



STRUCTURE OF THIS PROPOSAL

Cover Sheet with RFQ ID and FLS, Inc. name and address

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RFQ Cover Sheet  
Vendor Preference Certificate  
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Addendum No. 2  
Addendum No. 1

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ESTIMATING DIVISION  
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**Proposal in response to  
Request for Quotation DMV110284 from the  
West Virginia Purchasing Division for the West Virginia Division of Motor  
Vehicles (DMV)**

**For Translation  
DMV Driver's License Handbook  
Into Latin American Spanish and Japanese  
with Subsequent Updates as Needed**

**March 25, 2011**

Presented by



Foreign Language Services, Inc.  
3609 A5 Memorial Parkway, SW  
Huntsville, AL 35801  
(256)881-1120  
[www.FLStranlation.com](http://www.FLStranlation.com)

## I. Introduction to FLS, Inc. and FLS' Understanding of the Scope of Work

FLS, Inc. is pleased to respond to the West Virginia Department of Transportation, Division of Motor Vehicles Request for Quotation DMV110284, and its three subsequent Addendums requiring the state's Driver License Handbook to be translated into Spanish and Japanese (Chinese is no longer part of this requirement.). The purpose of this work is to assist individuals who do not have a strong enough command of English to become licensed drivers of vehicles in the State of West Virginia. FLS, Inc. has the requisite experience to provide this work to the State of West Virginia; in fact, we were the previous suppliers of a similar handbook, which has become outdated. In addition, our experience includes the support of many other national and state government agencies by providing translations for the general public; we have produced many manuals requiring the same process required in production of these manuals.

FLS, Inc. is a full service translation bureau, in business since 1979. A small, women-owned business, and nationally certified as such by the Women's Business Enterprise National Council (WBENC), Ms. Caroline Myers is the President and CEO of FLS and directs the daily operations of the company. At the company's headquarters, five employees support Ms. Myers administratively, as project managers, and as translators and editors. FLS relies additionally on the professional skills of contractor linguists with the experience, technical knowledge and native ability to supply state of the art translations. For this project, FLS has selected two qualified teams consisting of translator, editor, final proofer and dtp expert. Thus, each language team will consist of a minimum of four hands-on individuals. We have included a description of each language team in this proposal, along with resumes. We have spoken with each team member and ascertained their interest in working on this project.

Quality Assurance is at the heart of all good translation work and FLS follows a proven Quality Assurance (QA) Management System that meets ISO, European and American standards of the industry. This system addresses every part of the translation process. It includes the assignment to accredited and credentialed translators, the establishment of a style guide which meets all contract requirements, the monitoring of translation, editing, and *polish* stages of production, the desktop publishing of the manual and final proofing stages. A Project Manager (PM), who works in house at FLS, will oversee this process, interfacing with each language team and with the West Virginia DMV throughout the contract timeline.

FLS makes special note of both the edit stage and the final proofing or "polish" stage, which occurs after translation and editing. We believe these steps set our company apart, supporting the concept that an experienced translation company with many personnel resources combined with an established work plan and QA Management System produce excellent translations for our clients.

## The FLS Work Plan

In our work plan for the State of West Virginia's translation project, the lead translator and editor for each language, in conjunction with the FLS Project Manager, will first establish a style guide and a timeline, both of which will guide the team's work and confirm deadlines. The translator and editor also look for relevant websites, glossaries and terminology bases which assure accuracy in translation. Work begins, and as sections of the translation are ready, the lead translator submits his work to both the FLS project manager and editor. The editor carefully compares translation to the original English, correcting inaccuracies of translation and grammar, discussing any areas he believes may not be clear or correctly translated. During the translation and edit stages, the FLS project manager receives questions, and in turn communicates these to the West Virginia DMV COR. Once the editor has completed his work, he submits the edited material back to the original translator, discussing and documenting all changes through the software. Upon completion of translation and editing phases, FLS in house personnel will perform the polish stage. The "polisher" reads the translation from scratch, correcting any minor errors that might have been missed and makes final touches so that the translation reads as if it were the original. At this point, Desktop Publishing (DTP) is performed. The QA process continues after DTP by a final proofing of the document before delivery to the client. Thus, every translation has been reviewed by many individuals before FLS believes the job is ready to be delivered.

During the translation and editing phases, various reference, memory and computer-related tools are used. For this project, contract translators will all use *SDL Trados*, a terminology management and translation memory system, which is considered an important tool of the translation industry. The advantages of using such a tool are consistency, cost and time savings. Especially because of the update requirement mentioned in the RFQ, we believe such a tool will be effective when updates are needed.

Since the original file and translations are InDesign files, it will be necessary to first convert the InDesign files to INX (InDesign Interchange) files, which are then sent to the translators. They will use these files for translation and editing in *Trados*, and also for the final polish. After translation, editing and polish, the files are imported directly back into InDesign, format corrections are made and the final layout is thoroughly proofed.

In some cases, regardless of preplanning, it is impossible to rely on the use of *Trados* for every part of the translation, and a backup plan must be in place, to include more edit time and more time for layout. FLS project managers and teams take all of these steps and potential time delays into account when assigning the work. The timeline which we establish for all phases will provide on-time delivery to the West Virginia DMV. As required in the Statement of Work of

the RFQ, Spanish and Japanese manuals will be delivered within 45 days of receipt of contract award.

Vendor Preference: We regret that we are not located in the state of West Virginia, thus we do not qualify for vendor preferences; nor have we selected teams of translators based on their location. Rather we believe the translation teams' experience supersedes all other consideration and have chosen our teams based on experience and credentials. We hope also that our competitive bid, which includes all the steps mentioned above, will demonstrate to the State of West Virginia's Department of Transportation of our sincerity in wanting to perform this work.

## II. Translation Teams

FLS has selected the following language teams to complete this work. Please note that each linguist is a full time professional, possessing credentials of the translation industry that are recognized worldwide. FLS supports these teams through the assignment of an in house project manager, who provides help handling questions, terminology issues and often performs final proofreading.

### **Latin American Spanish Team**

The Spanish team is composed of Ms. Maria (Pimpi) Coggins and Mr. Jaime Bitran, who together have over fifty years of translation experience. Both live in Texas and both have worked for FLS, Inc. on large and small projects. Ms. Coggins is a native of Argentina and Mr. Bitran of Chile and the two have worked together as translator and editor team on similar projects. Both are certified by the American Translators' Association (ATA). Both are seasoned *Trados* users. Both are about to complete an eight month project for FLS which entailed translation of over 100,000 words each of technical training and maintenance manuals for the UH-60 Blackhawk helicopter. They have both indicated their willingness to participate on this contract if FLS is the awardee. Their resumes and letters of intent are attached.

In house backup: Ms. Maria Boyette, native speaker from Peru, ATA certified translator, interpreter and project manager, will assist the team and will perform the polish and final proofreading for this project.

### **Japanese Team**

The Japanese team is composed of Mr. Kiyoshi Kasahara and Ms. Rika Mitrik, who possess excellent credentials and are native speakers of Japanese. They are full time professional translators, certified by the ATA. Mr. Kasahara's engineering background and Ms. Mitrik's legal and media backgrounds complement each other. They have both worked for FLS, Inc. on similar projects. Their resumes and letters of intent are included.

In house backup: Ms. Yasuko Burgett, native speaker from Japan, will assist in final proofreading steps and polish and in the proofreading after the DTP process.

### **Project Management**

FLS implements a Quality Assurance system that is part of the project from the moment we are told that our firm has been selected for this translation project. Thus, the project managers play an important role in overseeing the work. They have a complete understanding of each step and phase of the project and become the communication partner with the translation teams and the interface between the West VA DMV and FLS, Inc.

We anticipate that Ms. Caroline Myers, also FLS' Director and Owner, will oversee this project and she will be assisted by Ms. Maria Boyette (Spanish Polisher), Ms. Yasuko Burgett (Japanese Polisher), and Ms. Celine Davis, FLS' Administrative Assistant.

An experienced graphic designer, Ms. Hiroko Sedensky (also native Japanese speaker), will assist FLS with the layout of both languages in InDesign. Ms. Sedensky has performed similar contract work for FLS for many years and has been recognized for her work on a local and national level. Ms. Sedensky is each team's fourth member.

### III. FLS, Inc. Translation Experience

FLS, Inc. has over thirty-one years of experience in the translation and interpretation industry. Beginning with a contract with the Defense Language Institute in Monterrey, CA in 1980 and the U.S. Department of Agriculture in 1981, and onto the present, our principle source of business has been national government agencies and state government divisions, including many U.S. Military installations. Approximately ten years ago, FLS performed the West Virginia Drivers' Manual project, with translations into German, Japanese and Spanish, as mentioned in the list below. Ongoing work includes work in all of the languages sought by the West Virginia DMV. Below are some examples of such work:

- **STATE OF WEST VIRGINIA, LATE 1990'S, DIVISION OF MOTOR VEHICLES:** Translation of Drivers' Licensing Handbook into Spanish, German and Japanese. In addition to translation, the SOW included complete format and layout of the manual in desktop publishing software, with all graphics incorporated, following the English original. FLS also printed and shipped these manuals to the ordering agency in West Virginia.
- **U.S. DEPT. OF COMMERCE, U.S. PATENT AND TRADEMARK OFFICE, WASHINGTON, D.C, POC: Chisato Morohashi, Supervisor, STIC Translations, USPTO P.O. Box 1450, Alexandria, VA. Tel: (571)272-3501 Email: [Chisate.Morohashi@USPTO.gov](mailto:Chisate.Morohashi@USPTO.gov). 1993 TO PRESENT.**  
Performing in the fourth of five years of our fifth contract with the U.S. Patent and Trademark Office. Multilingual translation of patents, all subject matters, with Rush, Standard and Economy delivery rates. Large volume of both technical patents and articles translated from foreign languages to English, averaging over 100,000 words/month. Deadlines are consistently met. Primary languages: **Japanese**, German, French, **Chinese** and Russian with additional capabilities required in all other major languages. Developed efficient system to handle incoming and outgoing translation work and detailed reporting on a biweekly basis.
- **STATE OF MAINE, DEPARTMENT OF HEALTH & HUMAN SERVICES 116 State House Sation Augusta, ME 04330 POC Liza Frost Tel: (207)377-9500. Email: [Liza.Frost@ssa.gov](mailto:Liza.Frost@ssa.gov) 1999 TO PRESENT**

Presently in third of three years of our fourth contract with the state of Maine, Department of Health and Human Services. Translation of U.S. medical claims from French to English for the Disability Determination Service. Contract Required accurate translation of medical and psychological reports, correspondence and diagnoses with a five-day delivery requirement, regardless of the number of documents sent. Since 1999, have translated over 2 million words. Have put in place a system of logging, distribution, translation, glossary development and review.

- **OAKSTONE PUBLISHING COMPANY, D.B.A. PERSONAL BEST Attn: Liz Carey, Chief Editor. 100 Corporate Parkway, Suite 600, Birmingham, AL 35242 Tel (205) 592-4862**

Since 2001, FLS has had a contract with Oakstone Publishing Co. to translate numerous different newsletters and brochures, as well as posters and calendars **into Spanish**. We also translate different newsletters into French for readers in Canada. The content of the articles contains information on the latest trends in the healthcare industry, safety and tips for healthy living, as well as current statistical data of interest to the layperson. Deadlines are demanding on a monthly basis. All work is accomplished using SDL Trados.

- **DECATUR GENERAL HOSPITAL P.O. Box 2239 Decatur, AL 35609 POC: Mary Wilcox, Nursing Resources Tel: (256) 341-2154 Email: [mary.wilcox@decaturgeneral.org](mailto:mary.wilcox@decaturgeneral.org)**

FLS, Inc. has provided translation services, the majority in Spanish, for this institution since 1997. We have translated brochures, patient forms, confidentiality statements, patient rights statements, surgical procedures information sheets, and patient consent forms. Translation has been done in SDL Trados so that a memory is in place for updates and any further documentation.

- **JUDICIAL BRANCH OF ARIZONA, SUPERIOR COURT OF ARIZONA IN MARICOPA COUNTY, AZ 111 S. 3<sup>rd</sup> Avenue, WCB-LL Phoenix, AZ 85003 POC: Larry Hall, Contracts Phone (602) 506-8124 COR: John Marshall Self Service Center; Shar Walker (602)506-5156; Sheryll Prokop (602-506-3013), Supervisor over Self Service Centers**

2005 to present, in our fifth year of the second contract. Spanish translation services in support of the family court system. This entails translation into Spanish of all forms which families may need depending on their circumstances, including child care, divorce, legal custody, parental rights, and other legal documentation. All work done in Trados, thus updating of forms is fast and cost productive.

- **HARSCO TRACK TECHNOLOGIES, Cayce-West Columbia, South Carolina; Montgomery, AL and related Manufacturers of railroad maintenance equipment. POC: Jessie Donaldson, Kershaw/Progress Rail, Publications Tel: (334)387-9360; Email: [jdonaldson@Progressrail.com](mailto:jdonaldson@Progressrail.com)**

Our continuing work for the railroad industry, including Pandrol Jackson (Ludington, MI & Syracuse, NY), Fairmont Tamper (S.C.), Kershaw/Progress Rail (Montgomery, AL), Progress Rail



(Albertville, AL), Image Map (Columbia, S.C. and Chicago, IL) and Harsco, demonstrate our ability in translation of highly technical and industry-specific manuals and computer help files. For Harsco (now encompassing both Pandrol Jackson and Fairmont Tamper), in particular, we have translated O&M manuals and Parts Manuals into Russian, Latvian, Spanish, French, & Albanian. For Progress Rail, we translated videos into Portuguese, Spanish, French and other languages. For Kershaw/Progress Rail, we translated spec sheets into Chinese. Every one of the projects has been complex, requiring desktop publishing of the translations so that final complete camera-ready files can be submitted to the client.

- **PENINSULA COLLEGE, PORT ANGELES, WA POC: Sophia Iliakis Doherty, Director of Student Recruitment and International Development. Tel: (360)417-7989; Email: [sdoherty@pencol.edu](mailto:sdoherty@pencol.edu) 2009 to present**  
Translated International Students Marketing Flyers into Chinese, Japanese, Korean, Vietnamese, and Indonesian. Brochure involved layout, following the original English. This brochure was updated by the same teams in 2010 and we expect to update it again before the Fall Semester of 2011.
- **DAIMLER/MERCEDES BENZ U.S. INTERNATIONAL, INC., 1 Mercedes Drive, Vance, Alabama 35490. (And suppliers of Mercedes Benz) POC: Marc Seale. Tel: (205)462-5920. [Mark.Seale@daimler.com](mailto:Mark.Seale@daimler.com)**  
Ongoing translation services since opening of plant in 1995 including German to English and English to German technical translation. Translated training video scripts into Spanish, German, and French for Sigma Interactive, Inc. and Teledyne Brown Engineering who supplied these videos to Mercedes. Submitted Spanish and French voice talent samples and arranged for voiceover of interactive CD-rom training software. Projects were always based on a strict timeline for both translation and voiceovers. In 2000, translated manual from German to English for Delmia, supplier to Mercedes Benz.
- **MCWHORTER COMMUNICATIONS, INC. 402 Oak Street, NE, Suite A Decatur, AL 35601 POC: Lynn Temple, Vice President. Tel: 256-351-0560. Email: [lynn@mcwhorteronline.com](mailto:lynn@mcwhorteronline.com)**  
Multilingual translation of various projects since 2005, including Japanese, Chinese, Spanish and Portuguese publishable material, among other languages. For example, in 2009, FLS translated the Boeing APB Website into Simplified Chinese, involving translation, then coding localization in HTML and converting some files to PDFs for easier client download on the Web. This project alone was over 12,000 words. We currently have proposed the translation of a website into Spanish and have recently completed the same website in Portuguese.

This list by no means covers all the work we do. Our intent is to illustrate our diverse experience in many languages and the need for a network of talented translators and editors in every

language for such a project. FLS believes that translation of the West Virginia Drivers' License Manual into Japanese and Spanish fits well into the translation expertise of our company. If awarded the contract, FLS management pledges its utmost support to fulfill all obligations of the contract.

#### IV. Resumes

This section includes the resumes of FLS' teams.

Spanish Team:

Ms. Pimpi Coggins, lead translator

Mr. Jaime Bitran, translator and editor

# Pimpi Coggins

8518 Neff St. - Houston, TX 77036  
713 777 8442  
pimpi@pcoggins.com  
maria.t.coggins@sbcglobal.net

February 25, 2011

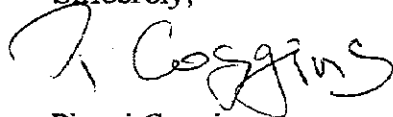
To Whom It May Concern:

Ms. Caroline Myers, owner and President of FLS, Inc., has contacted me as a professional English into Spanish translator to request my assistance in the translation of the West Virginia Department of Transportation DMV Driver's Manual, if FLS, Inc. is awarded this project.

I am a native speaker of Spanish with over 25 years of translation and editing experience. I have worked in several projects involving driving safety, defensive driving and DOT procedures for several school districts in Texas and Virginia, and companies such as Waste Management, Marathon Oil and ConocoPhillips. I have also been working with FLS, Inc. for several years on a variety of different projects.

Should FLS, Inc. be awarded this contract, I intend to be part of the FLS Spanish translation team and will do everything in my power not only to meet all deadlines, but to furnish an accurate professional translation.

Sincerely,



Pimpi Coggins

Professional Translator



**Foreign  
Language  
Services, Inc. <sup>SM</sup>**

## **Pimpi Coggins**

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3609 A5 Memorial Parkway, SW Huntsville, AL 35801 • (256) 881-1120 • fax (256) 880-1112

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### **PROFESSIONAL EXPERIENCE**

- Professional Translator (English-Spanish) since 1985, specializing in user's, instruction and technical reference documentation and manuals; Material Safety Data Sheets; industrial and petroleum engineering; oil and gas; environmental texts; medical documentation; aeronautical engineering; banking systems manuals (front and back office products); software localization; information technology; education.

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### **PUBLICATIONS**

- Albin, Verónica S. and Coggins, María T. - Bilingual Glossary for Medical and Healthcare Translators, Hematology, Oncology and Radiotherapy, Vol. I - PCM Translation Resources, Ed., Houston, 1994

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### **ACADEMIC PRESENTATIONS**

- Computer Aided Translation Tools: Trados - Houston Interpreters and Translators Association (HITA), 2008
- Translation Bloopers II - Houston Interpreters and Translators Association (HITA), 2007
- Redundancy or Emphasis? - Second Annual ATA Spanish Division Conference, San Antonio, TX, 2003
- Spanish Translation Seminar - Arlington, Virginia, 1999. Topics: Contrastive English-Spanish Grammatical Structures, Business and Legal Terminology in Context, Idioms, Abbreviations and Acronyms, Prepositions and Prepositional Phrases.
- American Idioms Revisited - Seventh Annual Forum for Spanish Translators, American Translators Association (ATA) National Conference, St. Louis, MO, 1999
- Tips and Tricks for MS Word - Houston Interpreters and Translators Association (HITA), Houston, TX, 1998
- Stumbling Blocks: Acronyms - Sixth Annual Forum for Spanish Translators, ATA National Conference, Hilton Head, SC, 1998
- A Short Course in Spanish Grammar - National Association of Judiciary Interpreters and Translators (NAJIT) Conference, San Antonio, TX, 1998
- Acronyms, Abbreviations and More - II Congreso Latinoamericano de Traductores e Intérpretes, Buenos Aires, Argentina, 1998
- Translation Bloopers - Fifth Annual Forum for Spanish Translators, ATA National Conference, San Francisco, CA, 1997
- Prepositions in the Spanish Language - First Regional Conference, Austin, TX, 1997
- Back to Basics - An Intensive Grammar Course for the Spanish Translator, ATA National Conference, Nashville, TN, 1995; ATA National Conference, Colorado Springs, CO, 1996
- Comparative Grammar for Spanish Translators - Lackland Air Force Base, San Antonio, TX, 1996

- American Idioms - I Congreso Latinoamericano de Traductores e Intérpretes, Buenos Aires, Argentina, 1996
- Essential Concepts in Legal and Financial Translation - Fourth Annual Forum for Spanish Translators, ATA National Conference, Nashville, TN, 1996
- The Use of Prepositions in the Spanish Language - Third Annual Forum for Spanish Translators, ATA National Conference, Nashville, TN, 1995
- La tarea del traductor - Asociación de Traductores e Intérpretes de Monterrey, A.C. (ATIMAC), Monterrey, México, 1995
- The Job of the Translator, HITA, Houston, TX, 1995
- Gramática, estilo y semántica en la traducción al castellano, a workshop (8 hrs), The University of Texas, Health Science Center, Houston, TX, 1995
- Translation: A Critical Review, ATIMAC, Monterrey, México, 1995
- Word Processing for Translators, HITA, Houston, TX, 1994

### **PROFESSIONAL SYMPOSIA**

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- Organizer and Member of the Selection Committee, Second through Seventh Annual Fora for Spanish Translators, ATA National Conferences, 1994 - 2000
- Organizer and Member of the Selection Committee, Medical Terminology Seminar for Professional Interpreters and Translators - The University of Texas Health Science Center at Houston, 1995

### **GUEST LECTURER**

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- Bridging Idiomatic Differences - Rice University, Houston, TX, 2000
- The Translation of American Idioms into Spanish - Colegio de Traductores de la Ciudad de Rosario, Argentina, 1998
- Comparative Grammar for Spanish Translators - University of Texas at Austin, Austin Area Interpreters and Translators Association (AATIA), 1995
- El traductor como intérprete del texto - Instituto Tecnológico y de Estudios Superiores de Monterrey, Monterrey, México, 1995

### **OTHER PROFESSIONAL ACTIVITIES**

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- President, Houston Interpreters and Translators Association (HITA), 1999 - 2002
- Treasurer, Houston Interpreters and Translators Association (HITA), 1997-98
- Networking Sessions, organizer, ATA National Conferences, 1994 - 97
- ATA Conference Planning Committee, 1994
- Vice-President, Houston Interpreters and Translators Association (HITA), 1993-94

### **PROFESSIONAL MEMBERSHIPS**

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- HITA - Houston Interpreters and Translators Association

### **EDUCATION**

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- Mathematical Statistics, Universidad Nacional del Litoral, Rosario, Argentina
- Certificate of Proficiency in English, University of Cambridge, England
- Proficient in French

Jaime Bitran  
2302 Steel St.

February 24, 2011

To Whom It May Concern:

As a professional translator of English into Spanish, Ms. Caroline Myers, owner and President of FLS, Inc., has contacted me to request my assistance in the translation of the West Virginia Department of Transportation DMV Driver's Manual, if FLS, Inc. is awarded this project. I am very interested in this project.

I am a native speaker of Spanish, and my credentials include 30 years of translation (and/or editing) experience and a degree(s) in Electrical Engineering. I am also certified by the American Translators' Association in English to Spanish. I have worked with FLS, Inc. for a number of years on a variety of different projects. I have been involved in several projects involving driving safety, defensive driving, and DOT procedures for several school districts in Texas, and companies such as Waste Management.

Should FLS, Inc. be awarded this contract, my intention is to be part of the FLS Spanish translation team and will do everything in my power to meet all deadlines and furnish the most professional translation possible.

Sincerely,



Jaime Bitran

Professional Translator





**Foreign  
Language  
Services, Inc.™**

**Jaime Bitran (Spanish Team)**

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3609 A5 Memorial Parkway, SW Huntsville, AL 35801 • (256) 881-1120 • fax (256) 880-1112

**Software:** Word for Windows 7.0

**Translation Experience:**

1976-2009

**32 years of experience as free-lance translator**

**Subjects of Specialization**

- Industrial, Chemical and Electrical Engineering
- Oil and Gas Safety, Manuals, Contracts, POD's, MOU's, large variety of documents and safety manuals for American Oil and Gas Companies operating in Equatorial Guinea
- Commercial, Contracts and Bids
- Patents
- Biomedical Equipment and Biomedical Sciences
- Pharmaceutical, Ophthalmological and Medical
- Automotive Industry
- Mining Industry, Bidding Specifications for
  - materials and equipment, mining industry
  - in Chile and Argentina

**Translation Volume**

Last five years: 1,000,000 – 1,250,000 words/year

**Language Combinations**

English-Spanish (ATA-accredited)

Spanish-English

**Major Clients:**

Universe Technical Translation, Houston, Texas  
Omni Intercommunications, Houston, Texas  
The Language Company, Houston, Texas  
Houston Language Associates, Houston, Texas  
Geller Translations, Houston, Texas  
One World Language Solutions, Dallas, Texas  
Newtype Communications, Inc., New York, New York  
Languages Unlimited, Louisville, Kentucky  
Foreign Language Services, Inc., Huntsville, AL

**Education:**

- 1976-1977      **Doctorate of Science in Electrical Engineering**  
*Washington University, St. Louis, Missouri*  
Specialization: Biomedical Engineering, Neuroanatomy,  
Neurophysiology  
Completed all course requirements for degree
- 1974-1975      **Master of Science in Electrical Engineering**  
*Cleveland State University, Cleveland, Ohio*  
Specialization: Biomedical Instrumentation and Health Care  
Technology
- 1970-1974      **Bachelor of Science in Electrical Engineering**  
*University of Minnesota, Minneapolis, Minnesota*  
Specialization: Circuits and Electronics, Chemistry, Pre-Med

**Honors**

*ETA KAPPA NU, The National Honor Society of Electrical Engineers*  
*Graduated with distinction, University of Minnesota*

**Professional History**

- 1977-1996      *Hermann Hospital, Houston, Texas*  
Director, Biomedical Engineering (2 years)
- Manager of Biomedical Engineering (16 years)
- Manager of Communications, Engineering Department (16 years)
- Manager of Telecommunications Department (3 years)
- Responsibilities included:
- Coordination of all aspects of Biomedical Engineering
  - Corrective and Preventive Maintenance Programs
  - Medical Equipment Purchasing Evaluations
  - Education of medical/paramedical personnel on proper use of medical equipment
  - Coordinated operation and maintenance of fire alarm systems, nurse call systems, TV and cable systems, telephone and paging systems.

Japanese Team:

Mr. Kiyoshi Kasahara, lead translator

Ms. Rika Mitrik, editor

## Letter of Intent

Kiyoshi Kasahara  
23016 Lake Forest Dr. A-PMB261  
Laguna Hills, Ca. 92653

February 24, 2011

To Whom It May Concern:

As a professional translator of English/Japanese, Ms. Caroline Myers, owner and President of FLS, Inc., has contacted me to request my assistance in the translation of the West Virginia Department of Transportation DMV Driver's Manual, if FLS, Inc. is awarded this project. I am very interested in this project.

I am a native speaker of Japanese, and my credentials include 15 years of translation (and/or editing) experience and a degree(s) in Electrical/Electronics Engineering. I am also certified by the American Translators' Association in English/Japanese. I have worked with FLS, Inc. for a number of years on a variety of different projects.

Should FLS, Inc. be awarded this contract, my intention is to be part of the FLS Japanese translation team and will do everything in my power to meet all deadlines and furnish the most professional translation possible.

Sincerely,



Kiyoshi Kasahara

ATA Certified English Japanese translator

## Resume

Name Kiyoshi Kasahara

Occupation Freelance translator/interpreter

Telephone 1-949-300-9743

Address Irvine, Ca. U.S.A.

Email kenkas@pacbell.net

Education/job history Education :  
MS Engineering (California, U.S.)  
BS Electrical Engineering (Tokyo, Japan)  
Full Scholarship study (International Economy) at Universidad Nacional Autonoma de Mexico (Mexico) sponsored by Mexican government

Job: Over 25years as a technology and business management professional/executive both in Japan and the U.S.

Professional experience in Japan, U.S., Argentina, Mexico, Colombia and other countries

Over 10 years as an independent professional translator/interpreter (English/Spanish/Japanese)

Native of Japanese, current resident in the U.S. (past residence experience includes Argentina and Mexico)

Professional career includes R&D, Marketing, Business Development, Management Executive functions in Information Technology/Networking/Semiconductor/Software, Application, Manufacturing and Service areas. Have written technical and business papers, articles, etc. for American and Japanese publications. Also holds patents both in Japan and the U.S.

Translated numerous presentations, papers, articles, manuals, web sites and other documents throughout the professional career and as an independent translator. The fields of translation encompass from Engineering (Electrical, mechanical, automotive, etc.), IT, Software, Environment & Energy to Business, Marketing, Financial, Legal, Sports, Journalism and Tourism.

Please see attached examples of past projects.

Translation skills Japanese/English/Spanish  
TRADOS (license)

Certification: ATA (American Translators Association) certified in English into Japanese

Translation highlights

- Proficient in three languages (English/Spanish/Japanese)
- Good conduct of journalistic and scientific expressions
- Extensive research in every translation project for accuracy and high quality
- On-time delivery

### Examples of Recent Translation Projects

<b>Specialization</b>	<b>Material</b>
Manufacturing	Factory Automation Control System
Process Control	Real-time diagnostic/prognostic automation tool
Automobile	Automobile equipment training material
Engineering	Press unit users manual/specification
Engineering	Leak detector; manual
Semiconductor	Semiconductor processing system
Semiconductor	Advanced Controllers (Technical Manual)
Software	Users guide: Asset management
Software	ERP training material
Software	Software Release notes
Software	Training material: inventory control
Software	Users guide: unified communication
Mathematical model	Paper on Spatial Intertemporal Equilibrium model
Networking	Proposal on mine communication system
Networking	Specification on ethernet system
Networking	Specification on protocol converter
Networking	Specification on RFID locator system
Communication	White paper on development of large underground communication system
Communication	VoIP system users manual
Communication	Mobile systems and terminals: manual
Communication	NGN Service Delivery Platform Policy Paper
Energy	Article on oil situation in Middle East
Energy	Presentation on hydrogen combustion system
Energy	Articles on EU policy on energy
Energy	International Conference papers in Tokyo (Government)
Environment	Paper on global climate
Environment	Presentation on GIS in geology engineering
Energy	Conference on world oil industry: minutes
Tourism	Global Hotel Industry Training material
Tourism	International Hotel Chain web sites
Legal	International research agreement
Legal	Joint development agreement
Legal	Court material (certified)
Legal	Sole distributorship agreement
Marketing	Corporate introduction/mission statement
Marketing	Beauty Supply (Cosmetics Ad Campaign)
Marketing	Stationary Goods Marketing/Training material
Sports	Motor Sports (Performance Race)
Sports	Global web site for sports/articles/news/topics (FIFA World Cup 06)

Rika Mitrik  
6 Harkness Court, Gaithersburg, MD 20879

February 24, 2011

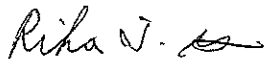
To Whom It May Concern:

As a professional translator of Japanese, Ms. Caroline Myers, owner and President of FLS, Inc., has contacted me to request my assistance in the translation of the West Virginia Department of Transportation DMV Driver's Manual, if FLS, Inc. is awarded this project. I am very interested in this project.

I am a native speaker of Japanese , and my credentials include 10+ years of translation and editing experience and various continuing education. I am also certified by the American Translators' Association in \_English to Japanese . I have worked with FLS, Inc. for a number of years on a variety of different projects.

Should FLS, Inc. be awarded this contract, my intention is to be part of the FLS Japanese translation team and will do everything in my power to meet all deadlines and furnish the most professional translation possible.

Sincerely,



Rika Mitrik



**Foreign  
Language  
Services, Inc.** <sup>SM</sup>

## **Rika T. Mitrik**

3609 A5 Memorial Parkway, SW • Huntsville, Alabama 35801 • (256) 881-1120 • fax (256) 880-1112

### **EXPERIENCE**

**Freelance Translation & Interpreting:** USA/Japan 1998-present

- Translating from English to Japanese on business, legal, marketing, localization, website, manual, video script, medical, press release, subtitling, game, etc.
- Providing interpretation services for business meeting, deposition, witness preparation, government audit, interview, press conference, escorting, conference call, round table conference, etc.
- Testing software, help and graphic for localization projects
- Conducting computer-assisted translation tool training on site
- Indexing and providing summary translation from Japanese to English for document review projects
- Conducting research on specific industries and writing reports in Japanese
- Providing voice-over and editing for television and video productions both in English and Japanese

Clients include: Hitachi Ltd., Sony, Mitsubishi Heavy Industries, Honda R & D, Toshiba, Nomura Research Institute, United Airlines, National Geographic, Seiko Epson, Choice Hotels International, etc.

**Senior Japanese Language Specialist:** M<sup>2</sup> Limited (Currently Welocalize), Gaithersburg, MD 1999-2002

- Translated and/or edited localization, publishing, video script and documentation projects
- Conducted pre-translation, language quality and layout check on various translation projects
- Tested software and compiled help file and made language corrections in localization process
- Provided voice-overs and edited subtitling for video productions
- Provided interpretation services for Japanese business travelers at client sites

Clients include: Lockheed Martin, Beckman Coulter, Inc. Double Click, Smithsonian Institute, Pfizer, Marriott Hotels, Xerox, American Airline, Dupont, Sun Microsystems, Eastman Kodak, etc.

**Japanese Translator:** Welocalize, Frederick, MD 1999

- Translated English computer manuals and websites into Japanese
- Project Management

**Administrative Assistant/Paralegal:** Shaw Pittman Potts & Trowbridge, Washington, D.C. 1997-1999

- Assisted an international trade attorney in coordination with Japanese clients
- Translated correspondence with Japanese clients in trademark practice

**Paralegal:** Law firms and corporations, Washington, D.C. 1996-1997

**Legal Assistant:** Sandler, Greenblum & Bernstein, Arlington, VA 1995

- Processed new patent applications from Japanese clients for U.S. Patent & Trademark Office
- Translated Japanese applications and prior arts into English

### **EDUCATION & CERTIFICATES**

**The American Translators Association Active Member** Since 1999

Certified for Translation from English to Japanese

Secretary-Treasurer of Japanese Language Division 2003-2005

**Japan Association of Translators** 2003

**National Capital Area Translators Association** Since 2002

**Paralegal Certificate:** Abbie Business Institute 1996

**B.A. Political Science:** West Virginia University 1994

### **EQUIPMENT**

**Hardware:** Intel Core 2 Duo T8100, 2.10 GHz, 250GB HD, 2GB RAM, Cable Internet, Fax, FTP server

**Software:** Trados 2007 Freelance, SDLX Lite, Japanese Windows Vista, Japanese Office 2007, Adobe Distiller



## V. Cost Proposal and Representations



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

# Request for Quotation

RFQ NUMBER  
 DMV110284

PAGE  
 4

ADDRESS CORRESPONDENCE TO ATTENTION OF  
 FRANK WHITTAKER  
 304-558-2316

VENDOR \*508142744 256-881-1120  
 FOREIGN LANGUAGE SERVICES INC  
 3609 A5 MEMORIAL PARKWAY SW  
 HUNTSVILLE AL 35810 35801

SHIP TO DIVISION OF MOTOR VEHICLES  
 1317 HANSFORD STREET  
 CHARLESTON, WV 25311 558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/01/2011				

BID OPENING DATE: 03/02/2011 BID OPENING TIME 01:30 PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
BUYER:				44		
RFQ. NO.:				DMV110284		
BID OPENING DATE:				03/02/2011		
BID OPENING TIME:				1:30 PM		
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: ----- (256)880-1112 -----						
CONTACT PERSON (PLEASE PRINT CLEARLY): ----- CAROLINE S. MYERS, DIRECTOR -----						
0002	1	LS		961-75		
				TRANSLATION SERVICES		
					Please see Bid Form 11024, Addendum 3	
***** THIS IS THE END OF RFQ DMV110284 ***** TOTAL:						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE *Caroline S Myers* TELEPHONE (256) 881-1120 DATE 3/25/2011  
 TITLE DIRECTOR FEIN 63-0812912 ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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

# Request for Quotation

RFQ NUMBER
DMV110284

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
FRANK WHITTAKER 304-558-2316

VENDOR	*508142744	256-881-1120
	FOREIGN LANGUAGE SERVICES INC	
	3609 A5 MEMORIAL PARKWAY SW	
HUNTSVILLE AL 35810		

SHIP TO	DIVISION OF MOTOR VEHICLES	
	1317 HANSFORD STREET	
	CHARLESTON, WV 25311	558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
03/14/2011				

BID OPENING DATE: 03/29/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 3 *****						
THIS ADDENDUM IS ISSUED TO REPLACE THE SPECIFICATIONS AND PRICING PAGE WITH THE ATTACHED REVISED SPECIFICATIONS AND PRICING PAGE.						
NOTE: THE CHINESE TRANSLATION HAS BEEN REMOVED FROM THE SPECIFICATIONS ENTIRELY.						
***** END ADDENDUM NO. 3 *****						
0001	1	EA		700-16		
				TRANSLATE WDMV DRIVER LICENSE HANDBOOK		
					Please see <del>Ad</del> Form 11024 in this addendum.	
0002	1	LS		961-75		
				TRANSLATION SERVICES		

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Carolue S Myers</i>	TELEPHONE (256) 881-1120	DATE 3/25/2011
TITLE DIRECTOR	FEIN 63-0812912	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

Request for Quotations  
Department of Transportation  
Division of Motor Vehicles

TRANSLATION SERVICES  
RFQ DMV110284

The West Virginia Department of Transportation, Division of Motor Vehicles, hereinafter referred to as "DMV", is soliciting bids for translation of the West Virginia Division of Motor Vehicles Driver License Handbook into Spanish and Japanese languages.

**Mandatory Requirements & Bid Evaluation**

Mandatory requirements included herein are intended to establish the minimum qualification and experience requirements and required services. Any specification containing the word "**must**", "**shall**" or "**will**" is mandatory. Failure to meet any mandatory requirement shall result in disqualification of the bid.

Vendors **must** have been in business a minimum of five (5) years and **shall** have completed a minimum of five (5) projects similar in size and scope within the last five years. Vendor should provide names of business, addresses, contact person and phone number, dates and description of services of such projects with your bid.

An open-end contract will be awarded to the lowest, responsive bidder meeting all mandatory requirements contained in this Request for Quotation for a one year period with options to renew such contract for two additional one year periods.

**Scope of Work**

The successful vendor **shall** provide all labor, material and services necessary for the translation of the West Virginia Division of Motor Vehicles Driver License handbook into Spanish and Japanese languages and any revisions that may be required during the life of contract.

DVM **shall** furnish the handbook in a PDF and Indesign file to be used for translation purposes. The current West Virginia DMV Driver handbook has approximately 31,466 words.

Vendor **will** supply DMV with one translated version of each of the two (2) languages in a PDF or Indesign file to be displayed on the West Virginia Division of Motor Vehicle web-site.

*Caroline B Myers*  
*Green Language Services, Inc*

The translated version **must** retain the layout and overall appearance of version submitted for translation purposes.

Vendors **shall** quote a lump sum price for both of the two required translations.

Vendors **must** also quote a per word charge for any revisions to the handbook that may be required during the life of contract. The per word fee **shall** be firm for the life of the contract.

Spanish translation version **shall** be Latin American.

Translation of both languages **shall** be completed within 45 days of award of contract.

The DMV acknowledges differences in verbiage between English and the required languages and that some words may be subject to change during translation. However, The DMV reserves the right to evaluate those differences and the impact they may have on the interpretation of Handbook information. Changes required by The DMV to ensure correct interpretation of WV Law and Handbook information and requirements **shall** be made by the Vendor at no additional charge to the State.

*By signing this document, I, Caroline S. Myers, Owner and Director of Foreign Language Services, Inc, agree to the terms and conditions, mandatory requirements and Scope of Work, as stated in the original RFP, and in Addendums 1, 2 and 3.*

*Caroline S Myers  
March 25, 2011*

TRANSLATION SERVICES  
DMV110284 BID FORM

Translation Services		Total
Spanish Translation		\$ 7670.00
Japanese Translation		\$ 9190.00
Subtotal		\$ 16,860.00
	Unit Price	
Per Word Revision Fee		
*Base on 5,000 Words Per Word Rate x 5,000	\$ .27	\$ 1,350.00
Grand Total		\$ 18,210.00

Note: Word estimate is for bid evaluation purposes only; the actual number of revisions may be more or less at the DMV's discretion. Bids shall be evaluated on the basis of the lowest Grand Total Cost and compliance with all mandatory specification requirements.

FOREIGN LANGUAGE SERVICES, INC.  
Vendor

By: Caroline S Myers

Title: DIRECTOR

Date: 3-25-2011

Address:  
3609-A5 Memorial Parkway, SW  
Huntsville, AL 35801

Business Phone No: (256) 881-1120



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

# Request for Quotation

RFQ NUMBER
DMV110284

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
FRANK WHITTAKER 304-558-2316

VENDOR
*508142744 256-881-1120 FOREIGN LANGUAGE SERVICES INC 3609 A5 MEMORIAL PARKWAY SW HUNTSVILLE AL 35810 35801

SHIP TO
DIVISION OF MOTOR VEHICLES 1317 HANSFORD STREET CHARLESTON, WV 25311 558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
03/08/2011				

BID OPENING DATE: 03/29/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 2 *****						
THIS ADDENDUM IS ISSUED TO PROVIDE THE ATTACHED TECHNICAL QUESTIONS & ANSWERS AND TO EXTEND THE BID OPENING DATE AND TIME.						
THE BID OPENING IS CHANGED TO 03/29/2011 AT 1:30 PM,						
***** END ADDENDUM NO. 2 *****						
0001	1	EA		700-16		
				TRANSLATE WDMV DRIVER LICENSE HANDBOOK		
					Please see pricing data sheets (Bid Form DMV 110284)	
0002	1	LS		961-75		
				TRANSLATION SERVICES		

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE <i>Carolene S Myers</i>	TELEPHONE (256) 881-1120	DATE 3/21/2011	
TITLE DIRECTOR	EBIN 63-0812912	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

Addendum

DMV11084-Technical questions

Translation Services

1. On the bid form, may we provide three separate per word revision fees for the three languages we would be potentially updating?

**No, DMV desires one per work revision fee.**

2. Is it a correct assumption that any updates will be done in InDesign, and thus our charge should include graphic layout as well

**Assumption is correct .**

3. If awarded the contract, we note that the InDesign software is the latest version, or CS5. Is it possible to request an INX file format?

**Yes, we can supply an INX file.**

4. Is there a place typesetting should be detailed ?

**No, this should be included in you translation bid amount**

5. For revisions, there is only one space, however the 3 languages have varying rates, how should we detail them?

**DMV is requesting one per word rate for all three languages.**





State of West Virginia  
 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
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# Request for Quotation

RFO NUMBER  
 DMV110284

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ADDRESS CORRESPONDENCE TO ATTENTION OF  
 FRANK WHITTAKER  
 304-558-2316

\*508142744 256-881-1120  
 FOREIGN LANGUAGE SERVICES INC  
 3609 A5 MEMORIAL PARKWAY SW  
 HUNTSVILLE AL 35810 35801

DIVISION OF MOTOR VEHICLES  
 1317 HANSFORD STREET  
 CHARLESTON, WV  
 25311 558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/28/2011				

BID OPENING DATE: 03/15/2011 BID OPENING TIME: 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 1 *****						
THIS ADDENDUM IS ISSUED TO EXTEND THE BID OPENING DATE AND TIME.						
BID OPENING CHANGED FROM: 03/02/2011 AT 1:30 PM						
TO: 03/15/2011 AT 1:30 PM						
THE AGENCY RESPONSE TO TECHNICAL QUESTIONS WILL BE ISSUED IN A SUBSEQUENT ADDENDUM.						
0001	1	EA		700-16		
TRANSLATE WVD MV DRIVER LICENSE HANDBOOK				Please see Bid Form 11024, Addendum 3		
0002	1	LS		961-75		
TRANSLATION SERVICES						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *Caroline S Myers* TELEPHONE: (256) 881-1120 DATE: 3/25/2011  
 TITLE: Director FEIN: 63-0812912 ADDRESS CHANGES TO BE NOTED ABOVE

Received Time Feb. 28, 12:48 PM WHEN RESPONDING TO RFO, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



State of West Virginia  
 Department of Administration  
 Purchasing Division  
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 Charleston, WV 25305-0130

# Request for Quotation

RFQ NUMBER  
 DMV110284

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ADDRESS CORRESPONDENCE TO ATTENTION OF  
 FRANK WHITTAKER  
 304-558-2316

\*508142744 256-881-1120  
 FOREIGN LANGUAGE SERVICES INC  
 3609 A5 MEMORIAL PARKWAY SW

HUNTSVILLE AL 35810 35801

DIVISION OF MOTOR VEHICLES

1317 HANSFORD STREET  
 CHARLESTON, WV  
 25311 558-0002

VENDOR

SHIP TO

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/01/2011				

BID OPENING DATE: 03/02/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	EA		700-16		
TRANSLATE WVD MV DRIVER LICENSE HANDBOOK  THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY THE WEST VIRGINIA DIVISION OF MOTOR VEHICLES IS SOLICITING BIDS FOR AN OPEN-END CONTRACT FOR THE TRANSLATION OF THE DIVISION OF MOTOR VEHICLES DRIVER LICENSE HANDBOOK INTO SPANISH, JAPANESE, AND CHINESE PER THE ATTACHED SPECIFICATIONS.  ALL TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO FRANK WHITTAKER IN THE WV PURCHASING DIVISION VIA EMAIL AT FRANK.M.WHITTAKER@WV.GOV OR VIA FAX AT 304-558-4115. DEADLINE FOR ALL TECHNICAL QUESTIONS IS 02/16/2011 AT 4:00 PM. ALL TECHNICAL QUESTIONS WILL BE ADDRESSED BY ADDENDUM AFTER THE DEADLINE.  EXHIBIT 3  LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON ..... AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.  UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Carolyn S Myers</i>	TELEPHONE (256) 881-1120	DATE 3/25/2011
TITLE Director	FEN 63-0812912	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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

# Request for Quotation

RFQ NUMBER  
 DMV110284

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 2

ADDRESS CORRESPONDENCE TO ATTENTION OF  
 FRANK WHITTAKER  
 304-558-2316

VENDOR  
 \*508142744 256-881-1120  
 FOREIGN LANGUAGE SERVICES INC  
 3609 A5 MEMORIAL PARKWAY SW  
 HUNTSVILLE AL 35810 35801

SHIP TO  
 DIVISION OF MOTOR VEHICLES  
 1317 HANSFORD STREET  
 CHARLESTON, WV  
 25311 558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/01/2011				
BID OPENING DATE: 03/02/2011		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. 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.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT.</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE *Caroline S. Myers* TELEPHONE (256) 881-1120 DATE 3/25/2011  
 TITLE DIRECTOR FEIN 63-0812912 ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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

**Request for  
 Quotation**

RFQ NUMBER
DMV110284

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3

ADDRESS CORRESPONDENCE TO ATTENTION OF
FRANK WHITTAKER 304-558-2316

VENDOR

\*508142744      256-881-1120  
 FOREIGN LANGUAGE SERVICES INC  
 3609 A5 MEMORIAL PARKWAY SW  
 HUNTSVILLE AL ~~35810~~ 35801

SHIP TO

DIVISION OF MOTOR VEHICLES  
 1317 HANSFORD STREET  
 CHARLESTON, WV  
 25311      558-0002

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
02/01/2011				
BID OPENING DATE: 03/02/2011		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 05/26/2009</p> <p style="text-align: center;">NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION          PURCHASING DIVISION          BUILDING 15          2019 WASHINGTON STREET, EAST          CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Carolene B Myers</i>	TELEPHONE (256) 881-1120	DATE 3/25/2011
TITLE DIRECTOR	FEIN 63-0812912	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

VENDOR PREFERENCE CERTIFICATE

Certification and application\* is hereby made for Preference in accordance with West Virginia Code, §5A-3-37. (Does not apply to construction contracts). West Virginia Code, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the West Virginia Code. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

- 1. Application is made for 2.5% resident vendor preference for the reason checked: NA
Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. Application is made for 2.5% resident vendor preference for the reason checked: NA
Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. Application is made for 2.5% resident vendor preference for the reason checked: NA
Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. Application is made for 5% resident vendor preference for the reason checked: NA
Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: NA
Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: NA
Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: Foreign Language Services, Inc Signed: Caroline S Myers
Date: 2/28/2011 Title: Director & CEO

\*Check any combination of preference consideration(s) indicated above, which you are entitled to receive. Please read our Vendor description in our Technical Proposal.

RFQ No. DMV 110284

STATE OF WEST VIRGINIA  
Purchasing Division

**PURCHASING AFFIDAVIT**

**West Virginia Code §5A-3-10a states:** No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

**DEFINITIONS:**

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

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

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

Under penalty of law for false swearing (*West Virginia Code §61-5-3*), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

**WITNESS THE FOLLOWING SIGNATURE**

Vendor's Name: Foreign Language Services, Inc (a.k.a. FLS, Inc.)

Authorized Signature: Caroline S Myers Date: 2/28/2011

State of Alabama

County of Madison, to-wit:

Taken, subscribed, and sworn to before me this 28<sup>th</sup> day of February, 2011.

My Commission expires Dec. 12, 2012, 2012

AFFIX SEAL HERE

NOTARY PUBLIC

Amy L Gerhardt