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Header 4

List View

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

Procurement Folder: 834305

Procurement Type: Central Master Agreement

Vendor ID: VS0000037537

Legal Name: Frederick Interpreting Agency

Alias/DBA:

Total Bid: \$205,720.00

Response Date: 03/04/2021

Response Time: 13:16

Responded By User ID: FIAInterpreting

First Name: Ethan

Last Name: Kramer

SO Doc Code: CRFQ

SO Dept: 0403

SO Doc ID: DBS2100000002

Published Date: 2/23/21

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Close Time: 13:30

Status: Closed

Solicitation Description: American Sign Language Video Remote Interpreting at the WVSD

Total of Header Attachments: 4

Total of All Attachments: 4



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

**State of West Virginia  
 Solicitation Response**

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

| Solicitation Closes | Solicitation Response        | Version |
|---------------------|------------------------------|---------|
| 2021-03-04 13:30    | SR 0403 ESR03042100000006034 | 1       |

**VENDOR**  
 VS0000037537  
 Frederick Interpreting Agency

**Solicitation Number:** CRFQ 0403 DBS2100000002  
**Total Bid:** 205720  
**Response Date:** 2021-03-04  
**Response Time:** 13:16:29  
**Comments:**

**FOR INFORMATION CONTACT THE BUYER**

Joseph E Hager III  
 (304) 558-2306  
 joseph.e.hageriii@wv.gov

**Vendor Signature X** **FEIN#** **DATE**

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

| Line | Comm Ln Desc                                      | Qty       | Unit Issue | Unit Price | Ln Total Or Contract Amount |
|------|---|-----------|------------|------------|-----------------------------|
| 1    | Video Remote Sign language interpretation service | 2960.0000 | HOUR       | 69.500000  | 205720.00                   |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 82112067  |              |               |         |

**Commodity Line Comments:** Video Remote Interpreting - \$1.75 per minute with no minimum  
Virtual Interpreting - \$69.50 per hour with 2-hour minimum

**Extended Description:**

Quantities are estimated and are for bid purposes only



## **Response to RFQ**

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

Solicitation ID: CRFQ-0403-DBS2100000002-3

March 4, 2021

Prepared by:

**Frederick Interpreting Agency**

- Website: [www.frederickinterpreting.com](http://www.frederickinterpreting.com)
- Email: [schedule@frederickinterpreting.com](mailto:schedule@frederickinterpreting.com)
- Phone: [240-409-7972](tel:240-409-7972)

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## **Letter of Transmittal**

Dear West Virginia School for the Deaf and the Blind,

It is with great pleasure that we submit our Proposal CRFQ for Video Remote Interpreting (VRI) for the West Virginia School for the Deaf and the Blind. Frederick Interpreting has been translating and offering Video Remote Interpreting (VRI) for several years. We're happy to offer details that will assist the West Virginia School for the Deaf and the Blind in gathering data that will move you to the next step which could be an RFP for these much-needed services.

Our strengths, expertise, and aspirations are not to be just another interpreting service provider. We aim to be the company that causes life-altering changes for the Deaf and hard of hearing by providing interpreting services of unprecedented caliber.

As the founder of FIA interpreting services, I know what makes a good Video Remote Interpreting (VRI) service and what does not. Not everyone knows the smallest details that truly make a difference. Since I grew up Deaf and in a Deaf family, I have seen all types of assistance and watched as they changed over the years. Some companies attempt to use high-tech, top-of-the-line services but they are not used to the best of their abilities. Just because a tool is "cool" and high tech doesn't make it a useful tool. As a Deaf adult, I can easily evaluate and offer services that truly cause life-altering changes for those who struggle to communicate. I pride myself on using technology that is cost-effective yet valuable and truly enables communication.

No one knows more than the Deaf community how COVID has impacted our communication abilities. Mask wearing has made daily communication much more difficult. Video Remote Interpreting (VRI) is even more important since many people within our community rely on lip-reading. Masks have taken that very vital strategy away and our entire community is looking for better ways to communicate and be heard!

VRI is not only a "nice to have tool" for a municipality it is now a "need to have." When it comes to compliance with ADA you must have more than just a Video Remote Interpreting (VRI) program, you must have a good quality Video Remote Interpreting (VRI) program. We assist municipalities just like West Virginia School for the Deaf and the Blind in providing unequalled compliance tools that encourage acceptance of everyone regardless of their differences and a place that your Deaf and hard of hearing community feels valued and appreciated. Our systems advance the civil rights of your residents, consumers, and employees.

Frederick Interpreting supports your mission *to ensure that every program, service, benefit, and activity operated or funded by the West Virginia School for the Deaf and the Blind is fully accessible to and usable by people with disabilities.*

Our CEO will be the contact person authorized to make representations and communicate on behalf of FIA Interpreting with the *West Virginia School for the Deaf and the Blind* in regard to this RFI. I am available to answer any questions pertaining to it.

Name: Ethan Kramer  
Title: Founder, CEO  
Phone: 240.409.7972  
Email: [schedule@frederickinterpreting.com](mailto:schedule@frederickinterpreting.com)  
Address: 5216 Muirfield Dr. Ijamsville MD 21754

Yours Sincerely,



Ethan Kramer

## **Executive Summary**

Frederick Interpreting LLC opened in 2017 and quickly became one of the most influential interpreting companies due to our customer focus on ADA compliance. We don't just supply interpreting services we supply the best of the best; the fastest, the most accurate, and the most user-friendly.

At FIA Interpreting we use our combined years of industry experience to create tailored solutions for our clients. We offer a full suite of interpreting and most importantly Video Remote Interpreting (VRI) services that guarantee your compliance with ADA regulations.

Having worked with municipalities of all sizes, our team at FIA Interpreting can take the complexity out of the equation. We provide state-of-the-art user-friendly tools that enable all DC Government Agencies to have immediate accurate communication to any resident, co-worker, or visitor who is Deaf or hard of hearing.

There are many options for Video Remote Interpretation services, but FIA stands by our mission: To ensure that every individual receives full access to communication, no matter what. When a Deaf person needs help there should never be a wait, there should never be a poor translation, there should always be the exact same service offered that a hearing person receives. Nothing less than that is acceptable.

Because of our dedication to quality and accuracy, we had over 5,000 hours of service within our first year in business and we are increasing exponentially. When it comes to communication nothing less than accuracy and timeliness is acceptable. Because we offer expert and timely interpreting our services are widely requested and we look forward to helping the West Virginia School for the Deaf and the Blind collect data for your future project.

Our portfolio features dynamic projects of all sizes and levels of complexity — from short one phone call translations to ongoing legal or medical interpretations. For compliance reasons we settle for nothing but the best and that is what we provide.

Because our platform is so dynamic and trusted within the community we serve all markets from private to public. We are very proud of our medical market because we enable equitable access to treatment for the Deaf and Hard of Hearing community in regard to their health and well-being.

In response to this RFQ, we would like to highlight our local government clients. We assist government organizations in many ways including those who do CPS investigative home visits and interviews, government-sponsored job training and interviews, staff meetings, and many other within the governmental functionalities.

When it comes to our medical and governmental clients compliance is key. We obviously want clear communication for both parties and the only way to do that is to guarantee compliance. When working with FIA Interpreting you are guaranteed that the West Virginia School for the Deaf and the Blind will be in compliance with the requirements of the Americans with Disabilities Act (ADA) and the Disability Rights Protection Act of 2006.

But, more than our portfolio, what truly sets us apart from other interpreting companies is our people. Their dedication to providing a seamless communication strategy to our clients, resolve for delivering exceptional friendly customer services, capacity for innovation and problem solving, and unwavering commitment to the hard of hearing community, makes FIA Interpreting a company that municipalities want to work with.

**Our mission is simple:** Ensuring EVERY Deaf individual receives full access to communication in a timely, convenient, and accurate method.

## **Project Support Alliances**

The West Virginia School for the Deaf and the Blind can view our information and services on our website [www.Frederickinterpreting.com](http://www.Frederickinterpreting.com). While we offer the Video Remote Interpreting (VRI) that you are requesting we offer a myriad of other services that might be of interest for your future RFP.

Currently, we have more than 300 clients. Approximately 60 clients use us on a regular basis.

From our inception we have used Boostlingo, a third-party industry leader software provider for on-site scheduling and Video Remote Interpreting (VRI) system with no concerns.

We also have an extraordinarily large network of interpreters totaling more than 5,000 interpreters for 100+ different languages, including American Sign Language. This will be an additional benefit for the West Virginia School for the Deaf and the Blind. We know you are looking for American Sign Language but with FIA you get sign language as well as 100+ other languages to meet the needs of your second language users as well! If our interpreters are not available to answer a Video Remote Interpreting (VRI) call, it will be automatically routed to our network and partners. It is this strong partnership that allows us to provide immediate services with little to no wait time.

Our scalability is unlimited because of our size and partnerships We can scale and accommodate the West Virginia School for the Deaf and the Blind needs and objectives easily with our high tech and immediate services.

We have an extraordinarily large network of interpreters through our network with Boostlingo and we are increasing our network and partnerships with other agencies that meet our interpreter screening criteria as well as HIPAA and GDPR compliance requirements. Due to our strong and uninterrupted technology our interpreters do not have to be close to DC as they will provide Video Remote Interpreting (VRI) services remotely. Our state of the art technology allows us to scale powerfully and meet all your needs with no downtime and less than 26 seconds of wait time.

## **Key Personnel:**

FIA Interpreting has benefited from energetic, principled, and creative leaders at its helm. FIA Interpreting executive team brings a diverse set of skills and experience, ensuring a well-rounded perspective on company operations. FIA Interpreting does more than provide interpreting. We cause barrierless communication with your Deaf and Hard of Hearing visitors, residents, consumers, and employees.

## **Project Management:**

### **Ethan Kramer –CEO/CTO**

Ethan is a Deaf individual born to a third-generation Deaf family. With a BS degree in Finance from Gallaudet University, he graduated with a MS degree in Entrepreneurship and Innovative Ventures from Rochester Institute of Technology. Ethan started Frederick Interpreting from scratch in 2017 with no parent organization.

### **Responsibilities:**

- Central point of contact between FIA Interpreting and West Virginia School for the Deaf and the Blind
- Full authority to respond to any contract requirement.
- Direct administrative and operational support to the project managers
- Implement task specific practices, procedures, and operational policies to ensure the satisfaction of West Virginia School for the Deaf and the Blind

### **Role:**

- One person will always be your contact to speed up communication
- Oversee the entire scope of work
- Guarantee that quality of work is met

**Allison Tyeryar –COO**

Allison has long been an ambassador for the Deaf community. She is unconditionally passionate. She attended Gallaudet University, where she received her BA degree in Interpretation in 2016. Four years after receiving her collegiate degree, she passed her National Interpreter Certification in February 2020. Allison is an NIC Certified interpreter.

**Responsibilities:**

- Managing director of interpreters
- Trains interpreters on specialized or medical terminology
- VRS (video remote service) interpreter\

**Role:**

- Follow up with clients on scheduling and questions
- Fill in if necessary for interpreters
- Guarantee that quality of work is met

**Project Plan Objectives:**

1. Provide sign language interpretation and Video Remote Interpreting (VRI) to multiple agencies across the West Virginia School for the Deaf and the Blind
2. Sign language service will be available 24/7/365 with a minimum wait time of 60 seconds
3. All interpreters are RID-certified or have passed our rigorous screening process
4. Pricing will be charged as needed and charged by the minute
5. Services is available on a 4G or internet service (or faster)
6. Audio and Video will be in real time and clearly viewable
7. Technical support is available 24/7/365 for immediate assistance
8. FIA Guarantees ADA, HIPAA, and GDPR compliance

## **Platforms or Software Used**

We have one of the most advanced Video Remote Interpreting (VRI) systems in the industry. Our Video Remote Interpreting (VRI) can be used on-site where you would be present with the client who needs interpreting services and the interpreter would be present through the video platform. Additionally, we can offer over 100+ other languages at the same cost.

Our system is completely HIPAA and GDPR compliant. No scheduling is required for Video Remote Interpreting (VRI) and there is no minimum time for billing. Additionally we offer virtual interpreting. That however requires a minimum of 2 hours similar to an onsite assignment. FIA can use a multitude of platforms so we will use your preferred choice – Zoom, Google Meets, WebEx, Doxy Me, etc.

FIA stays current with all the newest technologies. We provide the best pricing in the industry with the most user friendly system. We are incredibly proud of our 26 second or less wait time for access to our platform and interpreting services, which is much faster than industry average.

The BoostLingo VRI system can be used on any device, as long as it has a camera and microphone. VRI is used when a customer and client are together on site and the interpreter is not. The interpreter will interpret the communication interactions remotely through VRI with captions and sign language. If a client chooses to use our system via a laptop or computer it does work the best through Chrome browser. However for convenience, the “Boostlingo” application can be downloaded via Apple or Google’s app stores.

Once we have a contract in place with a new client, we will immediately create an admin account, where the client will be able to invite other users, configure their settings, and be ready to begin interpreting services. As always, we will provide support and be responsive at all times.

**Minimum Requirements:****Desktop/Laptop Hardware:**

- Processors:
  - Intel:
    - 2.0 GHz or faster second-generation Intel Core i3, i5, i7 CPU or newer
    - Quad-core processors or newer
  - AMD: 1.8 GHz or faster AMD Athlon 64 X2 processor
  - NOTE: Faster processors provide higher video frame rates. While multi-core processors slower than 2.0 GHz will work, they are not guaranteed to provide the best video quality. Video pixelation and freezing may occur on systems that don't meet our processor requirements.
- Memory: 2 GB RAM or more
- Video Chipset: Discrete video card, or integrated Intel HD Graphics 3000 or better (found on second-generation (Sandy Bridge) or newer Core i3, i5, i7 processors).
- Webcam: Any external, HD 720p or better webcam
- Speakers/Headset/Microphone
- Mobile Hardware and Software:
  - Apple Mobile Devices: Requires version 8.1 or later. Compatible with iPhone, iPad and iPod Touch
  - Android Devices: All devices with mic and cam are supported and Require Android version 4.0 and up
  - NOTE: Video on older Android tablets and older iPads may not be suitable for VRI, especially for Sign Language/ASL interpreting. For ASL interpreting, we recommend newer Android tablets and iPads.

**Desktop/Notebook/Windows Tablet Software:**

- Microsoft OS (32-bit/64-bit): Windows 7, Windows 8.1 (Desktop mode), Windows 10
- Apple Desktop OS: Mac OS X 10.8 (Mountain Lion) or higher
- Web Browsers:
  - Google Chrome 52 (56 or newer recommended)
    - This browser is recommended for better application performance. If it is not installed on your computer - you can easily install it from here: [Chrome Download](#)
  - Mozilla Firefox 35 (40 or newer recommended)

**Network Requirements:**

- Bandwidth: 2 Mbps upstream/downstream strongly recommended; minimum 1 Mbps upstream/downstream supported
  - 4G LTE connections/mobile hotspots are sufficient for most situations with an adequate connection to your LTE service provider; however, LTE quality is heavily influenced by your location and by the number of users connected to the same cellphone tower as you. Interpreters should always rely on wired Internet service over LTE service for consistent network quality.
  - 3G connections/mobile hotspots not recommended but may be sufficient for two-party calls when the 3G connection is not in use by other Internet applications and you have a strong connection to your 3G service provider

There are only 5 steps required to be up and running with our VRI system:

1. Review the hardware/software Specifications above
2. Review the internet requirements
3. Set up an appropriate workspace
4. See our FAQ for any questions you may have
5. Contact us for support

It's just that easy!

Our VRI video will provide video sign language and be immediately accessible to provide seamless communication (back and forth) between users.

The FIA Interpreting software is available for your users on:

- Smartphone app
- Tablet
- Computer
- Television (for conferences, seminars, classrooms etc)

### **Deliverables Provided by FIA Interpreting:**

- American Sign Language anytime and anywhere, On-demand Video Remote Interpreting (VRI) access to interpreters for 80+ different languages as well.
  - Staff training
  - Delivery, setup, and training included
  - Optional: newest generation iPad, wheeled iPad cart, shockproof case, and power bank
- Additional Scope of Work

FIA Interpreting can provide multiple major activities

- Onsite and VRI 24/7/365
- Web accessible VRI
- Technical Assistance 24/7/365
- Document translation
- Over 100+ languages served (not just ASL)

### **Implementation Schedule**

| <b>Task</b>             | <b>Method</b>      | <b>Date to be Accomplished</b> |
|-------------------------|--------------------|--------------------------------|
| VRI set up and training | In person or phone | TBD                            |
|                         |                    |                                |

## **FIA Interpreting is Better Than Average. Why?**

### **Our People, Products, and Processes!**

We are specialists in communication and inclusion.

|  |
|--|
| <b>Our PEOPLE are Second to None</b>   |
| Over 2 decades of combined experience  |
| We are more than just a contractor, we become an extension of your team                  |
| We enable your staff to do their jobs easier while being compliant                       |
| <b>Our Technology provides barrier-free instantaneous communication</b>                  |
| Our programs are available 24/7/365  |
| We provide KPIs that drive cohesive work toward a common goal                            |
| We cultivate a healthy environment for communication where every person feels valued     |
| <b>Transparent and user-friendly PROCESSES</b>   |
| We know what is needed for compliance and check all the boxes                            |
| We engage 100% of your employees in barrier free communication so everyone feels valued. |
| We offer proven best practices that are user friendly at the same time                   |

## Hiring Practices

FIA has a rigorous screening process for our interpreters. We only provide interpreters who are nationally certified or have passed our rigorous screening to ensure the services of the highest standards. The owner who is also a Deaf individual, Ethan, truly appreciates the importance of having high-quality and reliable interpreters.

Our screening process consists of 2 RID-certified (nationally certified) and 2 native ASL users evaluating the prospective interpreter's video sample. The video sample must meet the following criteria:

1. Unrehearsed
2. At least 1 minute long of each way – from ASL to English and from English to ASL
3. Realistic situational interpretation

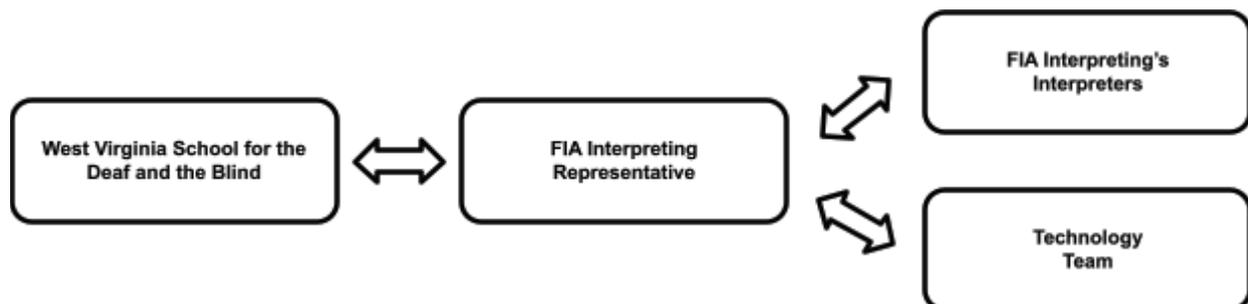
Interpretation is a personal choice. Not every person is comfortable with every person and sometimes our clients have a preferred interpreter. We can easily accommodate those requests.

- If a client likes a specific interpreter and wishes to continue working with the interpreter, we will prioritize and give the interpreter a right of first offer (ROFO)
- In the event that a client does not wish for a specific interpreter we will immediately put the interpreter on the DNS (Do Not Send) list for the client.

## Quality Control

Our quality control plan includes communication, collaboration, oversight, clear and actionable KPIs, mentoring, and training as a part of our ongoing activities.

Success starts with good communication. We have a clear line of communication from our project manager to West Virginia School for the Deaf and the Blind to guarantee quality and that our interpretation VRI is meeting your specific needs.



## References

**Client Name:** Maryland School for the Deaf  
**Address:** 101 Clarke Pl, Frederick, MD 21701  
**Contact Name:** Jennifer Lake  
**Contact Email:** [Jennifer.lake@msd.edu](mailto:Jennifer.lake@msd.edu)  
**Contact Number:** 301-360-2005  
**Project Description:** FIA Interpreting provides both Video Remote Interpreting (VRI) and On-Site Interpreting services to Maryland School for the Deaf for a wide array of different assignment types, from IEP meetings to staff meetings, and parent and teacher conferences.

**Client Name:** Department Human Services of Frederick County  
**Address:** 1888 N. Market Street, Frederick, MD 21701  
**Contact Name:** Heather Hill  
**Contact Email:** [Heather.hill@maryland.gov](mailto:Heather.hill@maryland.gov)  
**Contact Number:** 301-600-2471  
**Project Description:** FIA Interpreting provides On-Site Interpreting services to Department Human Services of Frederick County for various job types, ranging from CPS investigative home visits to

**Client Name:** Frederick Primary Care Associates  
**Address:** 610 Solarex Court, Frederick, MD 21703  
**Contact Name:** Paula Paiva  
**Contact Email:** [Paulapaiva@fpca.net](mailto:Paulapaiva@fpca.net)  
**Contact Number:** 301-682-5500  
**Project Description:** FIA Interpreting provides both Video Remote Interpreting (VRI) and On-Site Interpreting services to the Frederick Primary Care Associates network for medical appointments.

## Potential Barriers

Even with the best vendor and best plans there are Barriers. Change is difficult. We FIA Interpreting works by the motto, “We fix the airplane while flying it.” We are always ready, prepared, and equipped to take on challenges and barriers. Barriers are often not barriers but miseducation or misunderstanding. As language experts we can fix both!

- The software makes staff nervous or uncomfortable
- Users believe diversity excludes certain groups of people
- Users believe they already know how to communicate effectively

How we fix these barriers:

- FIA provides training for your staff on the system
- FIA provides a FAQ direction sheet for the most asked questions about the system use
- FIA provides support 24/7/365.

## Conclusion

We believe that we would be an excellent partner and resource for the West Virginia School for the Deaf and the Blind because we are always striving to ensure that EVERY Deaf individual receives full access to communication in a timely, convenient, and accurate method, which will always be our mission objective, additionally, as a Deaf-owned business, we truly understand the importance.

It is also our objective to make our services as affordable as possible without impacting quality, so our partnerships can be sustainable, which will benefit the Deaf community in whole in the long run. Everything we do revolves around every Deaf individual receiving full access to communication.



## **Video Remote Interpreting (VRI) Over-the-Phone Interpreting (OPI) Service Packet**

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## Benefits

- **Scheduling is not required: our on-demand interpreters are available within seconds**
- **Average of answer - less than 30 seconds**
- **ADA/HIPAA Compliant**
- **Affordable per-minute pricing**
- **No cancellation or travel fees**
- **Uses standard PC/Mac/Tablets**
- **VRI/OPI is provided in FCC-regulated and secure video centers**
- **Experienced interpreters**
- **Clear audio and video quality**
- **Cost-effective alternative to on-site services for last-minute or short sessions**
- **Technical support included**

*It is easy to schedule an FIA VRI/OPI session. To create your FIA VRI/OPI account or for more information, call 240-409-7972 or email [schedule@frederickinterpreting.com](mailto:schedule@frederickinterpreting.com)*

### **IS FIA VRI/OPI RIGHT FOR ME?**

VRI/OPI is deal for one-on-one conversations or with several people in the room. While FIA VRI/OPI is an excellent option for immediate, on-demand interpreting sessions, it is not a comprehensive replacement for on-site interpreting services. FIA VRI/OPI may not be the best solution in situations involving multiple participants without a firm speaking protocol, complex exchanges, or sessions with individuals who have a secondary disability (i.e. low vision) that may impede their ability to understand the remote video interpreter.



# VRI/OPI

## Rate Information

### Language | Minute Rate

American Sign Language | **\$1.75**

Spanish | **\$1.75**

Other Foreign Languages | **\$1.85**

**\*\*NO MINIMUM, NO SET-UP OR OTHER FEES, YOU ONLY PAY AS YOU USE OUR SERVICES.\*\***

## How VRI/OPI Works

A non-English speaking individual talks to an other-language speaking individual while the VRI/OPI interpreter interprets what is being said.

Communication continues to be interpreted back and forth among VRI/OPI interpreters and non-English speaking individuals for a full conversation experience.



### You Need the Following:



**Internet or WiFi  
Connection**



**Computer or Tablet  
With Camera or  
Webcam**



**FIA VRI/OPI  
Agreement and App**



## Quality

We only provide interpreters who are nationally certified or have passed our rigorous screening to ensure the services of the highest standards. Our screening process contains of our interpreters displaying their skills to interpret English to American Sign Language and vice versa, American Sign Language to English. We have 4 evaluators, 2 hand-picked Deaf individuals and 2 RID-Certified interpreters that determine whether the interpreter is qualified to join our team as an interpreter. This process ensures that all our clients receive the services of the highest standards and professionalism.

## Competitive Pricing

We guarantee the lowest rates. If you find another agency that offers interpreters of similar caliber at lower rates, we will beat them. We keep our rates as low as possible to ensure that it is affordable for Title II and Title III organizations to comply with the Americans with Disabilities Act (ADA) requirements by providing their different-speaking employees and/or customers interpreting services to ensure they receive full access to the communication interactions. To learn more about ADA laws, click the ADA Guide link below.

## [FIA Interpreting's ADA GUIDE](#)

# Terms and Rates

## Payment Options/Invoices

Check payments are preferred. Customers will receive a detailed invoice, which must be paid within 15 (15) days of receipt of invoice. Accounts past due may be charged a 15% late fee.

## Severability

The provisions of these Rates and Terms are severable, and if any one or more such provisions shall be determined to be invalid, illegal or unenforceable, in whole or in part, the validity, legality and enforceability of any of the remaining provisions or portions thereof shall not be in any way be affected or impaired thereby and shall nevertheless be binding between the parties hereto.

## Assignment

Customer will not assign these Rates and Terms or any rights hereunder, by law or otherwise, without Frederick Interpreting's party's prior written consent. Subject to the foregoing, this Agreement shall be binding on any successor or assigns of the parties.

## Independent Contractors

The parties to this Agreement are independent contractors. No agency, partnership, joint venture or employee-employer relationship is intended or created by these Rates and Terms.

## Termination

Either party may terminate the relationship between the parties and these Rates and Terms without cause any time with 30 business day's written notice or with reasonable cause immediately upon written notice. Reasonable cause means a material violation of this Agreement or nonpayment of fees. Section 5 and any obligation to pay fees shall survive any termination of this Agreement. Customer will be responsible for court costs and reasonable attorney's fees on accounts placed for collection.

## Acceptance

Dissatisfaction with services rendered must be communicated in writing to Frederick Interpreting within 3 days of assignment completion. Failure to do so will be deemed acceptance of the services. Disputed charges will be credited to the FCDSS account.

## Entire Agreement/No Modifications

The rates and terms set forth in this packet, and the attachments specifically referenced within this document constitute all of the terms and policies relating to the relationship between you and Frederick Interpreting, and they supersede any other written or oral understandings or communications; and other documents enclosed or provided are intended for reference and are not a part of the Rates and Terms. The Frederick Interpreting prices may be changed by Frederick Interpreting after providing 30 days prior notice to Customers, all remaining Rates and Terms and any attachments hereto may be modified or amended only by a written amendment executed by an officer of Frederick Interpreting.

## Limited Liability/Disclaimers

Frederick Interpreting will provide interpreters with skills that are consistent with industry-wide standards. Customer retains the responsibility for ensuring that services are provided to the persons requiring such services. Therefore, Customer agrees to indemnify, defend and hold harmless Frederick Interpreting, and any of its contractors, employees, officers, agents, owners, and representatives from any damages, losses, liabilities, or claims arising out of the services, except for claims arising out of Frederick Interpreting's or its contractors, employees, officers, agents, owners, and representatives' negligence. In any event, Frederick Interpreting shall not be liable for any indirect, consequential, special, punitive or exemplary damages arising out of contract or tort, even if advised of the possibility of such damages. Frederick Interpreting disclaims any express or implied warranties regarding the services that are not contained in the Rates and Terms.



## **Number of Interpreters**

To protect the occupational safety of our interpreters and to facilitate communicate, the interpreter may transfer the call to another qualified FIA interpreter when the call exceeds the occupational safety limit.

## **Governing Law and Dispute Resolution**

The Rates and Terms, and services provided by Frederick Interpreting hereunder, shall be governed by the laws of the State of Maryland, without regard to choice of law principles. The exclusive Venue for any action arising out of the Rates and Terms shall be a state or federal court in Maryland. if any court action is necessary to enforce these Rates and Terms, the prevailing party shall be entitled to reasonable attorney fees, costs, and expense in addition to any other relief to which the party may be entitled.

## **Notice**

Any notices, including notices of address and facsimile number changes, or cancellation notices, required or permitted to be given under these Rates and Terms shall be in writing and shall be deemed to have been received (i) if hand delivered, (ii) three (3) business days after being properly mailed, postage prepaid, by first class, certified or registered U.S. mail, (iii) the next business day after being sent by U.S. Express Mail or by a major U.S. express document courier to an assigned Frederick Interpreting representative.

# Agreement

**Organization Name:** \_\_\_\_\_

**Billing Contact Name:** \_\_\_\_\_

**Billing Email:** \_\_\_\_\_

**Billing Phone:** \_\_\_\_\_

**Billing Address 1:** \_\_\_\_\_

**Billing City, State, Zip:** \_\_\_\_\_

**Your Name:** \_\_\_\_\_

**Your Title:** \_\_\_\_\_

**Your Signature and Date:**

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# FIA Interpreting

## Virtual Interpreting Service Packet

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# Quality

We only provide interpreters who are nationally certified or have passed our rigorous screening to ensure the services of the highest standards. Our screening process contains of our interpreters displaying their skills to interpret English to American Sign Language and vice versa, American Sign Language to English. We have 4 evaluators, 2 hand-picked Deaf individuals and 2 RID-Certified interpreters that determine whether the interpreter is qualified to join our team as an interpreter. This process ensures that all our clients receive the services of the highest standards and professionalism.

# Competitive Pricing

We guarantee the lowest rates. If you find another agency that offers interpreters of similar caliber at lower rates, we will beat them. We keep our rates as low as possible to ensure that it is affordable for Title II and Title III organizations to comply with the Americans with Disabilities Act (ADA) requirements by providing their different-speaking employees and/or customers interpreting services to ensure they receive full access to the communication interactions. To learn more about ADA laws, click the ADA Guide link below.

## [FIA Interpreting's ADA GUIDE](#)



# Virtual Interpreting Rate Information

## Language | Hourly Rate

American Sign Language | **\$69.50**

Spanish | **\$69.50**

Other Foreign Languages | **\$74.50**

**On-Demand | +\$10**

(48 business hours or less notice) |

**\*FOR HEAVY SESSIONS THAT ARE ANTICIPATED TO LAST LONGER THAN 1 HOUR, WE REQUIRE TO ASSIGN 2 INTERPRETERS, SO THAT THEY CAN TAKE TURNS IN 15-MINUTE INCREMENTS.\***

**\*WITH INDUSTRY-STANDARD MINIMUM OF 2 HOURS PER ASSIGNMENT AND 48-HOUR CANCELATION POLICY (REFER TO PAGE 3)\***



# Terms and Rates

## Rates

Rates are factored on an hourly basis, per interpreter. For assignments less than 2 hours in length, the Initial Fee will be charged. Assignments greater than 2 hour will be charged the initial fee plus applicable Additional Time. Additional Time rates are calculated to the next half-hour.

## Number of Interpreters

To protect the occupational safety of our interpreters and to assure the highest quality communication, assignments lasting 120-minutes or longer may require a team of two or more interpreters. We will work with you to determine the appropriate number of interpreters needed for your assignment. Team assignments are charged per interpreter.

## Cancellation

Customers will be billed in full for confirmed assignments not cancelled within 2 (48 hours) business day before the scheduled event. For example, an assignment on Monday must be cancelled by close of business on the previous Friday to avoid charges. Confirmed requests cancelled outside this period will not be billable.

## Payment Options/Invoices

Website: [www.frederickinterpreting.com](http://www.frederickinterpreting.com)  
Email: [schedule@frederickinterpreting.com](mailto:schedule@frederickinterpreting.com)  
Phone: 240-409-7972



Check payments are preferred. Customers will receive a detailed invoice, which must be paid within 15 (15) days of receipt of invoice. Accounts past due may be charged a 15% late fee.

## **Severability**

The provisions of these Rates and Terms are severable, and if any one or more such provisions shall be determined to be invalid, illegal or unenforceable, in whole or in part, the validity, legality and enforceability of any of the remaining provisions or portions thereof shall not be in any way be affected or impaired thereby and shall nevertheless be binding between the parties hereto.

## **Assignment**

Customer will not assign these Rates and Terms or any rights hereunder, by law or otherwise, without Frederick Interpreting's party's prior written consent. Subject to the foregoing, this Agreement shall be binding on any successor or assigns of the parties.

## **Independent Contractors**

The parties to this Agreement are independent contractors. No agency, partnership, joint venture or employee-employer relationship is intended or created by these Rates and Terms.

## **Termination**

Either party may terminate the relationship between the parties and these Rates and Terms without cause any time with 30 business day's written notice or with reasonable cause immediately upon written notice. Reasonable cause means a material violation of this Agreement or nonpayment of fees. Section 5 and any obligation to pay fees shall survive any termination of this Agreement. Customer will be responsible for court costs and reasonable attorney's fees on accounts placed for collection.

## **Acceptance**

Website: [www.frederickinterpreting.com](http://www.frederickinterpreting.com)  
Email: [schedule@frederickinterpreting.com](mailto:schedule@frederickinterpreting.com)  
Phone: 240-409-7972



Dissatisfaction with services rendered must be communicated in writing to Frederick Interpreting within 3 days of assignment completion. Failure to do so will be deemed acceptance of the services. Disputed charges will be credited to the FCDSS account.

## **Entire Agreement/No Modifications**

The rates and terms set forth in this packet, and the attachments specifically referenced within this document constitute all of the terms and policies relating to the relationship between you and Frederick Interpreting, and they supersede any other written or oral understandings or communications; and other documents enclosed or provided are intended for reference and are not a part of the Rates and Terms. The Frederick Interpreting prices may be changed by Frederick Interpreting after providing 30 days prior notice to Customers, all remaining Rates and Terms and any attachments hereto may be modified or amended only by a written amendment executed by an officer of Frederick Interpreting.

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## **Insurance and Safety**

Customer is responsible for providing safe and secure access to Frederick Interpreting interpreters for any facilities in which services are to be provided, if such services are to be provided at a location other than Frederick Interpreting's own facilities. Customer has an affirmative duty to warn Frederick Interpreting and Frederick Interpreting interpreters of any safety concerns, health risks, or other dangers associated with providing interpreting services to Customer. Customer will maintain industry standard liability insurance regarding visitors to its premises. Customer will provide adequate direction and guidelines where appropriate to enable the interpreter(s) to effectively provide services.

## **Governing Law and Dispute Resolution**

The Rates and Terms, and services provided by Frederick Interpreting hereunder, shall be governed by the laws of the State of Maryland, without regard to choice of law principles. The exclusive Venue for any action arising out of the Rates and Terms shall be a state or federal court in Maryland. If any court action is necessary to enforce these Rates and Terms, the prevailing party shall be entitled to reasonable attorney fees, costs, and expense in addition to any other relief to which the party may be entitled.

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**Billing Email:** \_\_\_\_\_

**Billing Phone:** \_\_\_\_\_

**Billing Address 1:** \_\_\_\_\_

**Billing City, State, Zip:** \_\_\_\_\_

**Your Name:** \_\_\_\_\_

**Your Title:** \_\_\_\_\_

**Your Signature and Date:**

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