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Header

General Information

Contact

Default Values

Discount

Document Information

Procurement Folder: 169628

Procurement Type: Central Master Agreement

Vendor ID: VS0000002781

Legal Name: ALLWORLD LANGJAGE CONSULTANTS INC

Alias/DBA:

Total Bid: \$296.00

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Solicitation Description: Addendum No. 01 - American Sign Language Interpreting

Total of Header Attachments: 0

Total of All Attachments: 0



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

State of West Virginia
Solicitation Response

Proc Folder : 169628

Solicitation Description : Addendum No. 01 - American Sign Language Interpreting

Proc Type : Central Master Agreement

Date issued	Solicitation Closes	Solicitation No	Version
	2016-06-29 13:30:00	SR 0403 ESR06211600000006188	1

VENDOR

VS0000002781

ALLWORLD LANGUAGE CONSULTANTS INC

FOR INFORMATION CONTACT THE BUYER

Michelle L Childers
(304) 558-2063
michelle.l.childers@wv.gov

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	ASL Interpreter - In Transit/Portal to Portal				\$74.00

Comm Code	Manufacturer	Specification	Model #
86141501			

Extended Description :	Educational Advisory Services

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	ASL Interpreter - Onsite Single Day				\$74.00

Comm Code	Manufacturer	Specification	Model #
86141501			

Extended Description :	Educational Advisory Services

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	ASL Interpreter - Onsite Multiple Day				\$74.00

Comm Code	Manufacturer	Specification	Model #
86141501			

Extended Description :	Educational Advisory Services

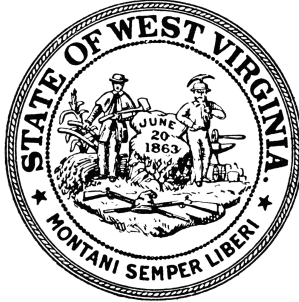
Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	ASL Interpreter - Video Remote Interpreting				\$74.00

Comm Code	Manufacturer	Specification	Model #
86141501			

Extended Description :	Educational Advisory Services

Response to RFQ DBS1600000006

SIGN LANGUAGE INTERPRETER SERVICES



June 23, 2016

Submitted by



ALC, Inc.
Headquarters
172 Rollins Avenue
Rockville, MD 20852

ALC, Inc.
California Office
445 South Figueroa Street, Suite 3100
Los Angeles, CA 90071

ALC, Inc.
Florida Office
400 South Pointe Drive, Suite 2506
Miami, FL 33139

DUNS: 949873624 - CAGE Code: 075P1 - TIN: 541725423
<http://www.alcinc.com>

AUTHORIZED REPRESENTATIVES:

Carlos A. Scandiffio
Principal
(301) 881-8884 ext 1319
Scandiffio@alcinc.com

Veronique A. Lemerle
Chief Financial Officer
(301) 881-7406
veronique@alcinc.com



May 9, 2016

Ms. Michelle L. Childers
Contract Specialist
Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, West Virginia 25305-0130

Dear Ms. Childers:

On behalf of AllWorld Language Consultants, Inc. (ALC), I am pleased to submit this proposal for Hearing Impaired Interpreter Services to assist communications on behalf of the West Virginia Department of Administration (herein after referred to as "WVDOA")

In submitting this proposal, ALC takes no exceptions and makes no deviations from the requirements of the solicitation or the proposed contract. Our proposal is fully compliant with all the instructions in the Evaluation Factors and Submittal Instructions (and elsewhere) of the RFQ. This proposal is valid for 90 days from the due date of the subject RFQ proposal submission.

If as you evaluate our proposal, you have any questions or if I can be of any assistance to you, please contact me by phone at 301-881-8884 or by fax at 301-881-6877.

Sincerely,

A handwritten signature in blue ink that reads 'Scandiffio'.

Carlos A. Scandiffio
President and CEO



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1 Technical Approach

1.1 Executive Summary

AllWorld Language Consultants, Inc. (ALC) was established in 1994 as a translation-consulting firm and within a few years, the company developed into a leader in its industry and single source for languages and linguistics services. Today, ALC's reach encompasses more than 125 full-time employees and over 970 subcontractors performing vital tasks in more than fifteen countries around the globe. Active in the fields of homeland security, law enforcement and national security, ALC has developed innovative means of supporting missions through cost-effective and efficient methods that have proven invaluable to its customers. ALC currently provides American Sign Language (ASL) support to several Government agencies and private customers nationwide (such as the Veterans Administration, the Transportation Security Administration, Google, and the Walter Reed National Military Medical Center, to name a few). ***ALC currently has a roster of specialized, RID certified interpreters with clearances ranging from Secret to Top Secret.***

The ability of ALC to meet and exceed WVDOA's expectations for hearing impaired interpreter services (hereinafter referred as "ASL") is built upon a solid foundation of proven knowledge and expertise of sign language and alternative forms of communication. Our approach to the fulfillment of WVDOA ASL Interpreter requirement is based on the components for success: certified, educated, and seasoned interpreters, complemented and supported by a well-known, professional language company. ALC's interpreters are uniquely qualified and prepared to exceed the needs of Deaf and Hard of Hearing employees at WVDOA. All of our interpreters are experienced in a variety of settings with special emphasis on office meetings, trainings and new employee orientations. At no time will ALC employees represent WVDOA or act as a spokesperson on behalf of the agency.

Although this WVDOA requirement does not require a facility security clearance, ALC currently holds an active and in good standing Top Secret facility clearance, granted by the Defense Industrial Security Clearance Office (DISCO), this affords DO the benefit of experienced Facility Security Officer (FSO) who understands background investigation and clearance security procedures, including utilizing the eQIP on-line system to process potential employees.

ALC understands the WVDOA's needs: timely staffing of qualified personnel to meet the needs of Deaf and Hard of Hearing employees; technical skills, terminology knowledge, and readiness of interpreters; and accurate and timely invoicing. ALC's record with the US Government, coupled with our extensive, hands-on experience and past-performance with similar requirements makes us the right choice and best value to the WVDOA.

1.2 Understanding of Objectives and Requirements

Through our past performance on similar contracts, ALC has gained vast knowledge and understanding of ASL contracts, including their unique requirements and attributes. Our Project Manager (PM) is familiar with managing a fast paced workload, flexible workforce, and end-user needs. Our contract with TSA provides nationwide staffing experience; our contract with the Defense Information Systems Agency affords experience in staffing short notice assignments; and our contract with Walter Reed National Military Medical Center (WRNMMC) imparts

experience in Customer Satisfaction (both government and end-user customers) as proven by our continuing follow-on contracts.

ALC is fully prepared and qualified to maintain all interpreter schedules, coordinate all sign language needs and maintain a daily task list of services requested by the WVDOA. Our Project Manager is responsible for assessing each work request to determine the appropriate number of interpreters and the most compatible interpreter(s) for the assignment. ALC understands that the on-call services require the interpreters to remain flexible on assignments and be adaptable to changes that may develop during the timeframe of the assignment.

ALC is prepared to provide a pool of ASL interpreters, available on an as needed basis to meet the VA's communication requirements. The ASL interpreter needs will be coordinated on a case-by-case basis for other Deaf and/or Hard of Hearing staff of the WVDOA. ALC's Project Manager and Project Assistant are fully qualified to assume the associated responsibilities and have past experience in needs analysis, nationwide staffing, and operation of multifaceted contracts. ALC currently has all the resources necessary to support any language operation, including those involving:

- American Sign Language (ASL)
- Manually Coded English (MCE)
- Pidgin Signed English (PSE)
- Secure Video Remote Interpreting (VRI)
- Computer Aided Real-time Translation (CART)
- Voice-to-Sign and Sign-to-Voice
- Close-Vision
- Oral Transliteration
- Tactile Signing
- Cued Speech

ASL Interpretation requires vast knowledge of the English language and the ability to speak clearly, be audibly heard, and portray the feelings and emotion of the speaker. Interpretation is an essential process of transferring meaning between languages simultaneously or consecutively; in the presence of people and involving correspondence that needs to be relayed immediately. Therefore, ALC's ASL interpreters are seasoned professionals who have extensive experience in achieving message equivalency while maintaining their role as a communication facilitator by being as transparent as possible throughout the interaction.

ALC will provide interpreter services to WVDOA Deaf and Hard of Hearing employee in a variety of settings enabling them to communicate with hearing persons in their jobs and at special events. Such events include: staff meetings; commemorative programs; awards ceremonies; safety talks; On-the-Job-Training (OJT); committee meetings; discussions on work procedures, policies, or assignments for formal and informal settings; special events programs; mid-year performance discussions, annual performance appraisals, disciplinary discussions; basic staff training, classroom training, formal training; interviews; all hands meetings; and other ad hoc assignments similar in nature on an as needed basis.

ASL services will be provided during the core hours of 6:00 AM and 6:00 PM, Monday through Friday. Although not required in the PWS, ALC can also provide services on an as needed basis beyond core working hours to include weekend interaction or holidays. In the event that a meeting or interaction goes beyond normal business hours, or services are requested for a weekend or recognized federal holiday, ALC's Project Manager will coordinate with and seek approval from the appointed designee. ASL interpreters will arrive to all assignments 20 minutes prior to the start time so that they can park, clear security and contact their escort.

American Sign Language—beyond being the dominant sign language of the Deaf community in the United States, parts of Canada and Mexico—has become an invaluable tool in the world of business and trade. ALC provides highly qualified professionals who maintain current national and state certifications and have ample experience in interpreting for employment purposes, conferences, trade shows, meetings, courts, and site visits. ALC is committed to providing the highest quality of professional and ethical ASL services to the government and public sectors, in accordance with the communication preferences of the Deaf and Hard of Hearing communities. ALC's services meet ADA requirements, and eliminate the communication barriers between the Deaf and Hearing communities.

1.2.1 Staffing Assignments

ALC understands that we must continuously employ a pool of highly qualified and certified interpreters that maintain an active certification with RID and are members in good standing with the organization. ALC's interpreters have extensive background experience in the sign language profession, and have had concentrated experience in the federal sector interpreting highly technical meetings and negotiations.

ALC's sign language interpreters are skilled in managing visual-aural modality differences in interactions, for example: visual-gestural versus auditory-oral communications. Deaf and Hard of Hearing clients gain information through their eyes which requires sustained visual attention and consciously directed eye gaze, therefore it is essential for interpreters to convert auditory conversation cues into visual cues, and vice versa. ALC interpreters have developed their visual concentration and are alert to visual cues of the client's subtle non-verbal responses; to this end it is imperative for the interpreter to build a rapport and connection with the client while maintaining strict professionalism. Our interpreters apply the practice of building a professional yet close relationship with the client to better serve their particular needs, styles, and affinities.

1.2.2 Staffing Requests Under 24 Hours' Notice

ALC understands that the actual number of interpreters and service times are contingent on WVDOA requests. Uninterrupted task performance is essential and is ALC's goal. As such, ALC has recruited a large pool of sign language interpreters available to fill assignments on less than 24 hours' notice. As such, ALC will make every effort to staff assignments requested with less than 24 hours' notice.

1.2.3 Certifications

ALC requires its sign language interpreters to possess an interpreter certification from either the Registry of Interpreters for the Deaf (RID) or the National Association of the Deaf (NAD). For the purpose of this requirement, ALC will ensure that any interpreter performing services for WVDOA can provide a certification from an organization such as the RID, NAD or a recognized



state agency. These certifications will be kept on file and will be provided to the customer upon request.

1.2.4 RID Code of Professional Conduct

ALC clearly understands that the requirements listed in the PWS are to be upheld while reflecting the “Code of Professional Conduct” as outlined by the Registry for Interpreters for the Deaf (RID). ALC interpreters adhere to standards of confidential communication for all levels of interaction. Each of the ASL Interpreters proposed for this requirement possess the professional skills and knowledge required for financial interpretation and language situations. ALC interpreters conduct themselves in a manner appropriate to the specific interpreting situation and demonstrate respect for consumers while maintaining ethical business practices.

1.3 Management Approach

ALC’s plan for managing the services outlined in the PWS is as follows: ALC will furnish the COR or designee with an ASL request form prior to contract performance, which is to be utilized any time services are needed. The form contains the pertinent information required to fully brief our interpreters about each job prior to assignment. As soon as ALC receives notification by WVDOA of an upcoming assignment via a telephone and/or email, the ALC Project Assistant (PA) will begin contacting our pool of qualified interpreters by telephone and email to confirm availability. Upon receiving an interpreter request from the COR or designee, ALC will acknowledge the request within two (2) hours. If the interpreter request is needed within 24 hours, ALC will acknowledge receipt of the request within one (1) hour and will make every attempt to staff an interpreter immediately thereafter.

ALC’s Project Manager will track work levels through monitoring daily hours that interpreters work on each assignment. ALC maintains contact with its sign language interpreters daily to address any concerns or issues the client may have. This daily contact ensures that there are no major gaps in work, and that all issues are resolved quickly and efficiently without a negative impact on services provided. In the event that an operational issue arises that may interrupt services, ALC will strive to resolve the issue or concern immediately, in coordination with the COR or designee.

ALC’s Project Manager will handle day-to-day operational and contractual issues by constantly ensuring that all tasks are staffed accordingly and as requested by WVDOA. Contractual issues will be handled between the CO, or their representative, and the ALC Contracts Administrator. Issues that may arise include: the need to issue contract modifications for extensions or rate changes or the need to issue task order modifications for extensions of period of performance, increase the number of interpreters, and increase or decrease case funding. ALC understands that a proactive approach rather than a reactive approach is required for the contract to run smoothly on a daily basis.

ALC’s past and present experience on ASL contracts has revealed several real life situations that may be encountered throughout the life of a contract. ALC is prepared with measures for each situation to aggressively address these issues at the beginning and throughout the life of the contract. Below are the potential risks and ALC’s corrective actions for risk mitigation of this Purchase Order.

Risk	Corrective Action
Interpreter does not show up for an	<ul style="list-style-type: none"> • The interpreter is contacted for an explanation of missed assignment • An email is sent to the interpreter documenting the missed assignment • ALC contacts the client POC to explain the reason for the missed assignment and is not charged for services • An email is sent to the client POC to document the missed assignment • If the interpreter did not show due to unforeseen circumstances beyond their control, the incident will be documented in the interpreter's record • If the interpreter did not show due to preventable circumstances, the incident will be documented and disciplinary action will be issued.
Interpreter is late for an assignment	<ul style="list-style-type: none"> • If ALC is notified by the client that the interpreter has not arrived to the assignment on time, the interpreter is contacted for an explanation and an estimated time of arrival. • If tardiness was due to extenuating circumstances, the client POC will be notified as soon as ALC is aware of the situation via phone with a follow up email for documentation purposes. Copies of emails will be kept in the contract file • If the Interpreter notifies the ASL PM/PA of their tardiness, the PM/PA will immediately contact the appointed client POC via telephone with a follow up e-mail to document the incident. If the ETA is known, the PM/PA will relay that to the appointed client POC so all parties are aware of a potential delayed start • If tardiness is within the Interpreter's control, solutions will be discussed between the Interpreter and ALC, and ALC will inform the Client as to the corrective action that has been taken. A copy of these e-mails and notes from these conversations will be kept in the contract file
Interpreter is not dressed appropriately	<ul style="list-style-type: none"> • ALC contacts the interpreter to discuss their attire and the reason the client deemed it inappropriate for the job • The interpreter is reminded of the Code of Professional Conduct and given a written warning of this incident • If the interpreter's attire continues to be an issue, the interpreter will be dismissed from performing any future services
Interpreter violates the Code of Professional Conduct	<ul style="list-style-type: none"> • ALC immediately contacts the interpreter to discuss the situation specific to the incident. • ALC contacts the client POC to discuss the incident from the client's perspective and shares the interpreter's explanation. • Resolutions are discussed and agreed upon with the client as to best handle the situation and prevent it from occurring again. • ALC informs the interpreter of the resolution agreed upon by ALC and the client. Any disciplinary action is applied accordingly. • Documentation of all discussions and Lessons Learned are filed in the ALC contract folder and submitted to the client for their records.
Interpreter cancels the morning of the assignment	<ul style="list-style-type: none"> • ALC immediately notifies the client that the interpreter has cancelled for the assignment. • ALC contacts other qualified interpreters to fill the assignment (if enough time is allowed). • Once a new interpreter is found, ALC contacts the client and provides pertinent information of the replacement interpreter. • The cancellation and change of interpreter is documented and filed in the ALC contract folder. • If cancellations continue to be an issue with an individual interpreter, they will be dismissed from performing any future services.



ALC anticipates that there may be other concerns in the course of performance of the contract. In order to minimize the impact of these potential problems, ALC has established a management structure geared towards identifying and solving these problems in a proactive manner. Our corporate philosophy is one of analysis and problem solving as an on-going process. This continuous re-evaluation and improvement processes will serve as the foundation for the success of our performance.

The ability to exceed the WVDOA's expectations for this requirement is built upon the seamless integration of seasoned ASL Interpreters and experienced management. Our approach to the execution of the WVDOA's ASL requirement is built on a solid foundation of proven management principles, accountability, responsibility and quality control. ALC was specifically shaped around the two major components for success: qualified employees and seasoned management. In addition to ALC's expert interpreters; ALC Headquarters Staff will provide support on this ASL requirement, including: Mr. John Balas – ALC Project Manager (PM) for all sign language contracts, Ms. Lalla Toure – Contract Administrator, Ms. Kimberly Pillsbury – Facility Security Officer, and Ms. Jessica Gibson – Human Resource Manager.

ALC agrees to inform the COR or designee of any issues or concerns relating to the Deaf and/or Hard of Hearing individuals, scheduling, and will work closely with the COR concerning scheduling and matters relating to the provisions for services at the WVDOA.

1.3.1 Management Experience

ALC's Project Manager is Mr. John Balas has been managing our Sign Language Division for several years. In her capacity, she has successfully staffed, supervised, and troubleshoot identical contracts with The Department of Labor, The Environmental Protection Agency, The Internal Revenue Service, The Defense Acquisition University, The National Navy Medical Center, The Walter Reed National Medical Center, The Department of Homeland Security, The Department of Health and Human Services, and The National Institutes of Health.

1.4 Video Remote Interpretation

Although ALC intends to vet and properly train in-person interpreters to respond to the WVDOA needs, ALC also offers an immediate monitoring/response system which is based on video relay interpretation technology. Although not as significant as the face-to-face contact with the target audience, it affords the WVDOA the ability to connect immediately with a linguist for the purpose of mobilization.

ALC uses video teleconferencing Cisco WebEx as a Video Remote Interpretation (VRI) platform given of its powerful and secure capabilities.

Key features

- Start a secure remote interpretation in full HD audio and video instantly as if you were face-to-face with a group or an individual
- Easily schedule a remote interpretation in advance over Microsoft Outlook, calendar invites, sharable links, or email

- Fully cross platform and mobile compatibility with Windows, Mac OS X, iOS, Android, and Blackberry
- Fully secure with end to end encryption
- Share your screen or send files during the interpretation
- Ability to allow video / audio recording for future playback locally or over a network
- Ability to collaborate after a meeting
- Integrates with Microsoft Office, Microsoft Powerpoint, Microsoft Outlook, and Box

ALC uses Cisco WebEx Meeting Center to get answers instantly, and skip frustrating back-and-forth phone calls and emails. Review project plans and activities, discuss progress, make changes, resolve issues, brainstorm and share ideas, or hold individual or small group training sessions—all in real time. ALC's Video Remote Interpretation system allows the City of Chicago/US Communities the advantage of WebEx meetings to reach more customers faster, cross geographic boundaries, and deliver compelling, visual presentations of products and services.

WebEx Meeting Center includes these powerful features:

- **Pervasive high quality video meeting experience.** You can meet just like your face-to-face with a high-quality video experience throughout meetings. Multi-point video allows you to focus on key members throughout the meeting and you can always focus on the most active speaker through voice activated switching and Active Presence.
- **Document, application, and desktop sharing.** Show documents, applications, and your desktop to remote participants in real time. Pass control to participants so they can share their desktops or annotate yours. Collaborate on content as you annotate and enlarge documents or graphics. Switch between different sharing modes without transitions or distractions. No need to upload files to a server.
- **Rich multimedia experience.** Engage your audience by incorporating. PowerPoint, Flash animations, and audio and video in your presentations.
- **Integrated audio and voice over IP (VoIP).** Offer a rich meeting experience with Cisco WebEx integrated phone conferencing. Choose toll or toll-free options with call-in or call-back. Or give participants the option to join the teleconference from their computers using integrated VoIP.
- **Video conferencing. Give your attendees a real-time visual reference.** Simulate face-to-face meetings with participants from multiple locations using multi-point video
- **Meeting recording, editing, and playback. Record meetings** and applications for future reference, training, or demos.
- **Desktop integration tools. Initiate meetings instantly from Microsoft Office,** Microsoft Outlook, IBM® Lotus Notes, and a variety of instant messaging solutions, including Cisco WebEx™ Connect.
- **Cisco WebEx One-Click meeting access. Start a meeting and invite** participants instantly from your desktop, taskbar, or favorite applications

- **Easy meeting invites. Send meeting invitations and reminders using an automated** phone call, text message, email from your local client or IM, including Cisco WebEx Connect and other instant messengers.

Cross platform across all mobile devices

- Organize (schedule, invite, and start) meetings
- Two-way video conferencing
- View shared content, attendee list chat, and Audio Active Speaker
- End-to-end encryption
- Use yWebEx Meetings app for WebEx Training Center classes
- Share content in real-time from your iPad, or files from your Box account

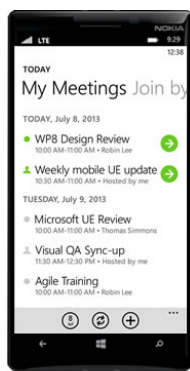
iOS iPhone & iPad:



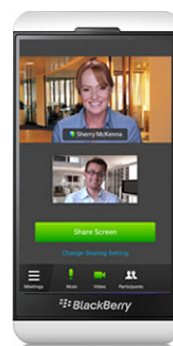
Android Phones and Tablets:



Windows Phone 8:



BlackBerry 10:





2 Past Performance

The following pages contain the required past-performance references, which demonstrate ALC's knowledge of and ability to exceed the obligations of this ASL requirement.

CUSTOMER: WALTER REED NATIONAL MILITARY MEDICAL CENTER

CONTRACT NO.: HT0014-15-F-3412

CONTRACT TITLE: FOREIGN & SIGN LANGUAGE INTERPRETATION AND
FOREIGN LANGUAGE TRANSLATION

PERIOD OF PERFORMANCE:

Base Period: 10/01/2012 to Present

POINT OF CONTACT:

Name: ROBERT WEILER

Tel.: 301-295-2185

Email: robert.f.weiler.civ@mail.mil

SERVICES PROVIDED:

ALC provides a pool of certified and seasoned professional sign language interpreters, as needed to facilitate communication for Deaf and Hard of Hearing individuals and hearing persons. Interpreter services are provided to staff in a variety of settings including meetings, training classes, awards ceremonies; as well as to patients for medical appointments and procedures. All of ALC's interpreters are skilled in ASL, PSE and SEE. The national Registry of Interpreters for the Deaf (RID) and/or hold the Virginia Quality Assurance Screening (VQAS) confirms ALC's interpreters' high skill level to perform all tasks required. Our interpreters strictly adhere to the Code of Professional Conduct (CPC), which govern the interpreting industry and are bound by HIPPA Regulations and maintain the highest level of confidentiality on all services rendered. ALC ensures that all WRNMMC Deaf employees have the freedom to participate in all facets of their position held at WRNMMC while having equal access to all information provided to Hearing employees, in turn, allowing the agency to benefit from all of the employees skills.

In addition to the ASL component, ALC also provides a full range of foreign language support to WRNMMC for medical appointments. This support includes Telephonic Interpretation, On-Site Interpretation, and Translation of medical records and associated documentation. All of ALC's interpreters and translators are versed in medical terminology and understand and are bound by the HIPPA Regulations and maintain the highest level of confidentiality. They are also sensitive to the unique circumstances presented in a medical setting including having a third-party present and schedule changes. Our interpreters support the patients in whatever way possible staying within the bounds of professional conduct. This includes the flexibility to stay beyond the scheduled timeframe in order to provide linguistic services for additional consultations and tests.



CUSTOMER: CORPORATION FOR NATIONAL AND COMMUNITY SERVICE

CONTRACT NO.: CNSHQ-12-A-0020

CONTRACT TITLE: AMERICAN SIGN LANGUAGE SERVICES FOR NCCC NATIONWIDE

PERIOD OF PERFORMANCE: July 19, 2012 to Present

POINT OF CONTACT:

Name: ROBERT LEVIS

Tel.: 202-409-6424

Email: rlevis@cns.gob

SERVICES PROVIDED:

ALC provides a pool of certified, qualified and seasoned ASL interpreters, available on an as needed basis to meet CNCS's American Sign Language Services for NCCC Nationwide requirements. Sign language interpreters provide communication to Deaf/Hard of Hearing volunteers nationwide for training courses at any of the five regional locations, as well as work sites throughout the United States. All of ALC's interpreters utilized on this contract are skilled in ASL, PSE and SEE. The national Registry of Interpreters for the Deaf (RID) confirms ALC's interpreters' high skill level to perform all tasks required. Our interpreters strictly adhere to the Code of Professional Conduct (CPC), which governs the interpreting industry and are bound by confidentiality on all services rendered. ALC ensures CNCS volunteers have the freedom to participate in all facets of their training at CNCS while having equal access to all information provided to Hearing volunteers. At the conclusion of each month, ALC solicits feedback directly from the Project Manager or the CNCS contracting officer in efforts to continue to tailor the product to meet and exceed the needs of CNCS volunteers.

CUSTOMER: TRANSPORTATION SECURITY ADMINISTRATION

CONTRACT NO.: HSTS01-11-F-HRM015

CONTRACT TITLE:

PERIOD OF PERFORMANCE:

Base Period:	04/25/2011	–	04/24/2012	Completed
Option Period 1:	04/25/2012	–	04/24/2013	Completed
Option Period 2:	04/25/2013	–	04/24/2014	Completed
Option Period 3:	04/25/2014	–	04/24/2015	Completed
Option Period 4:	04/25/2015	–	04/24/2016	Current

POINT OF CONTACT:

Name: Leon Patton
Tel.: 571-227-4688
Email: Leon.Patton@tsa.dhs.gov

SERVICES PROVIDED:

ALC provides sign language interpreters (SLI's), CART reporters, and ad hoc sign language interpreters as required for interpretive service requests from applicants, employees, customers, and organization services for the TSA. The majority of work is performed at client HQs; however, there are periodic requests for assignments on a national level at the 450 airports and other TSA facilities on an on-call/as needed basis. ALC provides certified and experienced security cleared and non-cleared SLI's and CART providers for different locations throughout the country. Primarily, there is one dedicated part-time SLI for deaf consumer at TSA HQs. Due to the sensitive nature of the work performed at the TSA, ALC has had to overcome many obstacles without any interruption to services. Through our evaluation process, using preference points provided by the consumer, we have been able to sustain a steady schedule of qualified, certified, and cleared interpreters to meet the consumer's needs. The customer has repeatedly affirmed ALC that they have made his job easier based on our ability to care about the needs of the end user and provide services without any hesitation.



CUSTOMER: CALIFORNIA DEPARTMENT OF REHABILITATION

ADDRESS: 721 Capitol Mall, 6th Floor, Sacramento, CA 95814

CONTRACT NO.: ASL Agreement #29683

CONTRACT TITLE: AMERICAN SIGN LANGUAGE INTERPRETING SERVICES for
GREATER EAST BAY DISTRICT

CONTRACT VALUE: \$350,000.00

PERIOD OF PERFORMANCE: 7/01/2015 - Present

POINT OF CONTACT:

Name: Shari Cooley
Tel.: (916)558-5690
Email: shari.l.cooley@dor.ca.gov

SERVICES PROVIDED:

ALC provides a pool of certified and seasoned professional sign language interpreters, as needed to support the Deaf and Hard of Hearing employees and management at the California Department of Rehabilitation in the Greater East Bay Area (Concord, Berkeley, Fairfield, Fremont, Oakland). Interpreter services are provided to staff in a variety of settings including Officer-of-the-Day and Front Desk coverage, internal and client meetings, conferences and training classes which may include presentations, lectures, videotapes, small group discussions, etc. In addition, interpretation services are also provided to management for both general office duties and executive level meetings. All of ALC's interpreters are skilled in ASL, PSE and SEE and provide the mode of communication required by the client including both voice-to-sign and sign-to-voice skills. Our interpreters strictly adhere to the Code of Professional Conduct (CPC), which governs the interpreting industry and are bound by HIPPA Regulations and maintain the highest level of confidentiality on all services rendered.



CUSTOMER: CITY AND COUNTY OF SAN FRANCISCO

ADDRESS: P.O. Box 7988, San Francisco, CA 94120-7988

CONTRACT NO.: Request for Proposals (RFP) # 633

CONTRACT TITLE: Sign Language Services

CONTRACT VALUE:

PERIOD OF PERFORMANCE: 8/01/2015 - Present

POINT OF CONTACT:

Name: David Tu (HSA) (DSS)

Tel.: 415-557-5572

Email: david.tu@sfgov.org

SERVICES PROVIDED:

ALC provides ASL interpretation services to the Deaf and Hard of Hearing clients receiving services from the City and County of San Francisco's Department of Human Services. Interpreter services include one-time meetings regarding various department programs, as well as recurring support meetings. For ongoing support, ALC provides the same interpreter(s) whenever possible in order to maintain continuity between the client and Human Services staff. All of ALC's interpreters are skilled in ASL, PSE and SEE and provide the mode of communication required by the client including both voice-to-sign and sign-to-voice skills. Our interpreters strictly adhere to the Code of Professional Conduct (CPC), which governs the interpreting industry and are bound by HIPPA Regulations and maintain the highest level of confidentiality on all services rendered.



CUSTOMER: DEPARTMENT OF VETERANS AFFAIRS

CONTRACT NO.: FPN-B-TM246-4F

CONTRACT TITLE: HEARING IMPAIRED INTERPRETER

PERIOD OF PERFORMANCE: 02/14/2014 - Present

POINT OF CONTACT:

Name: ROBERT LAHAR
Tel.: 512-460-5101
Email: robert.lahar@va.gov

SERVICES PROVIDED:

This is a firm fixed price contract to provide sign language interpreter services in person for employees of the Department of Veterans Affairs (VA). ALC provides the Department of Veterans Affairs (VA) with sign language interpreter services as needed on-site or elsewhere as requested during normal business hours. Interpretation services are required for staff meetings, training seminars, conferences, and teammate or one-on-one interactions. All interpreters are RID certified and are required maintain all professional certifications throughout the life of the contract. ALC continues to provide high quality interpretation services while maintaining the confidentiality of the client and the end user.



CUSTOMER: DC PUBLIC LIBRARY

CONTRACT NO.: PO506609

CONTRACT TITLE: SIGN LANGUAGE INTERPRETATION

PERIOD OF PERFORMANCE:

Base Period: 09/25/2014 – 09/30/2015

Option Period 1:

Option Period 2:

Option Period 3:

Option Period 4:

POINT OF CONTACT:

Name: RACHEL MEIT

Tel.: 202-727-2270

Email: rachel.meit@dc.gov

SERVICES PROVIDED:

ALC provides a pool of certified and seasoned professional sign language interpreters, as needed to facilitate communication between Deaf and Hard of Hearing persons and hearing persons at all libraries within the DC Public Library System. Interpreter services are provided for staff for various activities to include department meetings, training classes, and staff meetings; as well as to the public for lectures and presentations sponsored by the library system. All of ALC's interpreters utilized on this contract are skilled in ASL, PSE and SEE. The national Registry of Interpreters for the Deaf (RID) confirms ALC's interpreters' high skill level to perform all tasks required.



CUSTOMER: STATE of DELAWARE

ADDRESS: 100 Enterprise Place, Suite 4, Dover, DE 19904

CONTRACT NO.: GSS15602B-LINGUIST (V04)

CONTRACT TITLE: SIGN LANGUAGE INTERPRETATION SERVICES

CONTRACT VALUE: \$475,000.00

PERIOD OF PERFORMANCE: 06/01/2015 - Present

POINT OF CONTACT:

Name: COURTNEY MCCARTY
Tel.: 302-857-4557
Email: Courtney.McCarty@state.de.us

SERVICES PROVIDED:

ALC manages and coordinates the schedules of a pool of certified, qualified and experienced ASL interpreters, on an as needed basis 24/7 to meet requirements of the agencies across the state of Delaware including but not limited to Department of Health and Social Services, Division for the Visually Impaired, Department of Safety and Homeland Security Special Council for People with Disabilities as well as School Districts. All of ALC's interpreters utilized on this contract are skilled in ASL, PSE and SEE. The national Registry of Interpreters for the Deaf (RID) confirms ALC's interpreters' high skill level to perform all tasks required. All of our interpreters have completed background checks as required by the contract and strictly adhere to the Code of Professional Conduct (CPC), which governs the interpreting industry and are bound by confidentiality on all services rendered. ALC provides high quality interpretation services while maintaining the confidentiality of the client and the end user.



CUSTOMER: DEPARTMENT OF DEFENSE
OFFICE OF INSPECTOR GENERAL (DODIG)

CONTRACT NO.: HF1026-4321-0001

CONTRACT TITLE: COMMUNICATION ACCESS REALTIME TRANSLATION (CART)

PERIOD OF PERFORMANCE:

Base Period: 12/09/2014 (up to 20 hours)

POINT OF CONTACT:

Name: MATTHEW LANGFORD
Tel.: 703-602-0700
Email: Matthew.Langford@DODIG.MIL

SERVICES PROVIDED:

ALC provides Communication Access Realtime Translation (CART) services to the Department of Defense Office of Inspector General (DODIG) on an ad-hoc basis. ALC's CART providers transcribe all spoken dialogue into captions in real-time, for the purpose of communication with Deaf and Hard-of-Hearing individuals. ALC CART providers quickly type into a stenotype machine using machine shorthand, while computer software translates that shorthand into "real-time captions" comparing it against a specialized shorthand dictionary stored in the computer. Captions are provided on various platforms including broadcast/projected (on to a screen or large tv/monitor), via laptop for small meetings and one-on-one training, or something in between. This process occurs quickly so that the Deaf participant(s) can be active participants in the meeting/training/etc. All ALC CART providers are Certified CART Providers (CCP) and many are Registered Professional Reporters (RPR) as well. Transcripts are provided to the DODIG within 24 hours of any assignment.



CUSTOMER: UNITED STATES DEPARTMENT OF INTERIOR
OFFICE OF NATURAL RESOURCES REVENUE (ONRR)

CONTRACT NO.: D15PA00013

CONTRACT TITLE: ASL INTERPRETING SERVICES

PERIOD OF PERFORMANCE:

Base Period:	02/01/2015	–	01/31/2016	Current
Option Period 1:	02/01/2016	–	01/31/2017	
Option Period 2:	02/01/2017	–	01/31/2018	
Option Period 3:	02/01/2018	–	01/31/2019	
Option Period 4:	02/01/2019	–	01/31/2020	

POINT OF CONTACT:

Name: BRENDA MCGEGEE
Tel.: 303-969-5240
Email: Brenda_J_McGehee@ibc.doi.gov

SERVICES PROVIDED:


ALC fulfills the ONRR's requirement for Sign Language Interpreting services for their Deaf employees by providing a pool of interpreters certified by the national Registry of Interpreters for the Deaf (RID). As such, ALC's interpreters are dedicated to upholding the Code of Professional Conduct (CPC), and are bound by confidentiality for all services rendered. In addition they demonstrate their commitment to both their profession and the Deaf Community by maintaining their Continuing Education Units. ALC's interpreters provide support for various activities including various meetings (staff, supervisor, etc.), training, ceremonies, interviews, etc. For the purposes of this contract, all of ALC's interpreters must have a minimum of five (5) years of experience and be skilled in both American Sign Language (ASL) which is the complex visual-spatial language native to many Deaf individuals; as well as Signed Exact English (SEE) which is a manual communication that strives to be an exact representation of English vocabulary and grammar.

3 Price Schedule

SERVICE	UNIT	UNIT RATE
SIGN LANGUAGE INTERPRETER Regular Hours (7:00 am to 6:00 pm)	Hour	\$74.00*

**Interpreters work in relay shifts. Therefore, any sustained interpretation exceeding two (2) hours, calls for a second interpreter to maintain continuity and communication. This is an industry standard. Minimum billable time is two (2) hours.*

4 SAM Registration



USER NAME

[Forgot Username?](#)

PASSWORD

[Forgot Password?](#)

[Create an Account](#)

HOME

SEARCH RECORDS

DATA ACCESS

GENERAL INFO

HELP

Entity Dashboard

- › [Entity Overview](#)
- › [Entity Record](#)
 - › [Core Data](#)
 - › [Assertions](#)
 - › [Reps & Certs](#)
 - › [POCs](#)
- › [Reports](#)
 - › [Service Contract Report](#)
 - › [BioPreferred Report](#)
- › [Exclusions](#)
 - › [Active Exclusions](#)
 - › [Inactive Exclusions](#)
 - › [Excluded Family Members](#)

RETURN TO SEARCH

ALLWORLD LANGUAGE CONSULTANTS INC.
 DUNS: 949873624 CAGE Code: 075P1
 Status: Active
 Expiration Date: 08/18/2016
 Purpose of Registration: All Awards

172 ROLLINS AVE
 ROCKVILLE, MD, 20852-4005,
 UNITED STATES

Entity Overview

Entity Information

Name: ALLWORLD LANGUAGE CONSULTANTS INC.

Doing Business As: ALC

Business Type: Business or Organization

POC Name: Veronique Lemerle-Scandiffio

Registration Status: Active

Activation Date: 08/19/2015

Expiration Date: 08/18/2016

Exclusions

Active Exclusion Records? No

SAM | System for Award Management 1.0

Note to all Users: This is a Federal Government computer system. Use of this system constitutes consent to monitoring at all times.

IBM v1.P.36.20150930-1631
 WWW1





5 Facility Security Clearance



DEFENSE SECURITY SERVICE
DEFENSE INDUSTRIAL SECURITY CLEARANCE OFFICE
2780 AIRPORT DRIVE, SUITE 400
COLUMBUS, OH 43219-2268

March 26, 2002

CAGE: 075P1

ALL WORLD LANGUAGE CONSULTANTS INC
ATTN FACILITY SECURITY OFFICER
172 ROLLINS AVENUE
ROCKVILLE MD 20852

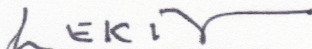
Dear Sir or Madam:

Reference is made to our earlier correspondence regarding the eligibility of your facility for a Department of Defense security clearance. I am pleased to advise that the necessary processing has been completed and a security clearance at the TOP SECRET level is hereby granted your facility.

The fact that your organization has qualified for and has been granted a facility clearance may not be used for advertising nor promotional purposes, nor may this letter be reproduced in any form except for the necessary records of your organization.

The Defense Security Service is vitally interested in assisting you in the development of a sound security posture. We will conduct periodic reviews of your security program to aid you in maintaining proper security safeguards and are available at any time for guidance or assistance.

Sincerely,


JOHN W. FAULKNER
Director

copy: S51HX

DSS FL 381-R



6 Required Bid Documents



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

State of West Virginia
Request for Quotation
34 — Service - Prof

Proc Folder: 169628

Doc Description: American Sign Language Interpreting at the WVSDB

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2016-05-27	2016-06-23 13:30:00	CRFQ 0403 DBS1600000006	1

BID RECEIVING LOCATION

BID CLERK

DEPARTMENT OF ADMINISTRATION

PURCHASING DIVISION

2019 WASHINGTON ST E

CHARLESTON

WV 25305

US

VENDOR

Vendor Name, Address and Telephone Number:

FOR INFORMATION CONTACT THE BUYER

Michelle L Childers
(304) 558-2063
michelle.l.childers@wv.gov

Signature X

FEIN #

54-1725423

DATE JUNE 20, 2016

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

Page : 1

FORM ID : WV-PRC-CRFQ-001

7 West Virginia Certificate of Good Standing




*I, Natalie E. Tennant, Secretary of State,
of the State of West Virginia, hereby certify that*

AllWorld Language Consultants Inc.

has filed the appropriate registration documents in my office according to the provisions of the West Virginia Code and hereby declare the organization listed above as duly registered with the Secretary of State's Office.

*Given under my hand and
the Great Seal of West Virginia
on this day of
June 07, 2016*

A handwritten signature in cursive script, reading "Natalie E. Tennant".

Secretary of State



8 West Virginia Insurance Policy



CERTIFICATE OF LIABILITY INSURANCE

 DATE (MM/DD/YYYY)
 6/8/2016

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Henry A Latimer & Son Inc 4701 Sangamore Rd. Suite S-250 Bethesda MD 20816		CONTACT NAME: PHONE (A/C No. Ext): 301.229.1500 FAX (A/C No.): 301.320.2458 E-MAIL ADDRESS:	
INSURED Allworld Language Consultants, Inc. 172 Rollins Avenue Suites 3 & 3A Rockville, MD 20852		INSURER(S) AFFORDING COVERAGE INSURER A: Travelers Indemnity Co - A++ NAIC # 25658 INSURER B: AXIS - A++ 37273 INSURER C: INSURER D: INSURER E: INSURER F:	

COVERAGES

CERTIFICATE NUMBER: 2016-17 Proof of Coverage

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDITIONAL SUBROGATION WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY		660481X5056	01/05/2016	01/05/2017	EACH OCCURRENCE \$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY					DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>				MED EXP (Any one person) \$ 10,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC					PERSONAL & ADV INJURY \$ 1,000,000
	AUTOMOBILE LIABILITY					GENERAL AGGREGATE \$ 2,000,000
	<input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	<input checked="" type="checkbox"/>				PRODUCTS - COMP/OP AGG \$ 2,000,000
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR		CUP6F551107	01/05/2016	01/05/2017	COMBINED SINGLE LIMIT (Ea accident) \$
	<input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE					BODILY INJURY (Per person) \$
	<input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>				BODILY INJURY (Per accident) \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY		UB840D0739	01/05/2016	01/05/2017	PROPERTY DAMAGE (Per accident) \$
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N <input type="checkbox"/> N/A	AS REQUIRED BY STATE LAW			<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 500,000 E.L. DISEASE - EA EMPLOYEE \$ 500,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
B						

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
 All policies include Blanket additional insured and Waiver of subrogation. All insurance is primary and non contributory. Sign Language and Interpreting Translation Services. Contract#ARFQ0402EDD1600000129

CERTIFICATE HOLDER

CANCELLATION

West Virginia Department of Education
 1900 Kanawha Blvd East BLDG 6
 Charleston WV 25305

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Richard Latimer, Sr.

 ACORD 25 (2010/05)
 INS025 (2010/05) 01

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9 Sample Interpreters

The following pages contain just three of our lead interpreters in the State of West Virginia. At the present time, ALC is supporting the department of education through the assistance of 17 interpreters of identical caliber to the ones listed herein.

