West Virginia
Purchasing Division
2019 Washington Street, East
Charleston, WV 25305
Telephone: 304-558-2306
General Fax: 304-558-6026
Bid Fax: 304-558-3970

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 3

List View

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

Procurement Folder: 2001940
Procurement Type: Central Master Agreement
Vendor ID: VS0000011900
Legal Name: GLOBAL IMPACT GROUP LLC
Alias/DBA:
Total Bid: $59,174.00
Response Date: 07/29/2026
Response Time: 13:28
Responded By User ID: kkoudifo
First Name: Komlan
Last Name: Koudifo
Email: komlan.koudifo@globallang
Phone: 9194802535

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: American Sign Language Interpreters
Total of Header Attachments: 3
Total of All Attachments: 3

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 ESR07292600000000602	1

VENDOR

VS0000011900
GLOBAL IMPACT GROUP LLC

Solicitation Number: CRFQ 0402 EDD2700000001

Total Bid: 59174 **Response Date:** 2026-07-29 **Response Time:** 13:28:04

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	90.000000	39150.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments: 2hrs min

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	90.000000	2700.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments: 2hrs min

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	142.000000	7100.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments: 2hrs min

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	142.000000	1420.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments: 2hrs min

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	142.000000	7100.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments: 2hrs min

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	142.000000	568.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments: 2hrs min

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	142.000000	568.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments: 2hrs min

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	142.000000	568.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments: 2hrs min

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.

	Department of Administration **Purchasing Division** **2019 Washington Street East** **Post Office Box 50130** **Charleston, WV 25305-0130**	**State of West Virginia** **Centralized Request for Quote** **Service - Prof**

Proc Folder:	2001940		**Reason for Modification:**
Doc Description:	American Sign Language Interpreters		
Proc Type:	Central Master Agreement		
Date Issued	**Solicitation Closes**	**Solicitation No**	**Version**
2026-07-09	2026-07-29 13:30	CRFQ 0402 EDD2700000001	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000011900

Vendor Name : Global Impact Group LLC

Address : 887 Washington Street Ste B

Street :

City : Raleigh

State : NC **Country :** US **Zip :** 27605

Principal Contact :

Vendor Contact Phone: 9194802537 **Extension:** 103

FOR INFORMATION CONTACT THE BUYER

James W Atkins
(304) 558-0094
james.w.atkins@wv.gov

Vendor Signature X **FEIN#** 473673276 **DATE** 07/29/2026

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

TECHNICAL PROPOSAL

ASL Interpreting Services – West Virginia
CRFQ EDD2700000001

Submission Date: 07/29/2026

Submitted to:
James W. Atkins
Buyer, Purchasing Division
State of West Virginia
Department of Administration
2019 Washington Street East, Charleston, WV 25305-0130
james.w.atkins@wv.gov

Submitted By:
Global Impact Group LLC
dba Global Language System
POC: Komlan Koudifo
887 Washington Street, Ste B
Raleigh, NC 27605
Tel: 919-480-2537
Email: komlan.koudifo@globallanguagesystem.com
GSA contract: 47QRAA24D00CU
UEI: DYZLMKEYKQD1
Cage Code: 7DXC9
ISO 9001:2015 and ISO 17100:2015 Certified
Service-Disabled Veteran-Owned Small Business (SDVOSB)

GLOBAL
LANGUAGE SYSTEM LLC

ata American Translators Association

ISO 9001
BUREAU VERITAS
Certification

RID

Tel: 919-480-2535
887 Washington Street, Ste B
Raleigh, NC 27605

PROPOSAL FOR AMERICAN SIGN LANGUAGE INTERPRETING SERVICES

Solicitation No. CRFQ EDD2700000001
Procurement Folder 2001940

Submitted To
State of West Virginia
Department of Administration, Purchasing Division

On behalf of the West Virginia Board of Education, Department of Education, Schools for Diversion and Transition, and Schools for the Deaf and Blind

Submitted By
Global Impact Group LLC dba Global Language System
887 Washington Street, Suite B, Raleigh, NC 27604
P.O. Box 10723, Raleigh, NC 27605

Authorized Representative
Komlan Koudifo, Chief Executive Officer
919-480-2535 | 719-963-4254
Komlan.koudifo@globallanguagesystem.com
http://globallanguagesystem.com

Identifier	Detail
UEI	DYZLMKEYKQD1
CAGE	7DXC9
DUNS	079799916
EIN	47-3673276
NAICS	541930
GSA MAS	47QRAA24D00CU
Business Status	Small Business; Certified SDVOSB; NC HUB-Certified Minority-Owned Business

Proposal Due: July 29, 2026, at 1:30 p.m. Eastern Time

Tel: 919-480-2535
887 Washington Street, Ste B
Raleigh, NC 27605

TABLE OF CONTENTS

1. Executive Summary 3
2. Global Impact Group LLC Overview 3
3. Understanding of the Requirement 4
4. Technical Approach 4
4.1 Service Performance Model 4
4.2 Operating Workflow 4
4.3 Tools and Platforms 5
4.4 Internal Controls 5
5. Management Approach 5
5.1 Communication and Escalation 5
5.2 Performance Monitoring and Reporting 6
6. Staffing Plan 6
6.1 Qualification Controls 6
6.2 Recruitment, Retention, and Training 7
7. Quality Assurance Plan 7
7.1 Corrective Action Process 7
7.2 Documentation and Audit Trail 7
8. Risk Management Plan 8
9. Past Performance 9
Leander Independent School District 9
State of Minnesota, Office of State Procurement 9
Department of Veterans Affairs, VISN 9 9
10. Compliance Matrix 10
11. Pricing Narrative and Proposed Rates 11
11.1 Pricing Methodology 11
11.2 Cost Efficiency and Market Competitiveness 11
11.3 Proposed Pricing Schedule 11
12. Conclusion 11

Tel: 919-480-2535
887 Washington Street, Ste B
Raleigh, NC 27605

1. EXECUTIVE SUMMARY

Global Impact Group LLC, doing business as Global Language System, respectfully submits this proposal to provide statewide American Sign Language interpreting services for the West Virginia Board of Education, West Virginia Department of Education, West Virginia Schools for Diversion and Transition, and West Virginia Schools for the Deaf and Blind. Global Impact Group understands that the State requires qualified interpreters for meetings, student services, evaluations, training, conferences, educational activities, and other agency-directed events throughout West Virginia. Services may be required during weekday business hours, nights, weekends, holidays, and on an emergency or short-notice basis. In-person interpretation is the preferred service method, while Video Remote Interpreting will be provided only when requested or approved by the agency.

- Qualified personnel who satisfy national certification, West Virginia registration, experience, background-screening, and professional-conduct requirements.
- Responsive statewide coverage supported by centralized scheduling and primary, backup, and surge interpreter resources.
- Reliable assignment fulfillment for routine, emergency, after-hours, weekend, holiday, rural, and extended-duration requirements.
- Measurable quality under ISO 9001- and ISO 17100-aligned controls for credential verification, assignment matching, on-time performance, incident management, and corrective action.
- Competitive, sustainable, all-inclusive pricing that covers interpreter labor, travel, contract administration, quality control, technology, and backup coverage.

Global Impact Group brings more than a decade of public-sector language-services experience, including ASL, VRI, CART, and related accessibility services for federal agencies, state governments, municipalities, educational institutions, and healthcare organizations. This experience demonstrates our ability to manage multi-location, as-needed assignments requiring qualified personnel, responsive scheduling, confidentiality, accessibility, and contract compliance.

2. GLOBAL IMPACT GROUP LLC OVERVIEW

Global Impact Group LLC, doing business as Global Language System, is an established language-services company specializing in American Sign Language interpreting, Video Remote Interpreting, spoken-language interpretation, CART, captioning, translation, transcription, and related project-management services. The company is a certified Service-Disabled Veteran-Owned Small Business and North Carolina HUB-certified Minority-Owned Business under NAICS 541930.

- ISO 9001 certified
- ISO 17100 certified
- GSA MAS Contract 47QRAA24D00CU
- Member of the American Translators Association
- Member of the National Council on Interpreting in Healthcare
- Member of the National Language Service Corps
- Member of the American Staffing Association
- Registry of Interpreters for the Deaf affiliation

Global Impact Group has performed contracts requiring certified ASL interpreters, in-person and remote service delivery, multi-location coordination, short-notice response, night and weekend coverage, credential monitoring, centralized scheduling, confidentiality, and monthly invoicing. These capabilities are directly aligned with the State's requirement for dependable statewide access to qualified interpreters.

Tel: 919-480-2535
887 Washington Street, Ste B
Raleigh, NC 27605

3. UNDERSTANDING OF THE REQUIREMENT

Requirement	Our Understanding and Approach
Scope of Work	Provide qualified ASL interpreters for statewide meetings, educational activities, student services, conferences, evaluations, training, and related events.
Delivery Methods	Prioritize in-person interpreting and provide VRI only when specifically requested or approved.
Service Schedule	Support weekday, night, weekend, holiday, emergency, and less-than-48-hour assignments.
Response Time	Accept or reject routine requests in writing within 24 hours and emergency requests within two hours.
Credentials	Use nationally certified interpreters who satisfy West Virginia Registry and Commission requirements.
Extended Assignments	Provide at least two interpreters for engagements over two consecutive hours unless otherwise approved in writing.
Statewide Coverage	Maintain resources capable of traveling to locations throughout West Virginia.
Professional Conduct	Require RID Code compliance, confidentiality, and adherence to agency procedures.
Pricing	Provide firm, all-inclusive hourly rates with travel and administration included.
Communication	Immediately notify the agency of potential coverage failures and provide alternatives and corrective action.

4. TECHNICAL APPROACH

4.1 SERVICE PERFORMANCE MODEL

Global Impact Group will deliver services through a centralized assignment-management process led by the Program Manager and supported by the Scheduling and Dispatch Team, Interpreter Coordinator, Quality Control Manager, and assigned interpreters. Each request will be evaluated for date, time, location, duration, delivery method, subject matter, participant needs, security requirements, qualifications, team-interpreting needs, travel feasibility, and backup coverage.

4.2 OPERATING WORKFLOW

1. Request Intake: Record the request in InterpretManager and assign a tracking record.
2. Requirement Validation: Confirm service type, date, time, location, duration, subject matter, delivery method, access requirements, and team-interpreting needs.
3. Interpreter Matching: Select personnel based on certification, West Virginia registration, experience, geographic proximity, availability, and prior performance.
4. Credential Verification: Confirm all required credentials, registrations, and background checks before confirmation.
5. Written Confirmation: Accept or reject routine requests within 24 hours and emergency requests within two hours.
6. Pre-Assignment Preparation: Provide assignment instructions, security information, terminology, contacts, and arrival requirements.

7. Service Delivery: Require accurate, impartial, confidential, professional performance and a 15-minute early arrival for in-person assignments.
8. Closeout: Document actual hours, completion status, service issues, and invoice-supporting records.

4.3 TOOLS AND PLATFORMS

Global Impact Group will use InterpretManager for request intake, scheduling, interpreter matching, availability tracking, credential monitoring, confirmations, reminders, service records, reporting, and invoice support. For authorized VRI, Global Impact Group can support Microsoft Teams, Zoom, ZoomGov, and other agency-approved platforms.

4.4 INTERNAL CONTROLS

- Credential and registration verification before assignment
- Background-check validation
- Written confirmation and rejection records
- Secondary review for complex or high-risk assignments
- Backup interpreter identification
- Early-arrival monitoring
- Prohibition against unauthorized VRI substitution
- Invoice validation against authorized services
- Complaint and corrective-action tracking
- Periodic compliance audits

5. MANAGEMENT APPROACH

Global Impact Group will manage the contract through a centralized, accountable structure that provides the State with one primary point of contact and rapid access to operational, quality, staffing, and executive resources.

Position	Primary Responsibilities
Executive Sponsor / CEO	Executive oversight, resource commitment, major issue resolution, and continuity of operations.
Program Manager	Primary State contact, contract oversight, performance monitoring, escalation, reporting, and invoice review.
Interpreter Coordinator	Recruitment, screening, onboarding, availability management, and backup/surge coordination.
Scheduling and Dispatch Team	Request intake, validation, interpreter matching, confirmations, arrival monitoring, and replacements.
Quality Control Manager	Credential audits, complaint review, corrective action, and trend analysis.

5.1 COMMUNICATION AND ESCALATION

Level	Condition	Response
Level 1	Routine scheduling question or minor change	Scheduling Team resolves and documents.
Level 2	Cancellation, travel delay, or coverage risk	Program Manager and Interpreter Coordinator activate backups and notify the agency.

Level 3	Service failure, complaint, or compliance concern	Program Manager and Quality Control Manager investigate and implement corrective action.
Level 4	Repeated failure, default exposure, or major security issue	Executive Sponsor directs recovery and agency coordination.

5.2 PERFORMANCE MONITORING AND REPORTING

- Per assignment: acceptance/rejection, interpreter confirmation, completion documentation, and coverage-risk notice when applicable.
- Monthly: invoices, supporting service records, activity summaries, performance measures, complaint status, and credential updates.
- Quarterly or upon request: performance review, staffing assessment, geographic coverage review, risk summary, and improvement initiatives.
- Immediate: service failure, credential issue, security concern, major complaint, or contractual risk.

6. STAFFING PLAN

Global Impact Group will maintain a qualified, scalable, and accountable staffing structure that includes executive oversight, program management, interpreter coordination, scheduling and dispatch, quality control, primary interpreters, backup interpreters, and surge resources.

Position	Responsibilities	Minimum Qualifications
Program Manager	Contract oversight, client communication, performance management, and escalation.	Public-sector contract management and language-services experience.
Interpreter Coordinator	Recruitment, screening, onboarding, geographic coverage, and backup readiness.	ASL staffing and credential knowledge.
Quality Control Manager	Credential verification, audits, complaints, corrective action, and trend review.	Quality assurance and interpreting-standards knowledge.
Primary ASL Interpreters	Deliver in-person or authorized VRI services.	Accepted national certification, WV registration, relevant experience, and required screening.
Backup / Surge Interpreters	Provide continuity for cancellations, emergencies, nights, weekends, holidays, and concurrent demand.	Same qualifications as primary interpreters plus rapid availability.

6.1 QUALIFICATION CONTROLS

- Valid NIC, NAD Level II, RID, or other State-accepted certification
- Inclusion in the West Virginia Registry of Interpreters
- Registration with the West Virginia Commission for the Deaf and Hard of Hearing
- Required background checks and educational-setting screening
- Relevant educational, technical, vocational, medical, or specialized experience
- RID Code of Professional Conduct compliance
- Ability to travel statewide and arrive at least 15 minutes early

6.2 RECRUITMENT, RETENTION, AND TRAINING

Recruitment will emphasize West Virginia and surrounding-state interpreters identified through RID directories, state registries, professional associations, training programs, Deaf-service organizations, referrals, and existing corporate networks. Retention will be supported through competitive compensation, timely payment, clear assignment instructions, responsive scheduling support, equitable assignment distribution, and professional recognition. Onboarding will include identity and work-authorization verification, credential and registration validation, background-check review, confidentiality commitments, scheduling-system orientation, emergency procedures, billing documentation, facility security, and complaint-reporting procedures.

7. QUALITY ASSURANCE PLAN

Global Impact Group will apply quality controls before, during, and after every assignment. The Program Manager and Quality Control Manager will oversee compliance with solicitation requirements, applicable laws, agency procedures, professional standards, and the company's ISO 9001- and ISO 17100-aligned quality systems.

Performance Measure	Standard
Routine request response	Written acceptance or rejection within 24 hours
Emergency response	Written response within two hours
Credential compliance	100 percent current and verified before assignment
Registration compliance	100 percent current for assigned interpreters
On-time arrival	At least 15 minutes before scheduled start
Extended assignment staffing	Two interpreters unless otherwise approved in writing
Invoice accuracy	Charges match authorized services and contract rates
Corrective-action closure	Completed and effectiveness verified within assigned timeframe

7.1 CORRECTIVE ACTION PROCESS

1. Immediate containment to protect service continuity.
2. Investigation using scheduling records, communications, interpreter statements, and client feedback.
3. Root-cause analysis addressing staffing, scheduling, travel, technology, credentialing, communication, training, or process weakness.
4. Corrective action such as coaching, retraining, process revision, added oversight, replacement, suspension, or recruitment expansion.
5. Verification of effectiveness and documented closure.
6. Agency communication when appropriate.

7.2 DOCUMENTATION AND AUDIT TRAIL

- Service requests and confirmations
- Interpreter credentials and registrations
- Background-check status
- Scheduling, arrival, and completion records
- Cancellations and coverage-risk notices
- Complaints and corrective actions
- Client communications

- Invoices and supporting records
- Training and onboarding documentation

8. RISK MANAGEMENT PLAN

Area	Risk	Likelihood	Impact	Mitigation	Contingency
Staffing	Limited qualified interpreters in rural areas	Medium	High	Regional recruitment, backup rosters, and travel-zone planning	Expand to neighboring states and propose authorized VRI.
Staffing	Interpreter cancellation or illness	Medium	High	Primary, backup, and surge resources	Activate backup and notify agency immediately.
Scheduling	Incorrect date, time, or location	Low	High	Written validation and confirmation	Correct record and deploy replacement.
Travel	Weather, traffic, or road closure	Medium	High	Route/weather monitoring and local backups	Deploy nearby backup or authorized VRI.
Quality	Inaccurate or unprofessional interpretation	Low	High	Experience matching and monitoring	Replace interpreter and implement corrective action.
Compliance	Credential or background-check lapse	Low	High	Expiration alerts and pre-assignment verification	Remove individual and assign compliant replacement.
Technology	VRI platform failure	Medium	Medium	Pretesting and alternate approved platforms	Reconnect, switch approved platform, or reschedule.
Reporting	Late or inaccurate invoice	Low	Medium	Management review and validation	Correct and resubmit.
Turnaround	Emergency response exceeds two hours	Medium	High	On-call scheduler and emergency roster	Executive escalation and real-time status updates.
Communication	Delayed notice of coverage failure	Low	High	Mandatory immediate escalation	Program Manager contacts agency and documents resolution.

9. PAST PERFORMANCE

LEANDER INDEPENDENT SCHOOL DISTRICT

Item	Details
Contract Number	RFP No. 25007M29
Period of Performance	August 2, 2024 - July 30, 2029
Contact	Mary Ann Noble, RTSBA, Senior Buyer
Scope	ASL, in-person, virtual, telephone interpreting, translation, after-hours support, and educational criminal-history compliance.
Relevance	Directly relevant public-school environment with in-person/remote service, screening, and after-hours requirements.

STATE OF MINNESOTA, OFFICE OF STATE PROCUREMENT

Item	Details
Contract Number	SWIFT Contract No. 230716
Period of Performance	August 1, 2023 - July 31, 2025, with extensions
Contact	Matt Hassenstab, Acquisition Management Specialist; matt.hassenstab@state.mn.us
Scope	Statewide on-site ASL, VRI, CART, and Remote CART for state agencies and cooperative purchasers.
Relevance	Closely parallels a statewide, multi-agency, as-needed accessibility contract.

DEPARTMENT OF VETERANS AFFAIRS, VISN 9

Item	Details
Contract Number	36C24919D0010
Period of Performance	September 30, 2018 - September 30, 2023
Contact	Christina B. Smith; 615-225-2742; Christina.Smith7@va.gov
Scope	Certified ASL interpreters for Deaf employees, patients, and family members at Memphis VAMC and CBOCs, available 24/7/365. Contract value: $87,000.
Relevance	Demonstrates sustained federal performance, multi-location coordination, confidentiality, and rapid-response capability.

10. COMPLIANCE MATRIX

RFQ Requirement	Proposal Section	Response Strategy	Status
Statewide ASL services	Technical Approach; Staffing Plan	Regional staffing, centralized scheduling, and backup coverage	Partially Addressed - final roster pending
National credentials	Staffing Plan; QA Plan	Verify and submit certification copies	Needs final documentation
WV Registry and Commission registration	Staffing Plan; Attachments	Verify and submit current records	Needs additional information
Background checks	Staffing Plan; QA Plan	Verify before assignment	Partially Addressed
Routine response within 24 hours	Technical and Management Approaches	System alerts and written confirmation	Fully Addressed
Emergency response within two hours	Technical and Management Approaches	Emergency roster and escalation	Fully Addressed
VRI only when approved	Technical Approach; QA Plan	Written authorization control	Fully Addressed
Two interpreters over two hours	Technical Approach; Staffing Plan	Team-interpreting protocol	Fully Addressed
15-minute early arrival	Technical Approach; QA Plan	Reminders and arrival monitoring	Fully Addressed
Firm all-inclusive rates	Pricing Narrative; Pricing Schedule	Travel and administration included	Fully Addressed in proposed schedule
Insurance and workers compensation	Attachments	Provide evidence before award	Needs final documentation
Authorized signature and addenda	Required Forms	Complete and sign all State forms	Needs final action
Timely submission	Submission Checklist	Submit before July 29, 2026, 1:30 p.m. ET	Pending submission

11. PRICING NARRATIVE AND PROPOSED RATES

11.1 PRICING METHODOLOGY

Global Impact Group developed its pricing using a cost-based methodology that considers qualified interpreter compensation, time-of-day premiums, statewide travel, mileage, travel time, lodging, scheduling and dispatch, credential verification, background screening, program management, quality assurance, technology, insurance, taxes, overhead, backup and surge staffing, and a reasonable operating margin. All travel-related costs are included in the proposed in-person hourly rates and will not be invoiced separately.

11.2 COST EFFICIENCY AND MARKET COMPETITIVENESS

Cost efficiency will be achieved through geographic assignment matching, centralized scheduling, availability tracking, advance planning, automated reminders, backup rosters, invoice validation, and authorized use of remote services. The

proposed rates balance market competitiveness with the need to recruit and retain properly credentialed interpreters and maintain dependable statewide performance.

12. CONCLUSION

Global Impact Group offers the State of West Virginia a proven, compliant, and scalable solution for statewide American Sign Language interpreting services. Our proposal combines more than a decade of language-services experience, relevant educational and government past performance, qualified interpreter resources, centralized scheduling, disciplined quality assurance, rapid escalation, and competitive all-inclusive pricing. We understand that successful performance requires more than interpreter availability; it requires credential compliance, timely responses, statewide travel readiness, accurate documentation, dependable backup coverage, professional conduct, and immediate communication when risks arise. Global Impact Group is prepared to apply its government-contracting experience, ISO-certified quality systems, and interpreter-management infrastructure to support the mission of the participating West Virginia education agencies throughout the full contract term.

CERTIFICATE

Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of

Global Impact Group LLC

887 Washington St Ste B Raleigh, North Carolina 27605-1255 United States

has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO 9001:2015

Scope of certification:

The provision of language services in the form of foreign language interpreting, American Sign Language Interpreting, document translation, audio and video transcription, localization, desktop publishing, and language training.

Certificate number:
US022558

Original certification date:
29-June-2023

Last certification cycle expiry date:
28-June-2026

Recertification audit date:
02-July-2026

Current cycle start date:
22-July-2026

Expiry date:
28-June-2029

(Subject to the continued satisfactory operation of the organisation's Management System)

Version: 1

Issue Date:
22-July-2026

Brian Sanders

Signed on behalf of BVCH SAS UK Branch

UKAS MANAGEMENT SYSTEMS 0008

Accredited entity: Bureau Veritas Certification Holding SAS - UK Branch 5th Floor, 100 Lower Thames Street, London, EC3 6DL, United Kingdom

Local Office: 16800 Greenspoint Park Drive Suite 300S Houston, TX 77060, USA

Further clarifications regarding the scope and validity of this certificate can be found by selecting or scanning the QR Code shown on the left.

Global Language System

887 Washington Street Ste B
Raleigh, NC 27605 Tel. 919-480-2537

Language Service Request Form

PLEASE COMPLETE THE FOLLOWING INFORMATION FOR LANGUAGE SERVICES

Customer Name:	
Client's Account Number:	
Date of Request:	
Requester's Name/Phone/Extension:	
Type of Service: face-to-face interpretation, translation, etc. For OPI, please fill out the Pre-Scheduled Calls form.	
Language to be Interpreted or Translated (American Sign Language, Spanish, French, etc.):	
Date of Assignment:	
Start Time of Assignment (including time zone):	
End Time of Assignment (including time zone):	
Patient/Employee name:	
Location of Assignment: Location detail: (i.e. Building#/room#)	
Assignment Detail (patient appointment, staff meeting, webinar, workshop, new employee intake, job training, etc.)	
On-site contact Name/Phone:	
Special Instructions (equipment needed, team interpreter, etc.)	

Please email form to coordinator@globallanguagesystem.com

DEPARTMENT OF VETERANS AFFAIRS
Center for Verification and Evaluation
Washington DC 20420

2/16/2022
In Reply Refer To: **00VE**

Mr. Komlan Koudifo
Global Impact Group LLC
DBA: Global Language System LLC; GlobalCare Access
DUNS: 079799916
887 Washington St., Ste. B
Raleigh, NC 27605

Dear Mr. Koudifo:

On behalf of the U.S. Department of Veterans Affairs (VA), Center for Verification and Evaluation (CVE), I am writing to inform you that your application for reverification has been approved. Global Impact Group LLC DBA: Global Language System LLC; GlobalCare Access (Global Impact Group LLC) will remain eligible to participate in Veterans First Contracting Program opportunities with VA as a verified Service-Disabled Veteran-Owned Small Business (SDVOSB).

This verification is valid for three (3) years from the date of this letter. Please retain a copy of this letter to confirm Global Impact Group LLC's continued program eligibility in accordance with 38 Code of Federal Regulation (CFR) § 74.12. You may reapply 120 days prior to your new expiration date by logging into https://www.vetbiz.va.gov/.

To promote Global Impact Group LLC's verified status, you may use the following link to download the logo for use on your marketing materials and business cards: https://www.va.gov/OSDBU/docs/cve_completed_s.jpg. In addition, please access the following link for information on next steps and opportunities for verified businesses: http://www.va.gov/osdbu/verification/whatsNext.asp.

While CVE has confirmed that Global Impact Group LLC is presently, as of the issuance of this notice, in compliance with the regulation, Global Impact Group LLC must inform CVE of any changes or other circumstances that would adversely affect its eligibility. Eligibility changes not reported to CVE within 30 days could result in a referral to the Office of Inspector General (OIG), a referral to the Debarment and Suspension Committee, and the initiation of cancellation proceedings—all of which could result in Global Impact Group LLC being removed from the VIP Verification Program.

Please be advised all verified businesses may be required to participate in one or more post-verification audits at CVE's discretion. Additionally, this letter and other information pertaining to Global Impact Group LLC's verification application may be subject to Freedom of Information Act (FOIA) requests. However, FOIA disclosures include exceptions regarding the personal privacy of individuals, and VA policy similarly provides limitations on the release of individuals records.

If Global Impact Group LLC receives a negative size determination from the U.S. Small Business Administration (SBA), CVE must act in accordance with 38 CFR § 74.2(e). Also note, if at any time Global Impact Group LLC discovers that it fails to meet the size standards for any NAICS Code(s) listed on its VIP profile, CVE requires such NAICS Code(s) be removed within five (5) business days. If these NAICS Codes are not removed within the allotted five (5) business days, CVE may request SBA conduct a formal size determination. In addition, CVE may initiate a referral to OIG, a referral to the Debarment and Suspension Committee and pursue cancellation proceedings. All of the aforementioned referrals and procedures could result in Global Impact Group LLC being removed from the VIP Verification Program.

Thank you for your service to our country and for continuing to serve America through small business ownership.

Sincerely,

John Perkins
Director
Center for Verification and Evaluation

Certificate of Completion

Interpreting in VRI Settings

This is to certify that Jordan Pierre has completed

Interpreting in VRI Settings
on 02/26/2025.

St. Catherine University
CATIE Center
Advancing Interpreting Excellence

Completion of this course required at least 15 hours of work and practice.

Minnesota Registry of Interpreters for the Deaf is an approved RID Certification Maintenance Program (CMP) sponsor for continuing education activities. This professional studies program is offered for 1.5 CEUs at the some content knowledge level.

To earn CEUs, you need to complete the CEU request form and pay a processing fee to MRID. For questions on CEUs, contact pdc@mrid.org.

For more information on Stepping Stones courses, visit noviceinterpreters.org.

Laurie Swabey

Executive Director
CATIE Center

Certificate of Completion

This is to certify that

Jordan Pierre

has completed

Human Sexuality 1

Facilitated by Paula Macdonald

on 01/15/2025.

Participants will receive .15 CMP/ACET CEUs in professional studies and PPO for full attendance. This program assumes some knowledge of the topic.

RID CEUs sponsored by the **CATIE Center** at St. Catherine University, an approved RID sponsor for continuing education activities.

ST. CATHERINE UNIVERSITY

CATIE Center

Advancing Interpreting Excellence

Activity number: 0253.0125.02

Workshop ID: WRKSP109981JWSM

CEUs will be posted by February 14, 2025. If you have questions about CEUs, please email the workshop coordinator Taryn Pollard at trphilippi878@stkate.edu.

Registry of Interpreters for the Deaf, Inc.

5/13/2025

Kathleen Lewis

2758 Sweeneysburg Road

Beckley, West Virginia 25801

To Whom It May Concern:

This letter is to verify that Kathleen Lewis, member ID number 71689, is currently a Certified Member in good standing with the Registry of Interpreters for the Deaf, Inc. (RID). Kathleen possesses the following certifications from RID:

Certification Type	Initial Certification Date	Cycle Begin Date	Cycle End Date
NIC	10/9/2018	5/1/2025	12/31/2029

As a part of RID's commitment to protecting the integrity of our certification program and to increase consumer protection, certification verification letters are valid for up to one week from printing. Please note that as defined under RID's Certification Maintenance Program (CMP) in order to be a Certified Member in good standing, members must maintain their certification through continuing education, membership in RID, and compliance with the RID Code of Professional Conduct (Ethical Practices System-EPS). The Certification end date will take effect only if one or more requirements of the RID CMP are not met (i.e. failure to pay membership dues or failure to meet continuing education requirements) and the RID certification(s) they hold will be revoked.

Our registry is a reliable search tool for anyone to confirm someone's certification status: https://myaccount.rid.org/Public/Search/Member.aspx (Select 'Certified' in the category box first before searching). If a member's certification is revoked due to CMP you can find that information located here: https://rid.org/certificationrevocations-reinstatements/ and if they have been revoked due to an EPS violation, you can find that information here: https://rid.org/programs/ethics/eps-violations/.

If you have questions, you can contact the Certification Department at certification@rid.org.

Catie Colamonico

Catie Colamonico
Certification Manager

Registry of Interpreters for the Deaf, Inc.

5/20/2025

Kristy Buffington

976 Desert View Dr

Twin Falls, Idaho 83301

To Whom It May Concern:

This letter is to verify that Kristy Buffington, member ID number 23037, is currently a Certified Member in good standing with the Registry of Interpreters for the Deaf, Inc. (RID). Kristy possesses the following certifications from RID:

Certification Type	Initial Certification Date	Cycle Begin Date	Cycle End Date
NIC	11/20/2012	1/1/2022	12/31/2025

As a part of RID's commitment to protecting the integrity of our certification program and to increase consumer protection, certification verification letters are valid for up to one week from printing. Please note that as defined under RID's Certification Maintenance Program (CMP) in order to be a Certified Member in good standing, members must maintain their certification through continuing education, membership in RID, and compliance with the RID Code of Professional Conduct (Ethical Practices System-EPS). The Certification end date will take effect only if one or more requirements of the RID CMP are not met (i.e. failure to pay membership dues or failure to meet continuing education requirements) and the RID certification(s) they hold will be revoked.

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If you have questions, you can contact the Certification Department at certification@rid.org.

Catie Colamonico

Catie Colamonico
Certification Manager

Registry of Interpreters for the Deaf, Inc.

4/24/2025

Joel Kamen

1690 box prairie cir

Loveland, Colorado 80538

To Whom It May Concern:

This letter is to verify that Joel Kamen, member ID number 82013, is currently a Certified Member in good standing with the Registry of Interpreters for the Deaf, Inc. (RID). Joel possesses the following certifications from RID:

Certification Type	Initial Certification Date	Cycle Begin Date	Cycle End Date
NIC	6/5/2017	1/1/2022	12/31/2025

As a part of RID's commitment to protecting the integrity of our certification program and to increase consumer protection, certification verification letters are valid for up to one week from printing. Please note that as defined under RID's Certification Maintenance Program (CMP) in order to be a Certified Member in good standing, members must maintain their certification through continuing education, membership in RID, and compliance with the RID Code of Professional Conduct (Ethical Practices System-EPS). The Certification end date will take effect only if one or more requirements of the RID CMP are not met (i.e. failure to pay membership dues or failure to meet continuing education requirements) and the RID certification(s) they hold will be revoked.

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If you have questions, you can contact the Certification Department at certification@rid.org.

Catie Colamonico

Catie Colamonico
Certification Manager

Registry of Interpreters for the Deaf, Inc.

4/15/2025

Maria Gonzalez

1175 Church Street Unit A

Decatur, Georgia 30033

To Whom It May Concern:

This letter is to verify that Maria Gonzalez, member ID number 29776, is currently a Certified Member in good standing with the Registry of Interpreters for the Deaf, Inc. (RID). Maria possesses the following certifications from RID:

Certification Type	Initial Certification Date	Cycle Begin Date	Cycle End Date
NIC	9/18/2008	1/1/2022	12/31/2025

As a part of RID's commitment to protecting the integrity of our certification program and to increase consumer protection, certification verification letters are valid for up to one week from printing. Please note that as defined under RID's Certification Maintenance Program (CMP) in order to be a Certified Member in good standing, members must maintain their certification through continuing education, membership in RID, and compliance with the RID Code of Professional Conduct (Ethical Practices System-EPS). The Certification end date will take effect only if one or more requirements of the RID CMP are not met (i.e. failure to pay membership dues or failure to meet continuing education requirements) and the RID certification(s) they hold will be revoked.

Our registry is a reliable search tool for anyone to confirm someone's certification status: https://myaccount.rid.org/Public/Search/Member.aspx (Select 'Certified' in the category box first before searching). If a member's certification is revoked due to CMP you can find that information located here: https://rid.org/certificationrevocations-reinstatements/ and if they have been revoked due to an EPS violation, you can find that information here: https://rid.org/programs/ethics/eps-violations/.

If you have questions, you can contact the Certification Department at certification@rid.org.

Catie Colamonico

Catie Colamonico
Certification Manager

Registry of Interpreters for the Deaf, Inc.

4/24/2025

Karina Kessen

2864 Skowhegan Dr

Henderson, Nevada 89074-7511

To Whom It May Concern:

This letter is to verify that Karina Kessen, member ID number 13860, is currently a Certified Member in good standing with the Registry of Interpreters for the Deaf, Inc. (RID). Karina possesses the following certifications from RID:

Certification Type	Initial Certification Date	Cycle Begin Date	Cycle End Date
CI	3/26/2001	4/30/2022	12/31/2025
CT	6/17/1999	4/30/2022	12/31/2025

As a part of RID's commitment to protecting the integrity of our certification program and to increase consumer protection, certification verification letters are valid for up to one week from printing. Please note that as defined under RID's Certification Maintenance Program (CMP) in order to be a Certified Member in good standing, members must maintain their certification through continuing education, membership in RID, and compliance with the RID Code of Professional Conduct (Ethical Practices System-EPS). The Certification end date will take effect only if one or more requirements of the RID CMP are not met (i.e. failure to pay membership dues or failure to meet continuing education requirements) and the RID certification(s) they hold will be revoked.

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If you have questions, you can contact the Certification Department at certification@rid.org.

Catie Colamonico

Catie Colamonico
Certification Manager

State of Missouri

Division of Professional Registration

Licensed Interpreter

NIC

VALID THROUGH JANUARY 31, 2026
ORIGINAL CERTIFICATE/LICENSE NO. 2015029905
KRISTY BUFFINGTON
976 DESERT VIEW DR
TWIN FALLS ID 83301
USA

KRISTY BUFFINGTON
976 DESERT VIEW DR
TWIN FALLS ID 83301
USA

State of Missouri

Missouri Department of Commerce and Insurance
Division of Professional Registration
State Committee of Interpreters

Licensed Interpreter

NIC

VALID THROUGH JANUARY 31, 2026
ORIGINAL CERTIFICATE/LICENSE NO. 2015029905

KRISTY BUFFINGTON
976 DESERT VIEW DR
TWIN FALLS ID 83301
USA

Pamela Drake
EXECUTIVE DIRECTOR

Sheila Solan
DIVISION DIRECTOR

Credly by Pearson

This badge was issued to Jasmine Paul on July 06, 2022

Expires on June 30, 2025

View celebrations

Share

National Interpreter Certification (NIC)

Issued by Registry of Interpreters for the Deaf

Holders of this certification have demonstrated general knowledge in the field of interpreting, ethical decision making and interpreting skills. More...

Learn more

Skills

ASL | Communication | English Language | Interpreter | Language | Sign Language Interpretation

Recommended

Continuing Education
Registry of Interpreters for the Deaf

Related

National Interpreter Certification- Advanced (NIC Advanced)

National Interpreter Certification- Master (NIC Master)

National Association of the Deaf- III (NAD III)

GET IT ON Google Play
Download on the App Store

New Hampshire Board of Licensure of Interpreters for the Deaf, Deafblind, and Hard of Hearing

This is to certify that **Kristy F. Buffington**

of **Twin Falls, ID** *has met all required qualifications as specified by the New Hampshire Board of Licensure of Interpreters for the Deaf, Deafblind, and Hard of Hearing and all applicable New Hampshire laws and effective this* **15th** *day of* **August** **20 23** *is hereby granted a license to practice interpreting in the State of New Hampshire.*

The said license expires on **September 1, 2026.**

Signed _____

Chair, NH Interpreter Licensure Board

Registry of Interpreters for the Deaf, Inc.

11/10/2024

Klijah Mitchell

9107 Spring Acres rd

Clinton, MD 20735

To Whom It May Concern:

This letter is to verify that Klijah Mitchell, member ID number 102103, is currently a Certified Member in good standing with the Registry of Interpreters for the Deaf, Inc. (RID). Klijah possesses the following certifications from RID:

Certification Type	Initial Certification Date	Cycle Begin Date	Cycle End Date
NIC	10/31/2024	10/31/2024	12/31/2029

As a part of RID's commitment to protecting the integrity of our certification program and to increase consumer protection, certification verification letters are valid for up to one week from printing. Please note that as defined under RID's Certification Maintenance Program (CMP) in order to be a Certified Member in good standing, members must maintain their certification through continuing education, membership in RID, and compliance with the RID Code of Professional Conduct (Ethical Practices System-EPS). The Certification end date will take effect only if one or more requirements of the RID CMP are not met (i.e. failure to pay membership dues or failure to meet continuing education requirements) and the RID certification(s) they hold will be revoked.

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If you have questions, you can contact the Certification Department at certification@rid.org.

333 Commerce St., Alexandria, VA 22314 ■ 703.838.0030 V ■ 703.838.0459 TTY ■ 703.838.0454 Fax ■ www.rid.org

Registry of Interpreters for the Deaf, Inc.

Mrs. Ryan J. Butts
Director of Standards and Practices

RID

Registry of Interpreters for the Deaf, Inc.

Established 1964 · Registry of Interpreters for the Deaf, Inc. · Incorporated 1972

Registry of Interpreters for the Deaf

Hereby certifies that

Kala Mata

Has successfully achieved national certification

as approved by the Registry of Interpreters for the Deaf, Board of Directors

and is therefore awarded the

National Interpreter Certification

NIC

June 20, 2025

Chair, Certification Committee

President, RID Board Directors

This certificate is the property of the Registry of Interpreters for the Deaf, and only demonstrates that the holder obtained RID certification as of the date listed. This is not intended for verification of current certification.

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY
OFFICE FOR THE DEAF & HARD OF HEARING

December 11, 2024

Dear KRISTY BUFFINGTON:

Thank you for renewing your registration with the Office for the Deaf & Hard of Hearing. Your registration type is **state-registration** which will expire on December 31, 2026 Your registration card is attached.

As the administrator of the Sign Language Interpreter & Transliterator State Registration Act, ODHH:

- Maintains a database of provisional & state-registered interpreters
- Educates individuals and organizations regarding the laws through inquiries, training & advocacy
- Offers & provides technical assistance
- Investigates & makes determinations on complaints filed

If you, or someone you know have questions regarding the act, please refer them to ODHH. In addition, to being knowledgeable of Act 57, ODHH can answer questions regarding Act 172 and Chapter 14 regulations.

ODHH collaborates with the Administrative Offices of the PA Courts (AOPC) which oversees Act 172 and the PA Depatment of Education which oversees Chapter 14 regulations. Our mutual goal is to ensure individuals and entities are aware of and understand both laws and the regulations which govern interpreters working in the commonwealth.

Please direct your questions to Dee Dee Keiser at odhh@pa.gov or at 717-783-4912 v/tty or at 717-831-1928 videophone.

Thank You!

pennsylvania
DEPARTMENT OF LABOR & INDUSTRY
OFFICE FOR THE DEAF & HARD OF HEARING

State-Registered Interpreter
KRISTY BUFFINGTON

ODHH ID: 2509
Expires on December 31, 2026

Office for the Deaf & Hard of Hearing
651 Boas Street, Room 700
Harrisburg, PA 17121

717-783-4912 v/tty
717-831-1928 videophone

odhh@pa.gov
www.dli.pa.gov/odhh

Payment Receipt

Thank you for using the Rhode Island Department of Health's online license renewal process.

To print this page, please click the Print Receipt button. Please retain this page for your records.

When you have completed the renewal process, please click the **Logout** link to the left.

Once you have closed this window you will not be able to return to it.

Please note that your license will not be renewed until the Department has reviewed and approve your online responses. Please visit our website at **https://healthri.mylicense.com/Verification** if your license has been renewed.

Name:	KRISTY FAYE BUFFINGTON
License Number:	IDC00320
Agency:	RI Department of Health
Process:	License Renewal
Fee Amount:	$25.00
Online Processing Fee:	$4.00(Credit/Debit) or $1.95(Checking)
Received Date:	5/16/2025 10:41:23 AM
Transaction ID:	40746773
Account Number:	XXXX XXXX XXXX XXXX

Print Receipt

7:02

Done credly.com

Credly by Pearson

This badge was issued to Melissa J Varner

View celebrations

Date issued: July 06, 2022

Expires: June 30, 2026

Share •••

RID MEMBERSHIP

Certified

7:02

Done credly.com

Credly by Pearson

This badge was issued to Melissa J Varner

View celebrations

Date issued: July 06, 2022

Expires: June 30, 2026

Share •••

RID MEMBERSHIP

Certified

Registry of Interpreters for the Deaf, Inc.

6/16/2026

Carmella Tisdale

22807 S 179th St.

Gilbert, Arizona 85298

To Whom It May Concern:

This letter is to verify that Carmella Tisdale, member ID number 33460, is currently a Certified Member in good standing with the Registry of Interpreters for the Deaf, Inc. (RID).

Carmella possesses the following certifications from RID:

Certification Type	Initial Certification Date	Cycle Begin Date	Cycle End Date
CT	7/24/2008	1/1/2025	12/31/2028
CI	2/27/2008	1/1/2025	12/31/2028

As a part of RID's commitment to protecting the integrity of our certification program and to increase consumer protection, certification verification letters are valid for up to one week from printing. Please note that as defined under RID's Certification Maintenance Program (CMP), in order to be a Certified Member in good standing, members must maintain their certification through continuing education, membership in RID, and compliance with the RID Code of Professional Conduct (Ethical Practices System-EPS). The Certification end date will take effect only if one or more requirements of the RID CMP are not met (i.e. failure to pay membership dues or failure to meet continuing education requirements) and the RID certification(s) they hold will be revoked.

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Although RID has discontinued the exams associated with the following certifications, they continue to be recognized as valid and active as long as the certification holder maintains them in good standing in accordance with RID's CMP: IC, TC, IC/TC, CSC, MCSC, RSC, ETC, EIC, OIC:V/S, OIC:S/V, OIC:C, CI, CT, CI and CT, NIC Advanced, NIC Master, OTC, SC:PA, CLIP-R, SC:L, NAD III, NAD IV, NAD V, and Ed:K-12.

If you have questions, you can contact the Certification Department at certification@rid.org.

Catie Purrazzella

Catie Purrazzella
Certification Manager

PO Box 17581, Arlington, VA 22201
571-257-3957 VP ■ 703-838-0030 Voice ■ www.rid.org

RID

Registry of Interpreters for the Deaf, Inc.

4/16/2025

Charlotte Bell

12319 Boxford Lane

Midlothian, Virginia 23114

To Whom It May Concern:

This letter is to verify that Charlotte Bell, member ID number 28818, is currently a Certified Member in good standing with the Registry of Interpreters for the Deaf, Inc. (RID). Charlotte possesses the following certifications from RID:

Certification Type	Initial Certification Date	Cycle Begin Date	Cycle End Date
CI	5/7/2004	1/1/2025	12/31/2028
CT	4/20/2004	1/1/2025	12/31/2028

As a part of RID's commitment to protecting the integrity of our certification program and to increase consumer protection, certification verification letters are valid for up to one week from printing. Please note that as defined under RID's Certification Maintenance Program (CMP) in order to be a Certified Member in good standing, members must maintain their certification through continuing education, membership in RID, and compliance with the RID Code of Professional Conduct (Ethical Practices System-EPS). The Certification end date will take effect only if one or more requirements of the RID CMP are not met (i.e. failure to pay membership dues or failure to meet continuing education requirements) and the RID certification(s) they hold will be revoked.

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If you have questions, you can contact the Certification Department at certification@rid.org.

Catie Colamonico

Catie Colamonico
Certification Manager

Registry of Interpreters for the Deaf, Inc.

1/17/2024

Timothy Doyle

3526 Clipper Rd.

Baltimore , MD 21211

To Whom It May Concern:

This letter is to verify that Timothy Doyle, member ID number 81452, is currently a Certified Member in good standing with the Registry of Interpreters for the Deaf, Inc. (RID). Timothy possesses the following certifications from RID:

Certification Type	Initial Certification Date	Cycle Begin Date	Cycle End Date
NIC	6/17/2019	1/1/2024	12/31/2027

As a part of RID's commitment to protecting the integrity of our certification program and to increase consumer protection, certification verification letters are valid for up to one week from printing. Please note that as defined under RID's Certification Maintenance Program (CMP) in order to be a Certified Member in good standing, members must maintain their certification through continuing education, membership in RID, and compliance with the RID Code of Professional Conduct (Ethical Practices System-EPS). The Certification end date will take effect only if one or more requirements of the RID CMP are not met (i.e. failure to pay membership dues or failure to meet continuing education requirements) and the RID certification(s) they hold will be revoked.

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If you have questions, you can contact the Certification Department at certification@rid.org.

333 Commerce St., Alexandria, VA 22314 ■ 703.838.0030 V ■ 703.838.0459 TTY ■ 703.838.0454 Fax ■ www.rid.org

Registry of Interpreters for the Deaf, Inc.

Mrs. Ryan J. Butts
Director of Standards and Practices

RID

Registry of Interpreters for the Deaf, Inc.

Established 1964 Registry of Interpreters for the Deaf, Inc. Incorporated 1972

Registry of Interpreters for the Deaf

Hereby Certifies That

David Lind

Has Successfully Passed National Certification
As Approved by the NAD-RID Certification Committee
And is Therefore Awarded the

National Interpreter Certification

NIC

January 5, 2016

Judith M. Gilliam
Chair, Certification Committee

Dawn J. Whitcher
President, RID Board of Directors

This certificate is the property of the Registry of Interpreters for the Deaf, Inc., and is valid only while recipient maintains RID certification requirements.

Membership Renewal Receipt of Payment

James P. McDermott
954 Lexington Ave.
New York, NY 10021

Order #: ORD-220342-F7C2F0
Order Date: 04/04/2024

MEMBERSHIP DETAILS

Member Type	Expiration Date
Certified	06/30/2025

ORDER DETAIL

Product	List Price	Your Price	Qty	Total
General Contribution to RID	$0.00	$0.00	1	$0.00
FY25 Certified Senior Membership	$140.00	$140.00	1	$140.00

Subtotal:	$140.00
Discount:	$0.00
Tax:	$0.00
Shipping:	$0.00
Order Total:	**$140.00**

PAYMENT SUMMARY

Payment Number	Date Paid	Method	Card/Check Number	Amount
PMT-170855-XMKU	06/29/2024	Visa	**********6099	$140.00

Total Payments: **$140.00**

Membership Renewal Receipt of Payment

James P. McDermott
954 Lexington Ave.
New York, NY 10021

Order #: ORD-220342-F7C2F0
Order Date: 04/04/2024

MEMBERSHIP DETAILS

Member Type	Expiration Date
Certified	06/30/2025

ORDER DETAIL

Product	List Price	Your Price	Qty	Total
General Contribution to RID	$0.00	$0.00	1	$0.00
FY25 Certified Senior Membership	$140.00	$140.00	1	$140.00

Subtotal:	$140.00
Discount:	$0.00
Tax:	$0.00
Shipping:	$0.00
Order Total:	**$140.00**

PAYMENT SUMMARY

Payment Number	Date Paid	Method	Card/Check Number	Amount
PMT-170855-XMKU	06/29/2024	Visa	**********6099	$140.00

Total Payments: **$140.00**

Credly by Pearson

Discover badges, skills or organizations

This badge was issued to Brian Brown on July 06, 2022
Expires on June 30, 2025

Verify

Celebrate

RID MEMBERSHIP Certified

Certified

Issued by Registry of Interpreters for the Deaf

Members who hold a valid certification accepted by RID, are in good standing, and meet the requirements of the Certification Maintenance Program (CMP).

Learn more

$ Paid

Skills

American Sign Language (ASL) | Communication | Credentialing Program | English Language | Interpreting | Member

https://www.credly.com/badges/b21d8ffc-b87a-428c-813e-31363e46b179/public_url

Registry of Interpreters for the Deaf, Inc.

9/22/2024

Jaden Chavez

916 Garringer Pl

Charlotte, NC 28208

To Whom It May Concern:

This letter is to verify that Jaden Chavez, member ID number 87166, is currently a Certified Member in good standing with the Registry of Interpreters for the Deaf, Inc. (RID). Jaden possesses the following certifications from RID:

Certification Type	Initial Certification Date	Cycle Begin Date	Cycle End Date
NIC	8/12/2022	8/12/2022	12/31/2027

As a part of RID's commitment to protecting the integrity of our certification program and to increase consumer protection, certification verification letters are valid for up to one week from printing. Please note that as defined under RID's Certification Maintenance Program (CMP) in order to be a Certified Member in good standing, members must maintain their certification through continuing education, membership in RID, and compliance with the RID Code of Professional Conduct (Ethical Practices System-EPS). The Certification end date will take effect only if one or more requirements of the RID CMP are not met (i.e. failure to pay membership dues or failure to meet continuing education requirements) and the RID certification(s) they hold will be revoked.

Our registry is a reliable search tool for anyone to confirm someone's certification status: https://myaccount.rid.org/Public/Search/Member.aspx (Select 'Certified' in the category box first before searching). If a member's certification is revoked due to CMP you can find that information located here: https://rid.org/certification-revocations-reinstatements/ and if they have been revoked due to an EPS violation, you can find that information here: https://rid.org/programs/ethics/eps-violations/.
If you have questions, you can contact the Certification Department at certification@rid.org.

333 Commerce St., Alexandria, VA 22314 ■ 703.838.0030 V ■ 703.838.0459 TTY ■ 703.838.0454 Fax ■ www.rid.org

Registry of Interpreters for the Deaf, Inc.

Mrs. Ryan J. Butts
Director of Standards and Practices

Registry of Interpreters for the Deaf, Inc.

6/16/2025

Charlotte Bell

12319 Boxford Lane

Midlothian, Virginia 23114

To Whom It May Concern:

This letter is to verify that Charlotte Bell, member ID number 28818, is currently a Certified Member in good standing with the Registry of Interpreters for the Deaf, Inc. (RID).

Charlotte possesses the following certifications from RID:

Certification Type	Initial Certification Date	Cycle Begin Date	Cycle End Date
CI	5/7/2004	1/1/2025	12/31/2028
CT	4/20/2004	1/1/2025	12/31/2028

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Catie Colamonico

Catie Colamonico
Certification Manager

Registry of Interpreters for the Deaf, Inc.

3/2/2026

Matthew Pouncey

1242 V Street SE

Washington, District of Columbia 20020

To Whom It May Concern:

This letter is to verify that Matthew Pouncey, member ID number 81275, is currently a Certified Member in good standing with the Registry of Interpreters for the Deaf, Inc. (RID).

Matthew possesses the following certifications from RID:

Certification Type	Initial Certification Date	Cycle Begin Date	Cycle End Date
NIC	10/2/2020	1/1/2026	12/31/2029

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If you have questions, you can contact the Certification Department at certification@rid.org.

Catie Colamonico

Catie Colamonico
Certification Manager

Registry of Interpreters for the Deaf, Inc.

9/12/2025

Tabitha Poplin

12523 Lanai Dr

Fort Wayne, Indiana 46818

To Whom It May Concern:

This letter is to verify that Tabitha Poplin, member ID number 54547, is currently a Certified Member in good standing with the Registry of Interpreters for the Deaf, Inc. (RID).

Tabitha possesses the following certifications from RID:

Certification Type	Initial Certification Date	Cycle Begin Date	Cycle End Date
NIC	8/15/2025	8/15/2025	12/31/2030

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Catie Colamonico

Catie Colamonico
Certification Manager