



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 2

List View

General Information [Contact](#) [Default Values](#) [Discount](#) [Document Information](#) [Clarification Request](#)

Procurement Folder: 2001940

Procurement Type: Central Master Agreement

Vendor ID:

Legal Name: One world global services llc

Alias/DBA:

Total Bid: \$43,545.00

Response Date:

Response Time:

Responded By User ID:

First Name:

Last Name:

Email:

Phone:

SO Doc Code: CRFQ

SO Dept: 0402

SO Doc ID: EDD2700000001

Published Date: 7/20/26

Close Date: 7/29/26

Close Time: 13:30

Status: Closed

Solicitation Description:

Total of Header Attachments: 2

Total of All Attachments: 2



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

State of West Virginia
Solicitation Response

Proc Folder: 2001940
Solicitation Description: American Sign Language Interpreters
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2026-07-29 13:30	SR 0402 ESR07282600000000596	1

VENDOR
VS0000053177
One world global services llc

Solicitation Number: CRFQ 0402 EDD2700000001
Total Bid: 43545
Response Date: 2026-07-29
Response Time: 01:33:27
Comments:

FOR INFORMATION CONTACT THE BUYER
James W Atkins
(304) 558-0094
james.w.atkins@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	SLI (In-Person) Monday-Friday between 7AM and 6PM	435.00000	HOUR	75.000000	32625.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments:

Extended Description:

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	SLI (VRI) Monday - Friday between 7AM and 6PM	30.00000	HOUR	65.000000	1950.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments:

Extended Description:

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	SLI (In-Person) Night Rate	50.00000	HOUR	75.000000	3750.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments:

Extended Description:

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	SLI (VRI) Night Rate	10.00000	HOUR	65.000000	650.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments:

Extended Description:

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	SLI (In-Person) Weekend Rate	50.00000	HOUR	75.000000	3750.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments:

Extended Description:

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	SLI (VRI) Weekend Rate	4.00000	HOUR	65.000000	260.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments:

Extended Description:

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	SLI (In-Person) Holiday Rate	4.00000	HOUR	75.000000	300.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments:

Extended Description:

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	SLI (VRI) Holiday Rate	4.00000	HOUR	65.000000	260.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments:

Extended Description:

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

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of an Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance by the State of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid, or on the Contract if the Contract is not the result of a bid solicitation, signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or "Vendors" means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

☒ **Term Contract**

Initial Contract Term: The Initial Contract Term will be for a period of one (1) year. The Initial Contract Term becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and the Initial Contract Term ends on the effective end date also shown on the first page of this Contract.

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be delivered to the Agency and then submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Unless otherwise specified below, renewal of this Contract is limited to three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed the total number of months available in all renewal years combined. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

☐ **Alternate Renewal Term** – This contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's office (Attorney General approval is as to form only)

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days. Upon completion of the work covered by the preceding sentence, the vendor agrees that:

☐ the contract will continue for _____ years;

☐ the contract may be renewed for _____ successive _____ year periods or shorter periods provided that they do not exceed the total number of months contained in all available renewals. Automatic renewal of this Contract is prohibited. Renewals must be approved by the Vendor, Agency, Purchasing Division and Attorney General's Office (Attorney General approval is as to form only).

☐ **One-Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

☐ **Construction/Project Oversight:** This Contract becomes effective on the effective start date listed on the first page of this Contract, identified as the State of West Virginia contract cover page containing the signatures of the Purchasing Division, Attorney General, and Encumbrance clerk (or another page identified as _____), and continues until the project for which the vendor is providing oversight is complete.

☐ **Other:** Contract Term specified in _____

4. AUTHORITY TO PROCEED: Vendor is authorized to begin performance of this contract on the date of encumbrance listed on the front page of the Award Document unless either the box for "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked in Section 3 above. If either "Fixed Period Contract" or "Fixed Period Contract with Renewals" has been checked, Vendor must not begin work until it receives a separate notice to proceed from the State. The notice to proceed will then be incorporated into the Contract via change order to memorialize the official date that work commenced.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

☒ **Open End Contract:** Quantities listed in this Solicitation/Award Document are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

☐ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

☐ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

☐ **One-Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

☐ **Construction:** This Contract is for construction activity more fully defined in the specifications.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute a breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One-Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked in this section must be provided to the Purchasing Division by the Vendor as specified:

☒ **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section of the General Terms and Conditions entitled Licensing, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits upon request and in a form acceptable to the State. The request may be prior to or after contract award at the State's sole discretion.

NIC, NAD Level II, or RID

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The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. The insurance coverages identified below must be maintained throughout the life of this contract. Thirty (30) days prior to the expiration of the insurance policies, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies, including but not limited to, policy cancelation, policy reduction, or change in insurers. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether that insurance requirement is listed in this section.

Vendor must maintain:

☒ **Commercial General Liability Insurance** in at least an amount of: \$1,000,000.00 per occurrence.

☐ **Automobile Liability Insurance** in at least an amount of: _____ per occurrence.

☐ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of: _____ per occurrence. Notwithstanding the forgoing, Vendor's are not required to list the State as an additional insured for this type of policy.

☐ **Commercial Crime and Third Party Fidelity Insurance** in an amount of: _____ per occurrence.

☐ **Cyber Liability Insurance** in an amount of: _____ per occurrence.

☐ **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

☐ **Pollution Insurance** in an amount of: _____ per occurrence.

☐ **Aircraft Liability** in an amount of: _____ per occurrence.

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9. WORKERS' COMPENSATION INSURANCE: Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. VENUE: All legal actions for damages brought by Vendor against the State shall be brought in the West Virginia Claims Commission. Other causes of action must be brought in the West Virginia court authorized by statute to exercise jurisdiction over it.

11. LIQUIDATED DAMAGES: This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy. Vendor shall pay liquidated damages in the amount specified below or as described in the specifications:

☐ _____ for _____.

☐ Liquidated Damages Contained in the Specifications.

☒ Liquidated Damages Are Not Included in this Contract.

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification. Notwithstanding the foregoing, Vendor must extend any publicly advertised sale price to the State and invoice at the lower of the contract price or the publicly advertised sale price.

14. PAYMENT IN ARREARS: Payments for goods/services will be made in arrears only upon receipt of a proper invoice, detailing the goods/services provided or receipt of the goods/services, whichever is later. Notwithstanding the foregoing, payments for software maintenance, licenses, or subscriptions may be paid annually in advance.

15. PAYMENT METHODS: Vendor must accept payment by electronic funds transfer and P-Card. (The State of West Virginia's Purchasing Card program, administered under contract by a banking institution, processes payment for goods and services through state designated credit cards.)

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia, included in the Contract, or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available. If that occurs, the State may notify the Vendor that an alternative source of funding has been obtained and thereby avoid the automatic termination. Non-appropriation or non-funding shall not be considered an event of default.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-5.2.

20. TIME: Time is of the essence regarding all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code, or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE WITH LAWS: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to comply with all applicable laws, regulations, and ordinances. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in www.state.wv.us/admin/purchase/privacy.

31. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

32. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

SUBCONTRACTOR COMPLIANCE: Vendor shall notify all subcontractors providing commodities or services related to this Contract that as subcontractors, they too are required to be licensed, in good standing, and up-to-date on all state and local obligations as described in this section. Obligations related to political subdivisions may include, but are not limited to, business licensing, business and occupation taxes, inspection compliance, permitting, etc. Notification under this provision must occur prior to the performance of any work under the contract by the subcontractor.

33. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

34. VENDOR NON-CONFLICT: Neither Vendor nor its representatives are permitted to have any interest, nor shall they acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

35. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

36. INDEMNIFICATION: The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.

37. NO DEBT CERTIFICATION: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming 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, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

38. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

39. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

[] Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

[] Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.division@wv.gov.

40. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check. Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

41. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open hearth, basic oxygen, electric furnace, Bessemer or other steel making process.
- c. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:
 1. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or
 2. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

42. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a “substantial labor surplus area”, as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

43. INTERESTED PARTY SUPPLEMENTAL DISCLOSURE: W. Va. Code § 6D-1-2 requires that for contracts with an actual or estimated value of at least \$1 million, the Vendor must submit to the Agency a disclosure of interested parties prior to beginning work under this Contract. Additionally, the Vendor must submit a supplemental disclosure of interested parties reflecting any new or differing interested parties to the contract, which were not included in the original pre-work interested party disclosure, within 30 days following the completion or termination of the contract. A copy of that form is included with this solicitation or can be obtained from the WV Ethics Commission. This requirement does not apply to publicly traded companies listed on a national or international stock exchange. A more detailed definition of interested parties can be obtained from the form referenced above.

44. PROHIBITION AGAINST USED OR REFURBISHED: Unless expressly permitted in the solicitation published by the State, Vendor must provide new, unused commodities, and is prohibited from supplying used or refurbished commodities, in fulfilling its responsibilities under this Contract.

45. VOID CONTRACT CLAUSES: This Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law.

46. ISRAEL BOYCOTT: Bidder understands and agrees that, pursuant to W. Va. Code § 5A-3-63, it is prohibited from engaging in a boycott of Israel during the term of this contract.

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) Maria Cerdas | Chief Revenue Officer

(Address) 5201 Waterford District Dr, 8th-9th Floor Miami, FL 33126

(Phone Number) / (Fax Number) 213-657-5309

(email address) mariacerdas@oneworldgs.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.

One World Global Services LLC

(Company) 

(Signature of Authorized Representative)

Maria Cerdas | Chief Revenue Officer 7/29/2026

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

213-657-5309

(Phone Number) (Fax Number)

mariacerdas@oneworldgs.com

(Email Address)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: EDD2700000001

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:

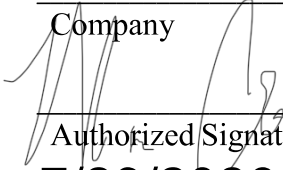
(Check the box next to each addendum received)

- | | |
|--|--|
| ☒ Addendum No. 1 | ☐ Addendum No. 6 |
| ☐ Addendum No. 2 | ☐ Addendum No. 7 |
| ☐ Addendum No. 3 | ☐ Addendum No. 8 |
| ☐ Addendum No. 4 | ☐ Addendum No. 9 |
| ☐ Addendum No. 5 | ☐ 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.

One World Global Services

Company



Authorized Signature

7/29/2026

Date

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

REQUEST FOR QUOTATION
AMERICAN SIGN LANGUAGE INTERPRETERS
CRFQ EDD2700000001

SPECIFICATIONS

1. PURPOSE AND SCOPE: The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Board of Education (WVBE) which includes the West Virginia Department of Education (WVDE), the West Virginia Schools for Diversion and Transition (WVSDT), and West Virginia Schools for the Deaf and Blind (WVSDB) to establish a multi-vendor open-end contract to secure firm hourly pricing for American sign language interpreters, providing interpretation when needed for meetings, events or upon request throughout the State of West Virginia.

2. DEFINITIONS: The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.

2.1 “Contract Services” means American Sign Language (ASL) interpretation services as more fully described in these specifications.

2.2 “Pricing Page” means the pages, contained wvOASIS or attached hereto as Exhibit A, upon which Vendor should list its proposed price for the Contract Services.

2.3 “Solicitation” means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.4 “Interpreter” means any individual qualified to facilitate communication between individuals who are deaf or hard of hearing and individuals who are hearing by accurately conveying information between American Sign Language (ASL) and spoken English.

3. QUALIFICATIONS: The Vendor, and any of the Vendor’s employees, agents, subcontractors, or contracted interpreters assigned to perform services under this Agreement, shall possess and maintain the following minimum qualifications. To the extent that any qualification is inherently applicable only to an individual, such requirement shall apply to the specific interpreter performing the services. All qualifications set forth herein shall be satisfied by the Vendor and/or the applicable Vendor Personnel, as appropriate.

3.1 AMERICAN SIGN LANGUAGE INTERPRETERS

3.1.1 The Vendor shall ensure that all sign language interpreters provided to perform services under this Agreement hold and maintain a valid National Interpreter Certification (NIC), National Association of the Deaf (NAD) Level II or Registry of Interpreters for the Deaf (RID) certification.

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AMERICAN SIGN LANGUAGE INTERPRETERS
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- 3.1.2 The Vendor shall ensure that all interpreters provided to perform services under this Agreement are included in the West Virginia Registry of Interpreters.
- 3.1.3 The Vendor shall ensure that all interpreters are registered with the West Virginia Commission for the Deaf and Hard of Hearing.
- 3.1.4 Interpreters must maintain all certifications and registration throughout the contract period.
- 3.1.5 Interpreters assigned to educational, technical, or specialized meetings must have prior experience in those settings.
- 3.1.6 The Vendor must ensure that all interpreters assigned to perform services have successfully completed and passed all background checks required by applicable State of West Virginia law, WVBE policies, and any additional background screening requirements applicable to an educational setting.
- 3.1.7 To verify compliance with qualification requirements, the Vendor should provide documentation of certifications with its bid response. The Vendor shall also be responsible for verifying and maintaining current certification records for all interpreters and shall provide proof of valid certification to the WVBE upon request and prior to contract award or assignment of services.

4. MANDATORY REQUIREMENTS:

- 4.1 **Mandatory Contract Services Requirements and Deliverables:** Contract Services must meet or exceed the mandatory requirements listed below.
 - 4.1.1 Interpreters must adhere to the RID Code of Professional Conduct.
 - 4.1.2 The Vendor must provide services upon request for meetings/events that will occur at a pre-determined location within West Virginia. Meetings are typically scheduled Monday through Friday, between the hours of 7:00AM and 6:00 PM Eastern Time Zone.
 - 4.1.3 Vendor must demonstrate the ability to provide an adequate number of qualified Sign Language Interpreters to fulfill statewide service requests, including

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CRFQ EDD2700000001

maintaining sufficient staffing resources within West Virginia and/or the surrounding region to ensure timely and reliable service delivery.

- 4.1.4** The Vendor shall ensure that qualified interpreters are available and prepared to travel to any location within the State to provide services when requested. The WVBE will typically provide approximately one (1) months' notice prior to scheduled meetings.

Occasionally, the WVBE may request a sign language interpreter with less than 48-hour notice.

- 4.1.5** If the WVBE cancels a meeting request and notice of cancellation is provided more than 24 hours prior to scheduled meeting or event time, the vendor shall not charge a fee.
- 4.1.6** Vendor may invoice WVBE a maximum of two hours per scheduled interpreter (hourly fee as shown on Commodity Line 1) if cancellation is less than 24 hours prior to the meeting or event time.
- 4.1.7** Occasionally, the WVBE may request services outside of normal business hours, this rate will be designated as night rate. This applies to the hours between 6:01PM and 6:59AM on regular business days.
- 4.1.9** If the WVBE requests services on Saturday or Sunday, this will be designated as a weekend rate. This applies to the hours between 7:00AM Saturday and 12:00AM Sunday.
- 4.1.10** If the WVBE requests services during a West Virginia State holiday, this is designated as a holiday rate. The applies to the hours between 12:00AM and 11:59PM.
- 4.1.11** The Vendor must acknowledge and confirm acceptance or rejection of each interpreting service request in writing within twenty-four (24) hours of receipt, at a minimum.

For emergency requests, as identified by the WVBE, the Vendor must provide written confirmation or rejection within two (2) hours of receipt.

Such confirmation must include the status of interpreter assignment and, if accepted, assurance that qualified personnel have been secured to fulfill the request. In the event the Vendor is unable to accept the request, the Vendor shall promptly notify the WVBE.

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- 4.1.12** The Vendor shall provide video remote interpreting (VRI) services only when specifically requested or approved by the WVBE. In-person interpreting services shall be prioritized and provided whenever requested by the WVBE.

The Vendor shall not substitute VRI services in place of in-person interpreting without prior written approval from the WVBE. The WVBE may require in-person interpreting for certain activities; including but not limited to hands-on training, student services, conferences, evaluations, or other settings where in-person communication is deemed necessary.

Hourly rates for VRI services shall be consistent with those established for in-person interpreting services; however, VRI services shall not include or incur any travel related costs.

The Vendor shall ensure that all VRI services meet the same qualification standards required for in-person interpreting.

- 4.1.13** If the Vendor is unable to provide interpreters as required, the Vendor shall provide no less than forty-eight (48) hours' prior written notice to the WVBE before the scheduled meeting time.

Additionally, the Vendor must notify the Agency immediately upon becoming aware of any circumstance that may prevent fulfillment of interpreter coverage, regardless of whether the forty-eight (48) hour notice period can be met. Such notice must include the reason for the inability to provide coverage and any proposed alternatives or corrective actions.

Repeated failures by the vendor to fulfill interpreting assignments may constitute grounds for contract default.

- 4.1.14** Interpreters must arrive 15 minutes prior to the scheduled meeting.

- 4.1.15** For interpreting assignments exceeding two (2) consecutive hours in duration, the Vendor shall provide a sufficient number of qualified Sign Language Interpreters to ensure services are delivered in accordance with the RID best practices.

At a minimum, assignments of this length shall be staffed by no fewer than two (2) Sign Language Interpreters, unless approved in writing by the Agency.

5 CONTRACT AWARD:

- 5.1 Contract Award:** The Contract is intended to provide WVBE with a purchase price for the Contract Services. The Contract shall be awarded to the Vendor(s) that provides the Contract Services meeting the required specifications for the lowest hourly rate as shown on the Pricing Pages.

REQUEST FOR QUOTATION
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Award shall be made to no more than three (3) Vendors.

Assignments will be offered to the lowest-priced vendor first, provided that the vendor:

- Confirms availability within the required response time; and
- Meets all service requirements specified in the request.

If the lowest-priced Vendor:

- Declines the assignment,
- Fails to confirm availability with the required response time, or
- Is unable to meet the service requirements,

the WVBE will offer the assignment to the next lowest-priced Vendor, and will continue this process sequentially until the assignment is filled.

1.1 Pricing Page: Vendor should complete the Pricing section in full as failure to complete the Pricing section in its entirety may result in Vendor's bid being disqualified. Vendor should complete the Pricing section by providing the vendor's hourly rate per line item. The hourly rate is inclusive of all associated costs, including any travel or other expenses.

Vendor should type or electronically enter the information into the Pricing section through wvOASIS to prevent errors in evaluation.

- 6 **PERFORMANCE:** Vendor and Agency shall agree upon a schedule for performance of Contract Services and Contract Services Deliverables, unless such a schedule is already included herein by Agency. In the event that this Contract is designated as an open-end contract, Vendor shall perform in accordance with the release orders that may be issued against this Contract.
- 7 **PAYMENT:** Agency shall pay for services monthly and invoiced in arrears, as shown on the Pricing Pages, for all Contract Services performed and accepted under this Contract. Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.
- 8 **TRAVEL:** Vendor shall be responsible for all mileage and travel costs, including travel time, associated with performance of this Contract. Any anticipated mileage or travel costs MUST BE included in the hourly rate listed on Vendor's bid. Travel related costs will not be paid by the Agency separately.

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- 9 FACILITIES ACCESS:** Performance of Contract Services may require access cards and/or keys to gain entrance to Agency's facilities. In the event that access cards and/or keys are required:

- 9.1** Vendor must identify principal service personnel which will be issued access cards and/or keys to perform service.
- 9.2** Vendor will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost or stolen.
- 9.3** Vendor shall notify Agency immediately of any lost, stolen, or missing card or key.
- 9.4** Anyone performing under this Contract will be subject to Agency's security protocol and procedures.
- 9.5** Vendor shall inform all staff of Agency's security protocol and procedures.

10 VENDOR DEFAULT:

- 10.1** The following shall be considered a vendor default under this Contract.

- 10.1.13** Failure to perform Contract Services in accordance with the requirements contained herein.
- 10.1.14** Failure to comply with other specifications and requirements contained herein.
- 10.1.15** Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

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10.1.16 Failure to remedy deficient performance upon request.

10.2 The following remedies shall be available to Agency upon default.

10.2.13 Immediate cancellation of the Contract.

10.2.14 Immediate cancellation of one or more release orders issued under this Contract.

10.2.15 Any other remedies available in law or equity.

11 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: Maria Cerdas

Telephone Number: 213-657-5309

Email Address: Rfpsub@oneworldgs.com

VENDOR QUALIFICATIONS AND TECHNICAL RESPONSE

CRFQ 0402 EDD2700000001, American Sign Language Interpreters

State of West Virginia, Department of Administration, Purchasing Division

On behalf of the West Virginia Board of Education (WVBE), including WVDE, WVSDT, and WVSDB

Submitted by: One World Global Services LLC

One World Global Services LLC (OWGS) submits this statement in response to CRFQ EDD2700000001 to document its qualifications, interpreter certification compliance, staffing capacity, and ability to perform the American Sign Language interpretation services described in the Solicitation. This statement accompanies the signed Certification and Signature Page, the Addendum Acknowledgement Form, and the Pricing Page submitted through wvOASIS.

1. Company Background

OWGS is a language services company headquartered in Miami, Florida. Founded in 2017, the company operates twenty-four hours a day, seven days a week, three hundred sixty-five days a year, and has been in continuous operation for more than five years.

Our network includes more than three thousand contracted interpreters covering over three hundred languages and dialects, in addition to American Sign Language. OWGS serves healthcare, government, legal, education, and contact center clients across North America. Our service lines include onsite interpretation, video remote interpretation (VRI), over-the-phone interpretation, American Sign Language services, and document translation.

OWGS is currently providing state government language access services in multiple states, including New Hampshire, Texas, and Ohio, in addition to county and municipal government engagements. This ongoing state-level work directly reflects the scale and regulatory environment of the services requested by the WVBE.

Executive Team

Name	Title	Background
Rudis Marroquin	Chief Executive Officer and Founder	MBA, PMP, Six Sigma Black Belt. Sixteen years in the contact center industry; nine years leading OWGS.
Maria Cerdas	Chief Revenue Officer	More than twenty years in the language services industry. Primary contact for this bid.
Karen Flores	Chief Financial Officer	More than fifteen years in contact center finance and operations.
Napoleon Guerrero	Vice President of Language Operations	More than fifteen years in interpretation and language services.

Industry Memberships: Association of Language Companies (ALC), Globalization and Localization Association (GALA), California Healthcare Interpreting Association (CHIA), Mid-America Chapter of the American Translators Association (MICATA), and European Language Industry Association (ELIA).

2. Interpreter Qualifications and Certification Compliance (Section 3.1)

OWGS acknowledges, accepts, and will comply with each qualification requirement set forth in Section 3.1 of the Specifications. OWGS takes no exception to any of these requirements.

- 3.1.1 Certification.** OWGS will ensure that every sign language interpreter provided under this Agreement holds and maintains a valid National Interpreter Certification (NIC), National Association of the Deaf (NAD) Level II, or Registry of Interpreters for the Deaf (RID) certification. Certification is verified at onboarding and re-verified at each renewal cycle before an interpreter is eligible for assignment.
- 3.1.2 West Virginia Registry of Interpreters.** OWGS will ensure that every interpreter assigned to perform services under this Agreement is included in the West Virginia Registry of Interpreters. No interpreter will be dispatched to a WVBE assignment until inclusion in the Registry is confirmed and documented in the interpreter credential file.
- 3.1.3 WV Commission for the Deaf and Hard of Hearing.** OWGS will ensure that every interpreter assigned under this Agreement is registered with the West Virginia Commission for the Deaf and Hard of Hearing, with registration status confirmed prior to assignment and documented in the same credential file.

- **3.1.4 Maintenance throughout the contract period.** OWGS maintains a centralized credential tracking system that records certification type, certification number, expiration date, Registry inclusion, and Commission registration for each interpreter. The system generates renewal alerts in advance of each expiration date, and any interpreter whose certification or registration lapses is placed on hold and removed from the eligible assignment pool until the credential is restored.
- **3.1.5 Educational, technical, and specialized settings.** Interpreters assigned to educational, technical, or specialized meetings will have documented prior experience in those settings. Setting experience is captured in each interpreter profile and is a required matching criterion for assignments involving IEP and eligibility meetings, classroom and student services, professional development, technical training, and conferences.
- **3.1.6 Background checks.** OWGS will ensure that every interpreter assigned to perform services has successfully completed and passed all background checks required by applicable State of West Virginia law, WVBE policies, and any additional background screening requirements applicable to an educational setting. Screening results are recorded before assignment, and OWGS will complete any additional agency-specific screening the WVBE requires at no additional cost to the Agency.
- **3.1.7 Documentation and verification.** OWGS is responsible for verifying and maintaining current certification records for all interpreters and will provide proof of valid certification to the WVBE upon request, prior to contract award, and prior to assignment of services. Supporting certification documentation is provided with this bid response.

3. Staffing Capacity and Statewide Coverage

OWGS has access to more than twenty American Sign Language interpreters based in West Virginia who meet the qualification requirements of Section 3.1, and to more than thirty additional qualified interpreters outside the State who are available to support statewide requests, high-demand periods, and short-notice coverage. This combined pool of more than fifty qualified interpreters allows OWGS to fulfill requests at any pre-determined location within West Virginia, including simultaneous requests in multiple counties on the same day.

The in-state roster is the first source of assignment for every request, which shortens travel time, supports the fifteen-minute early arrival requirement, and protects reliability for requests made with less than forty-eight hours of notice. The out-of-state roster provides depth for team assignments, concurrent bookings, and specialized subject matter. Because Section 8 places all mileage and travel cost responsibility on the Vendor, all travel and travel time are included in the hourly rates submitted on the Pricing Page, and no travel cost will be invoiced to the Agency separately.

OWGS maintains an active recruitment pipeline and will continue to add qualified West Virginia interpreters to the roster throughout the contract period as WVBE demand grows.

4. Ability to Perform and Mandatory Requirements (Section 4.1)

OWGS acknowledges and accepts each mandatory requirement in Section 4.1 without exception. Key operational commitments include the following.

- **Professional conduct.** All interpreters adhere to the RID Code of Professional Conduct.
- **Request confirmation.** OWGS will confirm acceptance or rejection of each interpreting service request in writing within twenty-four hours of receipt, and within two hours for requests identified by the WVBE as emergencies. Each confirmation will state the assignment status and, when accepted, confirm that qualified personnel have been secured.
- **Scheduling and arrival.** OWGS will support requests scheduled with approximately one month of notice as well as occasional requests made with less than forty-eight hours of notice. Interpreters will arrive fifteen minutes prior to the scheduled meeting time.
- **Team interpreting.** Assignments exceeding two consecutive hours will be staffed with no fewer than two qualified interpreters in accordance with RID best practices, unless the Agency approves otherwise in writing.
- **Coverage failure notice.** If OWGS is unable to provide interpreters as required, OWGS will provide no less than forty-eight hours of prior written notice, and will notify the Agency immediately upon becoming aware of any circumstance that may prevent fulfillment, including the reason and any proposed alternatives or corrective actions.
- **Cancellations.** No fee will be charged for cancellations made more than twenty-four hours prior to the scheduled time. For cancellations made less than twenty-four hours prior, OWGS will invoice no more than two hours per scheduled interpreter at the Commodity Line 1 rate.

- **Rate designations.** OWGS accepts the night, weekend, and holiday rate windows as defined in Sections 4.1.7, 4.1.9, and 4.1.10, and has priced each corresponding commodity line accordingly.
- **Video remote interpreting.** VRI will be provided only when specifically requested or approved by the WVBE, and will never be substituted for in-person interpreting without prior written approval. VRI interpreters meet the same qualification standards as in-person interpreters, and VRI rates carry no travel-related cost.
- **Facilities and security.** All personnel performing under this Contract will comply with Agency security protocols and procedures, including any access card or key control requirements under Section 9.

5. Quality Assurance

OWGS operates a dedicated United States-based quality assurance team that evaluates every active interpreter against a minimum score of ninety-five percent across five dimensions: accuracy, terminology, professionalism, protocol adherence, and soft skills. Interpreters who fall below the threshold receive targeted coaching and re-evaluation, and are not assigned to WVBE work until the standard is met. Assignment records, confirmations, and any service exceptions are logged so that performance can be reviewed with the Agency at any point during the contract term.

6. References

The references below reflect active, in-production engagements with documented monthly volumes. Additional state and local government references are available upon request.

Reference 1: Great HealthWorks

Engagement	Video remote interpretation for hospitals and medical appointments, integrated into clinical workflows
Service Volume	Approximately 2.7 million minutes per month in 2025
Duration	More than two years in production
Contact	Scott Heller, Executive Director, Contact Center Operations and L&D, 954-868-3041

Reference 2: United Language Group and Propio LSP

Engagement	24/7 overflow routing and rare-language fulfillment across spoken languages and American Sign Language
Service Volume	Approximately 750,000 minutes per month for Propio LSP
Outcomes	21.6 million minutes annually across 100+ languages; 97%+ peak fulfillment; 200+ VRI interpreters trained and deployed in six months
Contact	Sahar Feiz, Vendor Manager, 612-242-3035

Reference 3: Boostlingo

Engagement	High-volume OPI and VRI across more than 200 languages, integrated into the Boostlingo routing platform
Service Volume	Approximately 1.4 million minutes per month in 2025
Duration	In production since November 2021
Contact	Guillermo Lopez Sanchez, Language Access Operations Manager, 424-285-9024

7. Insurance and Compliance

OWGS maintains professional liability insurance and general liability insurance in amounts commensurate with the professional responsibilities and liabilities associated with the services described in this Solicitation, complies with all applicable workers compensation requirements, and will furnish certificates of insurance and proof of coverage prior to contract award and upon request. OWGS will be licensed and in good standing with all applicable West Virginia state and local agencies prior to contract award, will complete Purchasing Division vendor registration and pay the applicable fee, and

will notify any subcontractor of its obligation to comply with the same licensing and legal requirements. OWGS is not currently debarred from contracting with any political subdivision or agency of any state or federal government, is not in default on any monetary obligation owed to the State or a political subdivision, and is not aware of any circumstance that would render it non-responsible.

8. Closing

OWGS confirms that it meets or exceeds each qualification and mandatory requirement contained in this Solicitation, takes no exception to any term or condition, and will furnish any additional documentation, certification records, or verification the WVBE and the Purchasing Division deem necessary. This statement is submitted alongside the Pricing Page and required forms in support of the evaluation of OWGS as a responsive and responsible bidder.

Respectfully submitted,

Rudis Marroquin

Chief Executive Officer, One World Global Services LLC