginia based company, we do request reciprocity when comparing our bid with that of any company located in another state that offers them preference on bids. ....	4
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## Proprietary Information

This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of—or in connection with—the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government’s right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in Pricing sheets.



- ❖ FIS has read the solicitation CRFQ 0403 DBS2100000002-3, the addendums and all accompanying documents and takes no exception to the requirements therein. As a West Virginia based company, we do request reciprocity when comparing our bid with that of any company located in another state that offers them preference on bids.

## Introduction

We are pleased to provide you with this proposal to provide interpreting services to the Department of Administration, Purchasing Division, West Virginia School for the Deaf and Blind.

FIS has worked carefully to keep our costs down while providing the top-quality services for our clients. We are certain FIS provides exceptional interpreting services to those of other bidders at a very acceptable price for this level of quality. Our technical proposal explains our strategy for coordinating and managing these top-quality services. Here we explain our approach to pricing.

**Friends Interpreting Services (FIS) is a Deaf Owned Small Business located right here, in the state of West Virginia provides the highest quality services at a reasonable price.**

It is critical when comparing business proposals to keep in mind that, especially in the field of sign language interpreting, an extremely low price can reflect lower quality services, because the provider either attempts to cut costs by utilizing outdated procedures or by compensating clients poorly. Since interpreters have more than enough work to choose from, vendors who do not pay market rates are left with a small pool of resources who, due to lack of skill or lack of professionalism (or both) cannot obtain work with a trustworthy company.

We are committed to providing the highest quality services which requires attracting and retaining the best talent in the industry. To do this, we offer competitive compensation packages, attractive benefits, healthy independent contractor rates, flexible scheduling, and incentives. We then work to reduce overall costs by doing things such as working virtually and finding any way possible to reduce general administrative costs to keep prices low for our customers without compromising quality.

We are not obligated to treat our resources so well, but by providing our clients with the respect and compensation they deserve, we attract the highest quality resources in our industry, those who possess the skills necessary to meet both our clients' needs and all disability law requirements. This in turn shows favorably on FIS and on our clients.

The following competitive rates will allow us to provide the highest quality services to the Department of Administration, Purchasing Division, West Virginia School for the Deaf and Blind, while rewarding our professional resources with the respect they deserve.

## COST PROPOSAL

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

Description	Unit of Measure	Unit Cost	Estimated Quantities*	Extended Cost
Video Remote Sign Language Interpreter	per hour	\$73.25	2960	\$ 216,820.00 -
			Total Bid Amount	\$ 216,820.00 -

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

**Bidder/Vendor Information:**

Name:	Alice Ann Friends, Friends Interpreting Services, LLC
Address:	P.O Box 905
	Ranson, WV 25438
Phone Number:	304-809-0325
Email Address:	fis@friendsinterpretingservices.com
Authorized Signature:	<i>Alice Ann Friends</i>