



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 3

List View


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

Procurement Folder: 1467650

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0403

Vendor ID: VS0000011900 

SO Doc ID: DBS2500000001

Legal Name: GLOBAL IMPACT GROUP LLC


Published Date: 7/19/24

Alias/DBA:

Close Date: 8/6/24

Total Bid: \$200,000.00


Close Time: 13:30

Response Date: 08/06/2024 

Status: Closed

Response Time: 10:11

Solicitation Description: Remote Video Interpreters for WVSD

Responded By User ID: kkoudifo 

Total of Header Attachments: 3

First Name: Komlan

Total of All Attachments: 3

Last Name: Koudifo

Email: komlan.koudifo@globallangu

Phone: 9194802535



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: 1467650
Solicitation Description: Remote Video Interpreters for WVSDB
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-08-06 13:30	SR 0403 ESR08062400000000885	1

VENDOR
VS0000011900
GLOBAL IMPACT GROUP LLC

Solicitation Number: CRFQ 0403 DBS2500000001
Total Bid: 200000
Response Date: 2024-08-06
Response Time: 10:11:45
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	Remote Video interpreters	2500.0000	HOUR	80.000000	200000.00

Comm Code	Manufacturer	Specification	Model #
90121702			

Commodity Line Comments:

Extended Description:

Quantities are estimated and for bid purposes only.



PAST PERFORMANCE PROPOSAL

Proposal for Remote Video Interpreters for WVSDB
Solicitation No. CRFQ 0403 DBS2500000001

PREPARED FOR

Joseph E Hager III
Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305
Email: joseph.e.hageriii@wv.gov



GLOBAL
LANGUAGE SYSTEM LLC



American
Translators
Association

ISO 9001

BUREAU VERITAS
Certification



RID

Registry of Interpreters for the Deaf, Inc.



Contact Us
919-480-2535



More Information
www.globallanguagesystem.com



Our Office
887 Washington Street Ste B
Raleigh, NC 27605

I. References

REFERENCE # 1	
Company/ Client Name:	Department of Veterans Affairs VISN 9
Address / City, State Zip Code:	Contracting Officer, Services West Network Contracting Office 9, Central Region 1639 Medical Center Parkway, Suite 400 Murfreesboro, TN 37129
Contact Name and Title:	Smith, Christina B, Contract Specialist
Contact Phone Number:	615-225-2742
Contact Email Address:	Christina.Smith7@va.gov
Description of Role / Responsibility	Global Language is providing certified Interpreters for Memphis VACM deaf employees, patients, and family members. These services is available 365 days a year, 24 hours per day, 7 days per week at the Memphis Veterans Affairs Medical Center (VAMC) and Community-Based Outpatient Clinics (CBOCs). The service provides the ability for the Memphis VAMC Equal Employment Opportunity (EEO) Manager or Medical Center Point of Contacts (POCs) to contact the vendor to arrange for an Interpreter via phone or e-mail in providing interpretation for their deaf employees for monthly staff meetings, training sessions, counseling sessions, or other type of meetings they are required to attend. The EEO Manager or Medical Center POCs is also contacting global Language system
Contract Number /POP/ Contract Value	36C24919D0010 POP: 09/30/2018 to 09/30/2023 Total: \$87,000
REFERENCE # 2	
Company/ Client Name:	Department of Veterans Affairs VISN 19
Address / City, State Zip Code:	Department of Veterans Affairs Network Contracting Office 19 (NCO 19) Rocky Mountain Acquisition Center 6162 South Willow Drive, Suite 300 Greenwood Village, Colorado 80111
Contact Name and Title:	Gabrielle Hawkins Contracting Specialist, Services 1
Contact Phone Number:	303-712-5719
Contact Email Address:	Gabrielle.Hawkins@va.gov
	This service request supports onsite ASL, Foreign language onsite interpretations, OPI and VRI services We are providing Sign Language Medical Interpretation Services and Language

Description of Role / Responsibility	Interpretation and Translation Services at the facilities located within the VA NCO 19 (Colorado, Utah, Wyoming) . We use face to face, Microsoft Lync or Zoom or other common media channels to provide the service based on the needs of the patient.
Contract Number /POP/ Contract Value	36C25920A0027 03/20/2020 to 05/19/2025 Total: \$322,000.00
REFERENCE # 3	
Company/ Client Name:	Department of Veterans Affairs – VISN 15
Address / City, State Zip Code:	3450 S. 4th Street Leavenworth, KS 66048
Contact Name and Title:	Bruce L. Kidder. Contract Specialist, General Services Team 1 Network Contracting Office (NCO) 15
Contact Phone Number:	913-946-1989
Contact Email Address:	bruce.kidder@va.gov
Description of Role / Responsibility	<p>Global Language System is providing the following for Veterans/patients, their family members, and caregivers, who have limited English proficiency, available 24 hours a day, 365 days a year: Language interpretation services in all available languages 1. Over-the-phone interpreting (OPI), Government contacts us and arrange for an interpreter via phone to provide language translation services immediately, on an “as needed” basis. 2. In-person/on-site interpreting,</p> <p>We provide also provide non-technical translation services in all. available languages. We also provide for all VAMC, and CBO clinics located in NCO 15 American Sign Language (ASL) interpretation - 1. In-person sign language interpreters - 2. Video Remote Interpreting (VRI)</p>
Contract Number /POP/ Contract Value	VA255-17-D-0180 POP:08/07/2017 to 08/06/2022. Total \$166,067.68.

PRICE PROPOSAL

Proposal for Remote Video Interpreters for WVSDB
Solicitation No. CRFQ 0403 DBS2500000001

PREPARED FOR

Joseph E Hager III
Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305
Email: joseph.e.hageriii@wv.gov



GLOBAL
LANGUAGE SYSTEM LLC



American
Translators
Association

ISO 9001

BUREAU VERITAS
Certification



RID

Registry of Interpreters for the Deaf, Inc.



Contact Us
919-480-2535



More Information
www.globallanguagesystem.com



Our Office
887 Washington Street Ste B
Raleigh, NC 27605



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

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder: 1467650			Reason for Modification:
Doc Description: Remote Video Interpreters for WVSDB			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-07-19	2024-08-06 13:30	CRFQ 0403 DBS2500000001	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000011900
Vendor Name : Global Impact Group LLC
Address : Office
Street : 887 Washington Street Ste B
City : Raleigh
State : NC **Country :** Wake **Zip :** 27605
Principal Contact : Komlan Koudifo
Vendor Contact Phone: 919 480 2535 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

Vendor
Signature X

FEIN# 47-36732376

DATE 08-06-2024

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

ADDITIONAL INFORMATION
The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Schools for the Deaf and the Blind (WVSDB) to establish an open-end, multi-award contract(s) for services to provide American Sign Language interpreter(s) to provide remote video sign to voice and/or voice to sign interpretation when needed for meetings, events, and classroom(s) or upon request. The meetings, events and classroom interpreting services occur through web based application(s) per the attached specifications and terms and conditions.

INVOICE TO	SHIP TO
SCHOOL FOR THE DEAF & BLIND 301 EAST MAIN ST ROMNEY WV US	SCHOOL FOR THE DEAF & BLIND 301 EAST MAIN ST ROMNEY WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Remote Video interpreters	2500.00000	HOUR	\$80	\$200,000

Comm Code	Manufacturer	Specification	Model #
90121702			

Extended Description:
Quantities are estimated and for bid purposes only.

SCHEDULE OF EVENTS		
<u>Line</u>	<u>Event</u>	<u>Event Date</u>

	Document Phase	Document Description	Page 3
DBS2500000001	Final	Remote Video Interpreters for WVSDB	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



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

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder: 1467650			Reason for Modification:
Doc Description: Remote Video Interpreters for WVSDB			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-07-19	2024-08-06 13:30	CRFQ 0403 DBS2500000001	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:

Vendor Name : GLOBAL IMPACT GROUP LLC

Address : OFFICE

Street : 887 WASHINGTON STREET STE B

City : RALEIGH

State : NC **Country :** WAKE **Zip :** 27605

Principal Contact : KOMLAN KOUDIFO

Vendor Contact Phone: 919-480-2535 **Extension:**

FOR INFORMATION CONTACT THE BUYER

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

Vendor
Signature X

FEIN# 473673276

DATE 08-06-2024

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

ADDITIONAL INFORMATION
The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Schools for the Deaf and the Blind (WVSDB) to establish an open-end, multi-award contract(s) for services to provide American Sign Language interpreter(s) to provide remote video sign to voice and/or voice to sign interpretation when needed for meetings, events, and classroom(s) or upon request. The meetings, events and classroom interpreting services occur through web based application(s) per the attached specifications and terms and conditions.

INVOICE TO	SHIP TO
SCHOOL FOR THE DEAF & BLIND 301 EAST MAIN ST ROMNEY WV US	SCHOOL FOR THE DEAF & BLIND 301 EAST MAIN ST ROMNEY WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Remote Video interpreters	2500.00000	HOUR	80	\$200,000

Comm Code	Manufacturer	Specification	Model #
90121702			

Extended Description:
Quantities are estimated and for bid purposes only.

SCHEDULE OF EVENTS
<div> <div>Line</div> <div>Event</div> <div>Event Date</div> </div>

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. REVIEW DOCUMENTS THOROUGHLY: The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. MANDATORY TERMS: The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. PREBID MEETING: The item identified below shall apply to this Solicitation.

☐ A pre-bid meeting will not be held prior to bid opening

☐ A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one individual is permitted to represent more than one vendor at the pre-bid meeting. Any individual that does attempt to represent two or more vendors will be required to select one vendor to which the individual's attendance will be attributed. The vendors not selected will be deemed to have not attended the pre-bid meeting unless another individual attended on their behalf.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing.

Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are nonbinding.

Submitted emails should have the solicitation number in the subject line.

Question Submission Deadline:

Submit Questions to:
2019 Washington Street, East
Charleston, WV 25305
Fax: (304) 558-3970
Email:

5. VERBAL COMMUNICATION: Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. BID SUBMISSION: All bids must be submitted on or before the date and time of the bid opening listed in section 7 below. Vendors can submit bids electronically through *wvOASIS*, in paper form delivered to the Purchasing Division at the address listed below either in person or by courier, or in facsimile form by faxing to the Purchasing Division at the number listed below. Notwithstanding the foregoing, the Purchasing Division may prohibit the submission of bids electronically through *wvOASIS* at its sole discretion. Such a prohibition will be contained and communicated in the *wvOASIS* system resulting in the Vendor's inability to submit bids through *wvOASIS*. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via email. Bids submitted in paper or facsimile form must contain a signature. Bids submitted in *wvOASIS* are deemed to be electronically signed.

Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason.

For Request for Proposal ("RFP") Responses Only: Submission of a response to a Request for Proposal is not permitted in *wvOASIS*. In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal prior to the bid opening date and time identified in Section 7 below, plus _____convenience copies of each to the Purchasing Division at the address shown below. Additionally, the Vendor should clearly identify and segregate the cost proposal from the technical proposal in a separately sealed envelope.

Bid Delivery Address and Fax Number:

Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130
Fax: 304-558-3970

A bid submitted in paper or facsimile form should contain the information listed below on the face of the submission envelope or fax cover sheet. Otherwise, the bid may be rejected by the Purchasing Division.

VENDOR NAME:

BUYER:

SOLICITATION NO.:

BID OPENING DATE:

BID OPENING TIME:

FAX NUMBER:

7. BID OPENING: Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery).

Bid Opening Date and Time:

Bid Opening Location: Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

8. ADDENDUM ACKNOWLEDGEMENT: Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

9. BID FORMATTING: Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. ALTERNATE MODEL OR BRAND: Unless the box below is checked, any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

[] This Solicitation is based upon a standardized commodity established under W. Va. Code § 5A-3-61. Vendors are expected to bid the standardized commodity identified. Failure to bid the standardized commodity will result in your firm's bid being rejected.

11. EXCEPTIONS AND CLARIFICATIONS: The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

12. COMMUNICATION LIMITATIONS: In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

13. REGISTRATION: Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

14. UNIT PRICE: Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

15. PREFERENCE: Vendor Preference may be requested in purchases of motor vehicles or construction and maintenance equipment and machinery used in highway and other infrastructure projects. Any request for preference must be submitted in writing with the bid, must specifically identify the preference requested with reference to the applicable subsection of West Virginia Code § 5A-3-37, and must include with the bid any information necessary to evaluate and confirm the applicability of the requested preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

15A. RECIPROCAL PREFERENCE: The State of West Virginia applies a reciprocal preference to all solicitations for commodities and printing in accordance with W. Va. Code § 5A-3-37(b). In effect, non-resident vendors receiving a preference in their home states, will see that same preference granted to West Virginia resident vendors bidding against them in West Virginia. Any request for reciprocal preference must include with the bid any information necessary to evaluate and confirm the applicability of the preference. A request form to help facilitate the request can be found at: www.state.wv.us/admin/purchase/vrc/Venpref.pdf.

16. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES: For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37 and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women- owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

17. WAIVER OF MINOR IRREGULARITIES: The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.

18. ELECTRONIC FILE ACCESS RESTRICTIONS: Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

19. NON-RESPONSIBLE: The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform or lacks the integrity and reliability to assure good-faith performance.”

20. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.5. and § 148-1-6.4.b.”

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

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

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

22. WITH THE BID REQUIREMENTS: In instances where these specifications require documentation or other information with the bid, and a vendor fails to provide it with the bid, the Director of the Purchasing Division reserves the right to request those items after bid opening and prior to contract award pursuant to the authority to waive minor irregularities in bids or specifications under W. Va. CSR § 148-1-4.6. This authority does not apply to instances where state law mandates receipt with the bid.

23. EMAIL NOTIFICATION OF AWARD: The Purchasing Division will attempt to provide bidders with e-mail notification of contract award when a solicitation that the bidder participated in has been awarded. For notification purposes, bidders must provide the Purchasing Division with a valid email address in the bid response. Bidders may also monitor WV OASIS or the Purchasing Division's website to determine when a contract has been awarded.

24. ISRAEL BOYCOTT CERTIFICATION: Vendor's act of submitting a bid in response to this solicitation shall be deemed a certification from bidder to the State that bidder is not currently engaged in, and will not for the duration of the contract, engage in a boycott of Israel. This certification is required by W. Va. Code § 5A-3-63.

GENERAL TERMS AND CONDITIONS:

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

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

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

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

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

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

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

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

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

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

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

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

☐ **Term Contract**

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

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

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

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

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

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

☐ the contract will continue for _____ years;

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

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

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

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

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

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

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

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

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

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

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

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

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

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

☐

☐

☐

☐

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

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

Vendor must maintain:

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

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

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

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

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

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

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

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

☐

☐

☐

☐

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

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

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

☐ _____ for _____.

☐ Liquidated Damages Contained in the Specifications.

☐ Liquidated Damages Are Not Included in this Contract.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

37. NO DEBT CERTIFICATION: In accordance with West Virginia Code §§ 5A-3-10a and 5-22-1(i), the State is prohibited from awarding a contract to any bidder that owes a debt to the State or a political subdivision of the State. By submitting a bid, or entering into a contract with the State, Vendor is affirming that (1) for construction contracts, the Vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, neither the Vendor nor any related party owe a debt as defined above, and neither the Vendor nor any related party are in employer default as defined in the statute cited above unless the debt or employer default is permitted under the statute.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) _____

(Address) _____

(Phone Number) / (Fax Number) _____

(email address) _____

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through WV OASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

(Company)


(Signature of Authorized Representative)

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

(Phone Number) (Fax Number)

(Email Address)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.:

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|---|--|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Company



Authorized Signature

Date

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

REQUEST FOR QUOTATION
Remote Video American Sign Language Interpreter(s)

SPECIFICATIONS

1. PURPOSE AND SCOPE: The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Schools for the Deaf and the Blind (**WVSDB**) to establish an open-end, multi-award contract(s) for services to provide American Sign Language interpreter(s) to provide remote video sign to voice and/or voice to sign interpretation when needed for meetings, events, and classroom(s) or upon request. The meetings, events and classroom interpreting services occur through web based application(s).

2. DEFINITIONS: The terms listed below shall have the meanings assigned to them below.

Additional definitions can be found in section 2 of the General Terms and Conditions.

2.1 “Contract Service” means the service described by these specifications.

2.2 “Pricing Section” means the schedule of prices, estimated order quantity, and totals used to evaluate the solicitation.

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

3. QUALIFICATIONS: vendor, or vendor’s staff if requirements are inherently limited to individuals rather than corporate entities, shall have the following minimum qualifications:

3.1 SIGN LANGUAGE INTERPRETERS:

3.1.1 Sign Language Interpreters must hold a valid National Interpreter Certification (NIC), National Association of the Deaf (NAD) certification or Registry of Interpreters for the Deaf (RID) certification or hold a state interpreter certificate. Vendor should provide documentation with their bid response. These documents may be required prior to award.

3.1.2 Sign Language Interpreters must have a minimum of three years of classroom educational interpreting experience.

3.1.3 Sign Language Interpreters must have a minimum of 3.5 or higher on the EIPA or experience interpreting for a variety of content subject areas.

3.1.4 Sign Language Interpreters must have a specialized knowledge of the vocabulary and content taught.

3.1.5 Sign Language Interpreters must help promote advocating skills for deaf and hard of hearing students.

3.1.6 Sign Language Interpreters must be able to efficiently prepare for the lessons taught.

3.1.7 Sign Language Interpreters must maintain professional development to maintain competency with interpreting skills.

REQUEST FOR QUOTATION
Remote Video American Sign Language Interpreter(s)

- 3.1.8** Sign Language Interpreters must be free of all warrants and have NO criminal history. Vendor must provide proof of background check or permit WVSDb to perform background check with contracted vendor prior to performing services at the facility.
- 3.1.9** Sign Language Interpreter must provide proof of inclusion in West Virginia Registry of Interpreters, prior to award.
- 3.1.10** Sign Language Interpreters must be registered with the West Virginia Commission for the Deaf and Hard of Hearing. Vendor should provide documentation with their submitted bid response. This document may be required prior to award.
- 3.1.11** Vendor must provide any documentation requested by the State to assist in confirmation of compliance with this provision. References, documentation, or other information to confirm compliance with this experience requirement may be requested after bid opening and prior to contract award.

4 GENERAL REQUIREMENTS:

- 4.1 Contract Items and Mandatory Requirements:** Vendor shall provide Agency with the Contract Items listed below on an open-end and continuing basis. Contract services must meet or exceed the mandatory requirements as shown below.
 - 4.1.1 Sign Language Interpreter Responsibilities:** Sign Language Interpreters must provide remote video sign language interpretation during the hours determined for meetings, events, and classroom interpreting services or upon request. The meetings, events and classroom interpreting services occur in Romney, West Virginia and typically scheduled Monday through Friday, between the hours of 8:00 am and 4:00 pm. ET.; however, Saturdays, Sundays and evenings may be requested on occasions.
 - 4.1.1.1** Sign Language interpreter must adhere to the RID Code of Professional Conduct (**ATTACHMENT A**).
 - 4.1.1.2** The interpreter(s) must provide interpretation and have knowledge of a variety of Sign Language communication modes to facilitate communication between WVSDb staff, students and other deaf or hard of hearing individuals attending or participating in meetings/events/classrooms.
 - 4.1.1.3** Vendor must provide Sign Language Interpreter services.

REQUEST FOR QUOTATION
Remote Video American Sign Language Interpreter(s)

- 4.1.1.4** Vendor must have a minimum of two (2) Sign Language Interpreter to fulfill contract services.
- 4.1.1.5** If WVSDb cancels a request and notice of cancellation is provided more than 24 hours prior to scheduled meeting or event time, the vendor shall not charge a fee.
- 4.1.1.6** Vendor may invoice WVSDb a maximum of two hours per scheduled interpreter (hourly fee as shown on Commodity Line 1) if cancellation is less than 24 hours prior to meeting or event time.

**NOTE: SUCCESSFUL VENDOR MUST PROVIDE NAMES OF INTERPRETER(S) TO WVSDb
TWO DAYS PRIOR TO EVENT.**

5 CONTRACT AWARD:

- 5.1 Contract Award:** The Contract is intended to provide WVSDb with the Contract Services of American Sign Language interpreter. The Contract shall be awarded to the Vendor(s) that provide the required specifications in order beginning with the lowest hourly rate for the service. The vendor contract providing the lowest cost will be given first (1) priority for accepting/waiving orders for work, then the second (2) lowest receiving the second priority, and so on, until such time that all needs/orders are filled.

It is the intent of the Agency to increase the vendor pool in order to make sure that interpreting services are adequately covered at all times. Should the Agency be able to evaluate and award multiple contracts from this solicitation, the contracts shall be awarded to the Vendor(s) that meet the required specifications beginning with the lowest hourly rate for the service.

- 5.2 Pricing Section:** Vendor should complete the Pricing Page in full as failure to complete the Pricing Page in its entirety may result in Vendor's bid being disqualified.

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

- 6. Performance:** Vendor and Agency shall agree upon a schedule for performance of Contract Items, unless such a schedule is already included herein by Agency. In the event that this Contract is designated as an open-end contract, Vendor shall perform in accordance with the release orders that may be issued against this Contract.
- 7. Payment:** Vendor shall accept payment in accordance with the payment procedures of the state of West Virginia.

REQUEST FOR QUOTATION
Remote Video American Sign Language Interpreter(s)

- 8. Travel:** Vendor shall be responsible for all mileage, living expenses and travel costs, including travel time associated with performance of this Contract. Any anticipated mileage or travel costs may be included in the hourly rate listed on the Vendor's bid, but such costs will not be paid by the WVSDb separately.
- 9. Facilities Access:** Performance of Contract Services may require access cards and/or keys to gain entrance to Agency's facilities. In the event that access cards and/or keys are required:
- 9.1** Vendor must identify principle service personnel which will be issued access cards and/or keys to perform Contract Service.
- 9.2** Vendor will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost, misplaced or stolen.
- 9.3** Vendor shall notify WVSDb immediately of any lost, stolen or missing card or keys.
- 9.4** Anyone performing under this Contract will be subject to Agency's security protocol and procedures.
- 9.5** Vendor shall inform all staff of WVSDb's security protocol and procedures.
- 10. Vendor Default:**
- 10.1** The following shall be considered a vendor default under this contract.
- 10.1.1** Failure to perform Contract Services in accordance with the requirements contained herein.
- 10.1.2** Failure to comply with other specifications and requirements contained herein.
- 10.1.3** Failure to comply with any laws, rules and ordinances applicable to the Contract Services provided under this Contract.
- 10.1.4** Failure to remedy deficient performance upon request.
- 10.2** The following remedies shall be available to Agency upon default.
- 10.2.1** Immediate cancellation of this Contract.
- 10.2.2** Any other remedies available in law or equity.
- 11. MISCELLANEOUS:**

REQUEST FOR QUOTATION
Remote Video American Sign Language Interpreter(s)

- 11.1 Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: ANNABELLE DUNCAN

Telephone Number: 919-480-2537 EXT 101

Fax Number: 919-400-4638

Email Address: COORDINATEUR@GLOBALLANGYAGESYSTEM.COM

Cell Number: _____

TECHNICAL PROPOSAL

Proposal for Remote Video Interpreters for WVSDB
Solicitation No. CRFQ 0403 DBS2500000001

PREPARED FOR

Joseph E Hager III
Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305
Email: joseph.e.hageriii@wv.gov



GLOBAL
LANGUAGE SYSTEM LLC

ata American
Translators
Association



RID

Registry of Interpreters for the Deaf, Inc.



Contact Us
919-480-2535



More Information
www.globallanguagesystem.com



Our Office
887 Washington Street Ste B
Raleigh, NC 27605



Tel: 919-480-2537
Email: info@globallanguagesystem.com
887 Washington Street , Ste B Raleigh, NC 27605



August 5, 2024

Joseph E Hager III
Department of Administration
Purchasing Division
2019 Washington Street East
Charleston, WV 25305
Email: joseph.e.hageriii@wv.gov

Subject: Proposal Submission for Remote Video Interpreters for WVSDB - Solicitation No. CRFQ 0403 DBS2500000001

Dear Mr. Hager,

Global Impact Group, doing business as Global Language System (Vendor Code: VS0000011900), is pleased to submit our proposal for providing Remote Video Interpreters for the West Virginia Schools for the Deaf and the Blind (WVSDB).

We are proud to be ISO 9001 and ISO 17100 certified, ensuring our commitment to quality management and translation services. As a member of the Registry of Interpreters for the Deaf (RID), we adhere to the highest standards of professional conduct and interpreting excellence.

Our team of certified interpreters is dedicated to delivering top-tier remote video interpreting services tailored to the needs of WVSDB. We are confident in our ability to meet and exceed the requirements outlined in the solicitation.

Thank you for considering our proposal. We look forward to the opportunity to support WVSDB with our expertise.

Sincerely,

Komlan Koudifo
Chief Executive Officer
Global Language System LLC
919-480-2535

Table of Contents	
I. Introduction	2
II. Understanding of Requirements	2
III. Company Background	3
1. Company Profile	3
2. Authorized Representative (POC):	4
IV. Proposed Services	5
A. Interpreter Qualifications:	5
B. Service Delivery:	5
C. Quality Assurance:	5
D. Technical Support:	6
E. Team Composition and Key Roles	6
1. Qualify Personnel	6
2. Coordinator Responsibilities:	7
V. Conclusion	7
VI. Appendices	8

I. Introduction

Global Language System (GLS) is privileged to submit this comprehensive proposal in response to the solicitation from the State of West Virginia for Remote Video Interpreters designated for the West Virginia Schools for the Deaf and the Blind (WVSDB). With a deep-seated dedication to enhancing communication accessibility, GLS is strategically positioned to provide unparalleled American Sign Language (ASL) interpretation services, leveraging cutting-edge remote video sign-to-voice and voice-to-sign interpretation technologies.

At GLS, we are driven by a mission to bridge communication gaps with precision and sensitivity, ensuring every interaction is not only accessible but also delivered with the highest degree of privacy and accuracy. Our approach is rooted in a commitment to inclusivity, ensuring that members of the deaf and hard-of-hearing community receive the support they need to fully participate in all aspects of educational and social environments.

Understanding the unique challenges faced by the WVSDB, GLS proposes a tailored solution that integrates state-of-the-art technology with our expertise in ASL interpretation. This initiative is designed to support the dynamic communication needs of students, educators, and staff within the WVSDB, thereby fostering an educational setting that is enriched with understanding and cooperation.

Our team of certified interpreters is trained to handle the nuances of educational content and sensitive information with professionalism and ethical consideration, adhering strictly to the best practices and standards set forth by the Registry of Interpreters for the Deaf (RID) and the National Association of the Deaf (NAD). By ensuring that every message is conveyed effectively and respectfully, GLS aims to contribute positively to the educational experience of every student and staff member at WVSDB.

This proposal outlines our comprehensive strategy to implement a robust system of remote video interpreting services that are not only effective but also seamlessly integrated into the daily operations of WVSDB. With GLS as your partner, you can expect a service that is not just a utility, but a transformative tool for enhancing educational outcomes and promoting an inclusive culture within your esteemed institution.

II. Understanding of Requirements

Global Language System (GLS) fully acknowledges the essential role that effective communication plays in the educational and operational success of the West Virginia Schools for the Deaf and the Blind (WVSDB). Recognizing the diverse needs for interpreting services across various interactive scenarios—ranging from academic classes, administrative meetings, to extracurricular events—GLS is fully equipped to deploy on-demand remote video interpreters. Our solution utilizes advanced web-based applications, ensuring real-time, seamless communication that is accessible to all parties involved, regardless of their physical location.

GLS's approach is characterized by a proactive stance in communication management. We anticipate the unique dynamics and potential challenges of each setting—be it a lecture hall, a one-on-one meeting, or a

large-scale conference. This foresight allows us to prepare and tailor our interpreting services to meet specific situational needs effectively. For instance, our technology is optimized for various educational environments, ensuring that interpreters deliver not only linguistically accurate but contextually appropriate translations.

Moreover, our platform is designed to integrate smoothly with existing digital infrastructure at WVSD, facilitating ease of use for students, educators, and staff. It supports various accessibility features, ensuring that all users, regardless of their hearing ability, can benefit from the technology. This integration is critical in creating an inclusive educational environment where every participant can engage fully and equally.

III. Company Background

For over 10 years, Global Language System has been at the forefront of the language services industry, distinguishing itself as a leader in providing comprehensive interpreting and translation services across numerous languages and modalities. Our team comprises highly skilled professionals who hold certifications from respected bodies such as the Registry of Interpreters for the Deaf (RID) and the National Association of the Deaf (NAD). We have a proven track record of excellence in various sectors including education, legal, healthcare, and corporate environments, underscoring our versatility and commitment to upholding the highest ethical standards and professionalism.

1. Company Profile

Item	Detail
Trading name:	Global Language System
Full legal name	Global Impact Group LLC
Legal Structure	Limited Liability Company
Physical address:	887 Washington Street , Suite B Raleigh, NC 27604
Postal address:	P.O.BOX 10723 Raleigh , NC 27605
Registered office:	North Carolina
Business website:	http://globallanguagesystem.com
Business Size	Small Business
DUNS	079799916

UEI number	DYZLMKEYKQD1
Cage Code	7DXC9
NAICS Code	541930
GSA Contract	N/A (In progress.)
Small Business Certification	Certified Service-Disabled Veteran Owned Small Business (SDVOSB) Minority Owned Business (North Carolina HUB certified]
EIN	47-3673276
Industry Membership & Certifications	Member of American Translators Association (ATA) Member of National Council on Interpreting in Healthcare (NCIHC) Member of National Language Service Corps (NLSC) ISO 17100 Certified ISO 9001 Certified

2. Authorized Representative (POC):

Item	Detail
Contact person:	<i>Komlan Koudifo</i>
Position:	<i>CEO</i>
Phone number:	<i>919-480-2535</i>
Mobile number:	<i>719-963-4254</i>
Fax number	<i>919-425-4638</i>
Email	<u><i>Komlan.koudifo@globallanguagesystem.com</i></u>

Diverse Business Description	Check All That Apply
Minority-Owned	✓

Woman-Owned	
Small Business	✓
SDVOSB	✓
LGBTQ-Owned	
Disability-Owned Business Entity (DOBE)	
Diversity not indicated	

IV. Proposed Services

A. Interpreter Qualifications:

GLS prides itself on the exceptional quality and professionalism of its interpreters, who are rigorously vetted and certified by the Registry of Interpreters for the Deaf (RID) or the National Association of the Deaf (NAD). This certification ensures that our interpreters not only meet but often exceed national standards for interpreting in educational and professional environments.

- **Specialized Educational Training:** Our interpreters receive specialized training tailored to the educational sector, equipping them with the skills necessary to navigate the unique challenges presented in these settings. They are proficient in a range of educational subjects and adept at modifying their interpreting techniques to suit different learning styles and age groups, ensuring that all students receive the highest level of educational support.
- **Experience with Diverse Educational Environments:** Our team has extensive experience across various educational levels—from primary schools to higher education. This experience includes specialized settings that cater to the deaf and hard-of-hearing, allowing our interpreters to effectively bridge communication gaps in classrooms, during examinations, and at school events.

B. Service Delivery:

- **Secure and Reliable Technology:** GLS uses a secure, state-of-the-art web-based platform that ensures the confidentiality and reliability of every communication. Our technology complies with all relevant data protection regulations, providing peace of mind for students and educators alike.
- **Flexible Scheduling:** Recognizing the dynamic needs of WVSDB, GLS offers highly flexible scheduling options. This flexibility allows our services to be readily available for unexpected needs as well as regularly scheduled classes and meetings, ensuring that no educational opportunity is missed due to a lack of interpreting services.

C. Quality Assurance:

- **Regular Performance Evaluations:** GLS implements stringent performance evaluations for all interpreting staff. These evaluations are conducted regularly to ensure that our interpreters not only maintain their skills but also continue to develop new competencies that enhance their professional growth.

- **Feedback Integration:** We actively seek out and value feedback from all our clients. By incorporating this feedback into our service improvement processes, GLS continuously refines its services to better meet the needs of WVSDB and ensure client satisfaction.

D. Technical Support:

- **24/7 Support:** Our technical support team is available around the clock to address any issues that may arise with our remote video interpreting platform. This ensures that any technical challenges are resolved swiftly, minimizing any potential disruption to educational services.
- **Continuous Technology Upgrades:** GLS is committed to staying at the forefront of technology by regularly updating our platforms and software. This commitment ensures our services remain compatible with the latest educational technologies and accessibility standards, thus providing a seamless user experience for all stakeholders.

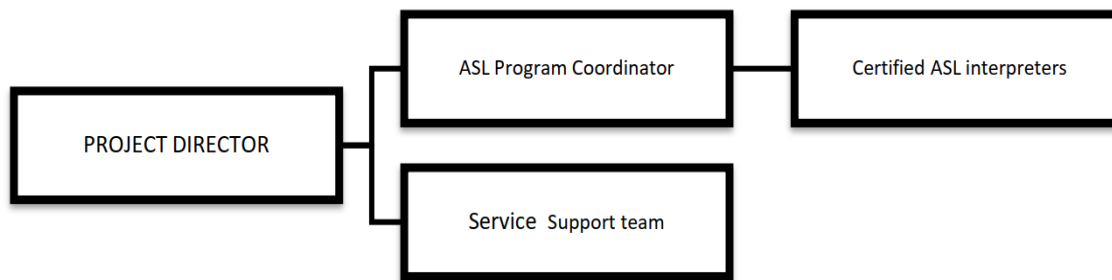
E. Team Composition and Key Roles

Key Roles	Responsible	Functions
Program Manager	Komlan Koudifo	Leads strategic direction, team coordination, client liaison, quality oversight.
ASL Program Coordinator	Annabelle Duncan	Coordinates ASL interpreter services, oversees scheduling and service requests, manages performance and productivity.
ASL Certified Interpreters	Various ASL Interpreters	Provide highly qualified interpretation, proficient in various specialized vocabularies, familiar with ADA provisions.
Interpreter Coordinator	Elaine Gonzales	Manages interpreter assignments, supports interpreters, handles client requests, maintains records.

1. Qualify Personnel

Global Language System will assign key full-time employees to oversee this project:

- ✓ Project Director
- ✓ ASL Program Coordinator
- ✓ Certified interpreters



Global Language System (GLS) appoints Annebelle Duncan as the ASL Services Coordinator and Key Subject Matter Expert for the ASL Interpreting Services contract with the Civil Rights Department. Annebelle, an experienced ASL interpreter with RID CT/NC certifications, brings invaluable expertise and leadership to our ASL department. Her role encompasses comprehensive oversight of all contract-related activities, ensuring excellence in service delivery and adherence to contractual requirements.

2. Coordinator Responsibilities:

Annebelle's responsibilities include:

- Orchestrating ASL interpreting services to ensure operational efficiency, adherence to established policies, and compliance with applicable laws and regulations.
- Evaluating interpreter performance to uphold service quality and productivity standards.
- Accountability management for all ASL contract personnel.
- Collaborating with client program managers for performance assessments and improvement strategies.
- Promptly resolving any conflicts and motivating linguists to maintain a positive working environment.
- Upholding and enforcing standard operating procedures for the ASL interpreting team.
- Managing interpreter schedules and project assignments to ensure seamless service provision.
- Draft a conclusion

V. Conclusion

In conclusion, Global Language System (GLS) is exceptionally positioned to fulfill the interpreting needs of the West Virginia Schools for the Deaf and the Blind (WVSDB). Our comprehensive proposal not only

meets the detailed requirements outlined in your solicitation but also exceeds them through our commitment to quality, accessibility, and educational support.

Our team of highly qualified and dedicated interpreters, backed by state-of-the-art technology and robust quality assurance processes, ensures that every interaction is handled with the utmost professionalism and care. We understand the critical importance of effective communication in educational settings and are committed to facilitating an environment where every student can thrive.

By choosing GLS, WVSDB will partner with a leader in language services that is deeply committed to inclusivity and excellence. We are excited about the possibility of this partnership and are confident in our ability to deliver a service that will not only meet your current needs but will also grow and adapt to meet future challenges.

We look forward to the opportunity to discuss this proposal further and to the possibility of working together to enhance the educational experience for all students and staff at WVSDB. Thank you for considering Global Language System as your trusted partner in providing exemplary remote video interpreting services.

Let us join forces to break communication barriers and build bridges towards educational success and community integration.

VI. Appendices

1. MBE Certification
2. SDVOSB Certification
3. ISO 17100 Certification
4. ISO 9001 Certification
5. Certificate of Liability Insurance

ata American Translators Association
The Voice of Interpreters and Translators

Certificate of Membership

This is to certify that

Global Language System LLC

abides by the ATA Code of Ethics and Professional Practice
and is hereby granted

Corporate Membership

since 2016

David Rumsey

David Rumsey
President

Jane E. Maier

Jane Maier
Secretary



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

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

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

Dear Mr. Koudifo:

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

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

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

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

*"World Class Professionals
Enabling Veteran Business Opportunities by Protecting the Veteran Advantage - One Vet at a Time"*

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

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

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

Sincerely,

A handwritten signature in black ink that reads "John Perkins". The signature is written in a cursive, flowing style.

John Perkins
Director
Center for Verification and Evaluation



North Carolina
Department of Administration
Office for Historically Underutilized Businesses

Machelle Sanders
Secretary

Tammie Hall
Director

October 8, 2020

Komlan Koudifo
Global Language System (Minority Owned)
887 Washington St, Ste B
Ste B
Raleigh, NC 27605

Dear Komlan Koudifo:

The Office for Historically Underutilized Businesses (HUB Office) is pleased to inform you that your company is now certified as a Historically Underutilized Business. Your firm is listed in the Statewide Uniform Certification (SWUC) Program database. This certification will remain in effect for four (4) years from the date of this letter.

You must notify the HUB Office in writing within 30 days of any changes affecting your compliance with SWUC Program eligibility requirements, including changes in ownership, day-to-day management and operational control. Failure to notify the HUB Office of these changes or reapply for certification in a timely manner may cause your HUB Certification to be revoked. In addition, please be advised your status may be changed if there is a 3rd party challenge granted against your firm. The link to the HUB Office 3rd party challenge form can be located at <http://www.doa.nc.gov/hub/documents/ThirdpartyEligibilityChallengerev080811.pdf>. All information submitted to the Office for Historically Underutilized Business is subject to audit and review.

The HUB Office collaborates with local Minority/Women/Small Business (M/W/SBE) Offices who offer assistance to certified HUB firms with identifying contract opportunities with state and local government. Many of these offices also offer assistance with business development. Please visit our website at <http://www.doa.nc.gov/hub/programs.aspx?pid=swuc> to locate the local office near you. Another great resource is the Small Business and Technology Development Center at www.sbtcd.org for free personalized business assistance and counseling.

It is important to note that although your status as a certified HUB firm greatly improves your access to state and local government contracts, this certification does not guarantee contract awards. Your ability to research opportunities and bid competitively will be important to your success in this program. We are committed to assisting you through the process with the completion of the Preliminary Business Development and Supportive Services Assessment Survey, located on the HUB Office website under the Certification Tab. The information will provide an overview of your company which will assist us in appropriately aligning contract opportunities that you are ready, willing and able to pursue.

Thank you for your interest and participation in the SWUC Program as a Historically Underutilized Business firm with the State of North Carolina.

Sincerely,

Tammie Hall

Tammie Hall
Director



BUREAU
VERITAS

Bureau Veritas Certification

GLOBAL IMPACT GROUP LLC

887 Washington Street, Suite B Raleigh, NC 27605 USA

This certificate acknowledges that the above organization has successfully completed an audit for and is in compliance with:

ISO 17100:2015

Scope of Certification

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

Date of Certificate Issuance:

07-June-2023

Date of Certificate Expiry:

06-June-2026

Certificate Number: **US018368**



Signed on behalf of Bureau Veritas Certification, NA

Certification Body Address: 16800 Greenspoint Park Drive, Suite 300S, Houston, Texas 77060 USA

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements may be obtained by consulting the organization.





BUREAU
VERITAS

Bureau Veritas Certification

GLOBAL IMPACT GROUP LLC

887 Washington Street, Suite B Raleigh, NC 27605 USA

Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO 9001:2015

Scope of certification

THE PROVISION OF LANGUAGE SERVICES IN THE FORM OF FOREIGN LANGUAGE INTERPRETING, AMERICAN SIGN LANGUAGE INTERPRETING, DOCUMENT TRANSLATION, AUDIO AND VIDEO TRANSCRIPTION, LOCALIZATION, DESKTOP PUBLISHING, AND LANGUAGE TRAINING

Original cycle start date:	29-June-2023
Expiry date of previous cycle:	NA
Certification / Recertification Audit date:	05-May-2023
Certification / Recertification cycle start date:	29-June-2023
Subject to the continued satisfactory operation of the organisation's Management System, this certificate expires on:	28-June-2026

Certificate No.: **US018425**

Version: 1

Issue date: 29-June-2023

Brian Sanders



0008

Signed on behalf of BVCH SAS UK Branch

Certification Body Address: 5th Floor, 66 Prescott Street, London, E1 8HG, United Kingdom

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

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



THIS CERTIFIES THAT

Global Impact Group LLC

dba Global Language System LLC



* Nationally certified by the: **CAROLINAS-VIRGINIA MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 541930; 611630; 561410; 541611; 492110; 492210; 541614; 624120; 541219; 485991

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

06/13/2024

Issued Date

CA05615

Certificate Number

08/31/2025

Expiration Date

A handwritten signature in black ink, appearing to read "Ying McGuire", is positioned above the name and title of the NMSDC CEO and President.

Ying McGuire
NMSDC CEO and President

A handwritten signature in black ink, appearing to read "Dominique Milton", is positioned above the name and title of the President & CEO.

Dominique Milton, President & CEO

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: <http://nmsdc.org>

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®



THE HARTFORD
BUSINESS SERVICE CENTER
3600 WISEMAN BLVD
SAN ANTONIO TX 78251

November 27, 2023

For Informational Purposes
887 WASHINGTON ST STE B
RALEIGH NC 27605-1255

Account Information:

Policy Holder Details :	GLOBAL IMPACT GROUP LLC DBA Global Language System, LLC
-------------------------	--



Contact Us

Need Help?

Chat online or call us at
(866) 467-8730.

We're here Monday - Friday.

Enclosed please find a Certificate Of Insurance for the above referenced Policyholder. Please contact us if you have any questions or concerns.

Sincerely,

Your Hartford Service Team



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
11/27/2023

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 USAA INSURANCE AGENCY INC/PHS 65813006 The Hartford Business Service Center 3600 Wiseman Blvd San Antonio, TX 78251	CONTACT NAME:	
	PHONE (A/C, No, Ext): (888) 242-1430	FAX (A/C, No):
	E-MAIL ADDRESS:	
	INSURER(S) AFFORDING COVERAGE	
INSURED GLOBAL IMPACT GROUP LLC DBA Global Language System, LLC 887 WASHINGTON ST STE B RALEIGH NC 27605-1255	INSURER A : Sentinel Insurance Company Ltd.	
	INSURER B :	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES

CERTIFICATE NUMBER:

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	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/Y YYY)	LIMITS	
A	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> General Liability			65 SBA IN6650	09/22/2023	09/22/2024	EACH OCCURRENCE	\$2,000,000
			DAMAGE TO RENTED PREMISES (Ea occurrence)				\$1,000,000	
			MED EXP (Any one person)				\$10,000	
			PERSONAL & ADV INJURY				\$2,000,000	
			GENERAL AGGREGATE				\$4,000,000	
	GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:						PRODUCTS - COMP/OP AGG	\$4,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			65 SBA IN6650	09/22/2023	09/22/2024	COMBINED SINGLE LIMIT (Ea accident)	\$2,000,000
			BODILY INJURY (Per person)					
			BODILY INJURY (Per accident)					
			PROPERTY DAMAGE (Per accident)					
	UMBRELLA LIAB EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE	
							AGGREGATE	
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below						PER STATUTE	OTH-ER
							E.L. EACH ACCIDENT	
							E.L. DISEASE -EA EMPLOYEE	
							E.L. DISEASE - POLICY LIMIT	
A	PROFESSIONAL LIABILITY			65 SBA IN6650	09/22/2023	09/22/2024	Occurrence	\$2,000,000
							Aggregate	\$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Those usual to the Insured's Operations.

CERTIFICATE HOLDER

For Informational Purposes
 887 WASHINGTON ST STE B
 RALEIGH NC 27605-1255

CANCELLATION

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

Susan L. Castaneda

© 1988-2015 ACORD CORPORATION. All rights reserved.