

**MASTER AGREEMENT #081225****CATEGORY: Language Services: Interpretation, Translation, Testing, and Training****SUPPLIER: Multilingual Connections LLC**

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Multilingual Connections LLC, 805 Greenwood St., Evanston, IL 60201 (Supplier).

Sourcewell is a local government and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) offering a Cooperative Purchasing Program to eligible participating government entities.

Under this Master Agreement entered with Sourcewell, Supplier will provide Included Solutions to Participating Entities through Sourcewell's Cooperative Purchasing Program.

**Article 1:
General Terms**

The General Terms in this Article 1 control the operation of this Master Agreement between Sourcewell and Supplier and apply to all transactions entered by Supplier and Participating Entities. Subsequent Articles to this Master Agreement control the rights and obligations directly between Sourcewell and Supplier (Article 2), and between Supplier and Participating Entity (Article 3), respectively. These Article 1 General Terms control over any conflicting terms. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

- 1) **Purpose.** Pursuant to Minnesota law, the Sourcewell Board of Directors has authorized a Cooperative Purchasing Program designed to provide Participating Entities with access to competitively awarded cooperative purchasing agreements. To facilitate the Program, Sourcewell has awarded Supplier this cooperative purchasing Master Agreement following a competitive procurement process intended to meet compliance standards in accordance with Minnesota law and the requirements contained herein.
- 2) **Intent.** The intent of this Master Agreement is to define the roles of Sourcewell, Supplier, and Participating Entity as it relates to Sourcewell's Cooperative Purchasing Program.
- 3) **Participating Entity Access.** Sourcewell's Cooperative Purchasing Program Master Agreements are available to eligible public agencies (Participating Entities). A Participating Entity's authority to access Sourcewell's Cooperative Purchasing Program is determined through the laws of its respective jurisdiction.
- 4) **Supplier Access.** The Included Solutions offered under this Agreement may be made available to any Participating Entity. Supplier understands that a Participating Entity's use of this Agreement is at the Participating Entity's sole convenience. Supplier will educate its sales and service forces about

Sourcewell eligibility requirements and required documentation. Supplier will be responsible for ensuring sales are with Participating Entities.

- 5) **Term.** This Agreement is effective upon the date of the final signature below. The term of this Agreement is four (4) years from the effective date. The Agreement expires at 11:59 P.M. Central Time on December 2, 2029, unless it is cancelled or extended as defined in this Agreement.
 - a) **Extensions.** Sourcewell and Supplier may agree to up to three (3) additional one-year extensions beyond the original four-year term. The total possible length of this Agreement will be seven (7) years from the effective date.
 - b) **Exceptional Circumstances.** Sourcewell retains the right to consider additional extensions as required under exceptional circumstances.
- 6) **Survival of Terms.** Notwithstanding the termination of this Agreement, the obligations of this Agreement will continue through the performance period of any transaction entered between Supplier and any Participating Entity before the termination date.
- 7) **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in (Solicitation #081225) to Participating Entities. In-scope solutions include:
 - a) On-demand interpreting available 24/7/365;
 - b) Translation services;
 - c) Language testing and training; and,
 - d) Solutions related to a) – c) above, including onsite interpretation, program implementation, ongoing account management and support, applications or platforms for delivering language services, and required equipment or devices.
- 8) **Included Solutions.** Supplier's Proposal to the above referenced RFP is incorporated into this Master Agreement. Only those Solutions included within Supplier's Proposal and within Scope (Included Solutions) are included within the Agreement and may be offered to Participating Entities.
- 9) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.
- 10) **Pricing.** Pricing information (including Pricing and Delivery and Pricing Offered tables) for all Included Solutions within Supplier's Proposal is incorporated into this Master Agreement.
- 11) **Not to Exceed Pricing.** Suppliers may not exceed the prices listed in the current Pricing List on file with Sourcewell when offering Included Solutions to Participating Entities. Participating Entities may request adjustments to pricing directly from Supplier during the negotiation and execution of any transaction.
- 12) **Open Market.** Supplier's open market pricing process is included within its Proposal.

13) Supplier Representations:

- i) **Compliance.** Supplier represents and warrants it will provide all Included Solutions under this Agreement in full compliance with applicable federal, state, and local laws and regulations.
- ii) **Licenses.** As applicable, Supplier will maintain a valid status on all required federal, state, and local licenses, bonds, and permits required for the operation of Supplier's business with Participating Entities. Participating Entities may request all relevant documentation directly from Supplier.
- iii) **Supplier Warrants.** Supplier warrants that all Included Solutions furnished under this Agreement are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Solutions are suitable for and will perform in accordance with the ordinary use for which they are intended.

14) Bankruptcy Notices. Supplier certifies and warrants it is not currently in a bankruptcy proceeding. Supplier has disclosed all current and completed bankruptcy proceedings within the past seven years within its Proposal. Supplier must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the term of this Agreement.

15) Debarment and Suspension. Supplier certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota, the United States federal government, or any Participating Entity. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Agreement. Supplier further warrants that it will provide immediate written notice to Sourcewell if this certification changes at any time during the term of this Agreement.

16) Provisions for non-United States federal entity procurements under United States federal awards or other awards (Appendix II to 2 C.F.R § 200). Participating Entities that use United States federal grant or other federal funding to purchase solutions from this Agreement may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may have additional requirements based on specific funding source terms or conditions. Within this Section, all references to "federal" should be interpreted to mean the United States federal government. The following list applies when a Participating Entity accesses Supplier's Included Solutions with United States federal funds.

- i) **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all agreements that meet the definition of "federally assisted construction contract" in 41 C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. § 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 C.F.R. § 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor." The equal opportunity clause is incorporated herein by reference.

ii) **DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148).** When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with the Copeland “Anti-Kickback” Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Supplier must comply with all applicable Davis-Bacon Act provisions.

iii) **CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708).** Where applicable, all contracts awarded by the non-federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies, materials, or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence. This provision is hereby incorporated by reference into this Agreement. Supplier certifies that during the term of an award for all Agreements by Sourcwell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

iv) **RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT.** If the federal award meets the definition of “funding agreement” under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 C.F.R. § 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency. Supplier

certifies that during the term of an award for all Agreements by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

v) **CLEAN AIR ACT (42 U.S.C. § 7401-7671Q.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. § 1251-1387).** Contracts and subgrants of amounts in excess of \$150,000 require the non-federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA). Supplier certifies that during the term of this Agreement it will comply with applicable requirements as referenced above.

vi) **DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689).** A contract award (see 2 C.F.R. § 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 C.F.R. § 180 that implement Executive Orders 12549 (3 C.F.R. § 1986 Comp., p. 189) and 12689 (3 C.F.R. § 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Supplier certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

vii) **BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352).** Suppliers must file any required certifications. Suppliers must not have used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Suppliers must disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award. Suppliers must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

viii) **RECORD RETENTION REQUIREMENTS.** To the extent applicable, Supplier must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Supplier further certifies that it will retain all records as required by 2 C.F.R. § 200.333 for a period of 3 years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

ix) **ENERGY POLICY AND CONSERVATION ACT COMPLIANCE.** To the extent applicable, Supplier must comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.

x) **BUY AMERICAN PROVISIONS COMPLIANCE.** To the extent applicable, Supplier must comply with all applicable provisions of the Buy American Act. Purchases made in accordance with the Buy American Act must follow the applicable procurement rules calling for free and open competition.

xi) **ACCESS TO RECORDS (2 C.F.R. § 200.336).** Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Agreement for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Supplier's personnel for the purpose of interview and discussion relating to such documents.

xii) **PROCUREMENT OF RECOVERED MATERIALS (2 C.F.R. § 200.322).** A non-federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 C.F.R. § 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

xiii) **FEDERAL SEAL(S), LOGOS, AND FLAGS.** The Supplier cannot use the seal(s), logos, crests, or reproductions of flags or likenesses of Federal agency officials without specific pre-approval.

xiv) **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Agreement or any purchase by a Participating Entity and is not subject to any obligations or liabilities to the Participating Entity, Supplier, or any other party pertaining to any matter resulting from the Agreement or any purchase by an authorized user.

xv) **PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS.** The Contractor acknowledges that 31 U.S.C. § 38 (Administrative Remedies for False Claims and Statements) applies to the Supplier's actions pertaining to this Agreement or any purchase by a Participating Entity.

xvi) **FEDERAL DEBT.** The Supplier certifies that it is non-delinquent in its repayment of any federal debt. Examples of relevant debt include delinquent payroll and other taxes, audit disallowance, and benefit overpayments.

xvii) **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Agreement or any aspect related to the anticipated work under this Agreement raises an actual or potential conflict of interest (as described in 2 C.F.R. Part 200). The Supplier must explain the actual or potential conflict in writing in sufficient detail so that the U.S. Office of General Services, Sourcewell, and Participating Entity are able to assess the actual or potential conflict; and provide any additional information as necessary or requested.

xviii) **U.S. EXECUTIVE ORDER 13224.** The Supplier, and its subcontractors, must comply with U.S. Executive Order 13224 and U.S. Laws that prohibit transactions with and provision of resources and support to individuals and organizations associated with terrorism.

xix) **PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT.** To the extent applicable, Supplier certifies that during the term of this Agreement it will comply with applicable requirements of 2 C.F.R. § 200.216.

xx) **DOMESTIC PREFERENCES FOR PROCUREMENTS.** To the extent applicable, Supplier certifies that during the term of this Agreement, Supplier will comply with applicable requirements of 2 C.F.R. § 200.322.

Article 2: Sourcewell and Supplier Obligations

The Terms in this Article 2 relate specifically to Sourcewell and its administration of this Master Agreement with Supplier and Supplier's obligations thereunder.

- 1) **Authorized Sellers.** Supplier must provide Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers which may complete transactions of Included Solutions offered under this Agreement. Sourcewell may request updated information in its discretion, and Supplier agrees to provide requested information within a reasonable time.
- 2) **Product and Price Changes Requirements.** Supplier may request Included Solutions changes, additions, or deletions at any time. All requests must be made in writing by submitting a Sourcewell Price and Product Change Request Form to Sourcewell. At a minimum, the request must:
 - Identify the applicable Sourcewell Agreement number;
 - Clearly specify the requested change;
 - Provide sufficient detail to justify the requested change;
 - Individually list all Included Solutions affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
 - Include a complete restatement of Pricing List with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Included Solutions offered, even for those items where pricing remains unchanged.

A fully executed Sourcewell Price and Product Change Request Form will become an amendment to this Agreement and will be incorporated by reference.

- 3) **Authorized Representative.** Supplier will assign an Authorized Representative to Sourcewell for this Agreement and must provide prompt notice to Sourcewell if that person is changed. The Authorized Representative will be responsible for:
 - Maintenance and management of this Agreement;
 - Timely response to all Sourcewell and Participating Entity inquiries; and
 - Participation in reviews with Sourcewell.

Sourcewell's Authorized Representative is its Chief Procurement Officer.

- 4) **Performance Reviews.** Supplier will perform a minimum of one review with Sourcewell per agreement year. The review will cover transactions to Participating Entities, pricing and terms, administrative fees, sales data reports, performance issues, supply chain issues, customer issues, and any other necessary information.

- 5) **Sales Reporting Required.** Supplier is required as a material element to this Master Agreement to report all completed transactions with Participating Entities utilizing this Agreement. Failure to provide complete and accurate reports as defined herein will be a material breach of the Agreement and Sourcewell reserves the right to pursue all remedies available at law including cancellation of this Agreement.
- 6) **Reporting Requirements.** Supplier must provide Sourcewell an activity report of all transactions completed utilizing this Agreement. Reports are due at least once each calendar quarter (Reporting Period). Reports must be received no later than 45 calendar days after the end of each calendar quarter. Supplier may report on a more frequent basis in its discretion. Reports must be provided regardless of the amount of completed transactions during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

The Report must contain the following fields:

- Participating Entity Name (e.g., City of Staples Highway Department);
- Participating Entity Physical Street Address;
- Participating Entity City;
- Participating Entity State/Province;
- Participating Entity Zip/Postal Code;
- Sourcewell Participating Entity Account Number;
- Transaction Description;
- Transaction Purchased Price;
- Sourcewell Administrative Fee Applied; and
- Date Transaction was invoiced/sale was recognized as revenue by Supplier.

If collected by Supplier, the Report may include the following fields as available:

- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;

- 7) **Administrative Fee.** In consideration for the support and services provided by Sourcewell, Supplier will pay an Administrative Fee to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. Supplier will include its Administrative Fee within its proposed pricing. Supplier may not directly charge Participating Entities to offset the Administrative Fee.
- 8) **Fee Calculation.** Supplier's Administrative Fee payable to Sourcewell will be calculated as a stated percentage (listed in Supplier's Proposal) of all completed transactions utilizing this Master Agreement within the preceding Reporting Period. For certain categories, a flat fee may be proposed. The Administrative Fee will be stated in Supplier's Proposal.
- 9) **Fee Remittance.** Supplier will remit fee to Sourcewell no later than 45 calendar days after the close of the preceding calendar quarter in conjunction with Supplier's Reporting Period obligations defined herein. Payments should note the Supplier's name and Sourcewell-assigned Agreement number in the memo; and must be either mailed to Sourcewell above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions.

- 10) **Noncompliance.** Sourcewell reserves the right to seek all remedies available at law for unpaid or underpaid Administrative Fees due under this Agreement. Failure to remit payment, delinquent payments, underpayments, or other deviations from the requirements of this Agreement may be deemed a material breach and may result in cancellation of this Agreement and disbarment from future Agreements.
- 11) **Audit Requirements.** Pursuant to Minn. Stat. § 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Agreement are subject to examination by Sourcewell and the Minnesota State Auditor for a minimum of six years from the end of this Agreement. Supplier agrees to fully cooperate with Sourcewell in auditing transactions under this Agreement to ensure compliance with pricing terms, correct calculation and remittance of Administrative Fees, and verification of transactions as may be requested by a Participating Entity or Sourcewell.
- 12) **Assignment, Transfer, and Administrative Changes.** Supplier may not assign or otherwise transfer its rights or obligations under this Agreement without the prior written consent of Sourcewell. Such consent will not be unreasonably withheld. Sourcewell reserves the right to unilaterally assign all or portions of this Agreement within its sole discretion to address corporate restructurings, mergers, acquisitions, or other changes to the Responsible Party and named in the Agreement. Any prohibited assignment is invalid. Upon request Sourcewell may make administrative changes to agreement documentation such as name changes, address changes, and other non-material updates as determined within its sole discretion.
- 13) **Amendments.** Any material change to this Agreement must be executed in writing through an amendment and will not be effective until it has been duly executed by the parties.
- 14) **Waiver.** Failure by Sourcewell to enforce any right under this Agreement will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right.
- 15) **Complete Agreement.** This Agreement represents the complete agreement between the parties for the scope as defined herein. Supplier and Sourcewell may enter into separate written agreements relating specifically to transactions outside of the scope of this Agreement.
- 16) **Relationship of Sourcewell and Supplier.** This Agreement does not create a partnership, joint venture, or any other relationship such as employee, independent contractor, master-servant, or principal-agent.
- 17) **Indemnification.** Supplier must indemnify, defend, save, and hold Sourcewell, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell, arising out of any act or omission in the performance of this Agreement by the Supplier or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused by some defect in design, condition, or performance of Included Solutions under this Agreement. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.
- 18) **Data Practices.** Supplier and Sourcewell acknowledge Sourcewell is subject to the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13. As it applies to all data created and

maintained in performance of this Agreement, Supplier may be subject to the requirements of this chapter.

19) **Grant of License.**

a) **During the term of this Agreement:**

i) **Supplier Promotion.** Sourcewell grants to Supplier a royalty-free, worldwide, non-exclusive right and license to use the trademark(s) provided to Supplier by Sourcewell in advertising, promotional materials, and informational sites for the purpose of marketing Sourcewell's Agreement with Supplier.

ii) **Sourcewell Promotion.** Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising, promotional materials, and informational sites for the purpose of marketing Supplier's Agreement with Sourcewell.

b) **Limited Right of Sublicense.** The right and license granted herein includes a limited right of each party to grant sublicenses to their respective subsidiaries, distributors, dealers, resellers, marketing representatives, partners, or agents (collectively "Permitted Sublicensees") in advertising, promotional, or informational materials for the purpose of marketing the Parties' relationship. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this section by any of their respective sublicensees.

c) **Use; Quality Control.**

i) Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.

ii) Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Each party may make written notice to the other regarding misuse under this section. The offending party will have 30 days of the date of the written notice to cure the issue or the license/sublicense will be terminated.

d) **Termination.** Upon the termination of this Agreement for any reason, each party, including Permitted Sublicensees, will have 30 days to remove all Trademarks from signage, websites, and the like bearing the other party's name or logo (excepting Sourcewell's pre-printed catalog of suppliers which may be used until the next printing). Supplier must return all marketing and promotional materials, including signage, provided by Sourcewell, or dispose of it according to Sourcewell's written directions.

20) **Venue and Governing law between Sourcewell and Supplier Only.** The substantive and procedural laws of the State of Minnesota will govern this Agreement between Sourcewell and Supplier. Venue for all legal proceedings arising out of this Agreement between Sourcewell and Supplier will be in court of competent jurisdiction within the State of Minnesota. This section does not apply to any dispute between Supplier and Participating Entity. This Agreement reserves the right for Supplier and Participating Entity to negotiate this term to within any transaction documents.

- 21) **Severability.** If any provision of this Agreement is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Agreement is capable of being performed, it will not be affected by such determination or finding and must be fully performed.
- 22) **Insurance Coverage.** At its own expense, Supplier must maintain valid insurance policy(ies) during the performance of this Agreement with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:
- a) **Commercial General Liability Insurance.** Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Agreement.
 - \$1,500,000 each occurrence Bodily Injury and Property Damage
 - \$1,500,000 Personal and Advertising Injury
 - \$2,000,000 aggregate for products liability-completed operations
 - \$2,000,000 general aggregate
 - b) **Certificates of Insurance.** Prior to execution of this Agreement, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Agreement. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 or provided to in an alternative manner as directed by Sourcewell. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. Failure of Supplier to maintain the required insurance and documentation may constitute a material breach.
 - c) **Additional Insured Endorsement and Primary and Non-contributory Insurance Clause.** Supplier agrees to list Sourcewell, including its officers, agents, and employees, as an additional insured under the Supplier's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Supplier, and products and completed operations of Supplier. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.
 - d) **Waiver of Subrogation.** Supplier waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Agreement or other insurance applicable to the Supplier or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Supplier or its subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.

- e) **Umbrella/Excess Liability/SELF-INSURED RETENTION.** The limits required by this Agreement can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.

23) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

24) **Termination for Cause.** Sourcewell may terminate this Agreement upon providing written notice of material breach to Supplier. Notice must describe the breach in reasonable detail and state the intent to terminate the Agreement. Upon receipt of Notice, the Supplier will have 30 calendar days in which it must cure the breach. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

Article 3: Supplier Obligations to Participating Entities

The Terms in this Article 3 relate specifically to Supplier and a Participating Entity when entering transactions utilizing the General Terms established in this Master Agreement. Article 1 General Terms control over any conflict with this Article 3. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

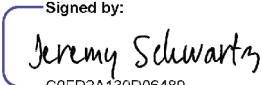
- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within the Suppliers proposal and Included Solutions within transaction documents.
- 2) **Shipping, Delivery, Acceptance, Rejection, and Warranty.** Supplier's proposal may include proposed terms relating to shipping, delivery, inspection, and acceptance/rejection and other relevant terms of tendered Solutions. Supplier and Participating Entity may negotiate final terms appropriate for the specific transaction relating to non-appropriation, shipping, delivery, inspection, acceptance/rejection of tendered Solutions, and warranty coverage for Included Solutions. Such terms may include, but are not limited to, costs, risk of loss, proper packaging, inspection rights and timelines, acceptance or rejection procedures, and remedies as mutually agreed include notice requirements, replacement, return or exchange procedures, and associated costs.
- 3) **Applicable Taxes.** Participating Entity is responsible for notifying supplier of its tax-exempt status and for providing Supplier with any valid tax-exemption certification(s) or related documentation.
- 4) **Ordering Process and Payment.** Supplier's ordering process and acceptable forms of payment are included within its Proposal. Participating Entities will be solely responsible for payment to Supplier and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.
- 5) **Transaction Documents.** Participating Entity may require the use of its own forms to complete transactions directly with Supplier utilizing the terms established in this Agreement. Supplier's

standard form agreements may be offered as part of its Proposal. Supplier and Participating Entity may complete and document transactions utilizing any type of transaction documents as mutually agreed. In any transaction document entered utilizing this Agreement, Supplier and Participating Entity must include specific reference to this Master Agreement by number and to Participating Entity's unique Sourcewell account number.

- 6) **Additional Terms and Conditions Permitted.** Participating Entity and Supplier may negotiate and include additional terms and conditions within transaction documentation as mutually agreed. Such terms may supplant or supersede this Master Agreement when necessary and as solely determined by Participating Entity. Sourcewell has expressly reserved the right for Supplier and Participating Entity to address any necessary provisions within transaction documents not expressly included within this Master Agreement, including but not limited to transaction cancellation, dispute resolution, governing law and venue, non-appropriation, insurance, defense and indemnity, force majeure, and other material terms as mutually agreed.
- 7) **Subsequent Agreements and Survival.** Supplier and Participating Entity may enter into a separate agreement to facilitate long-term performance obligations utilizing the terms of this Master Agreement as mutually agreed. Such agreements may provide for a performance period extending beyond the full term of this Master Agreement as determined in the discretion of Participating Entity.
- 8) **Participating Addendums.** Supplier and Participating Entity may enter a Participating Addendum or similar document extending and supplementing the terms of this Master Agreement to facilitate adoption as may be required by a Participating Entity.

Sourcewell

Multilingual Connections LLC

Signed by:

 C0FD2A139D06489...
 By: _____
 Jeremy Schwartz
 Title: Chief Procurement Officer
 Date: 12/2/2025 | 7:47 AM CST

Signed by:

 6D6DD0A4F6C048B...
 By: _____
 Dr. Jill K. Bishop
 Title: Founder & CEO
 Date: 12/1/2025 | 1:26 PM PST

RFP 081225 - Language Services: Interpretation, Translation, Testing, and Training

Vendor Details

Company Name: Multilingual Connections LLC
Address: 805 Greenwood St.
Evanston, IL 60201
Contact: Dr. Jill K. Bishop
Email: contracts@mlconnections.com
Phone: 773-292-7676
HST#: 20-2543836

Submission Details

Created On: Friday August 08, 2025 09:13:58
Submitted On: Tuesday August 12, 2025 15:11:37
Submitted By: Dr. Jill K. Bishop
Email: contracts@mlconnections.com
Transaction #: e08e9a72-d639-4a93-bcce-94da76c733d6
Submitter's IP Address: 147.243.215.207

Specifications

Table 1: Proposer Identity & Authorized Representatives (Not Scored)

General Instructions (applies to all Tables) Sourcewell prefers a brief but thorough response to each question. Do not merely attach additional documents to your response without also providing a substantive response. Do not leave answers blank; respond "N/A" if the question does not apply to you (preferably with an explanation).

Table 1 Specific Instructions. Sourcewell requires identification of all parties responsible for providing Solutions under a resulting master agreement(s) (Responsible Supplier). Proposers are strongly encouraged to include all potential Responsible Suppliers including any corporate affiliates, subsidiaries, D.B.A., and any other authorized entities within a singular proposal. All information required under this RFP must be included for each Responsible Supplier as instructed. Proposers with multiple Responsible Supplier options may choose to respond individually as distinct entities, however each response will be evaluated individually and only those proposals recommended for award may result in a master agreement award. Unawarded entities will not be permitted to later be added to an existing master agreement through operation of Proposer's corporate organization affiliation.

Line Item	Question	Response *	
1	Provide the legal name of the Proposer authorized to submit this Proposal.	Multilingual Connections, LLC	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Y	*
3	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	Multilingual Connections, LLC will be the Responsible Supplier executing the master agreement with Sourcewell. InterpreNet – subcontractor responsible for providing interpretation services under this proposal.	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	4W4A8	*
5	Provide your NAICS code applicable to Solutions proposed.	541930, 561410	
6	Proposer Physical Address:	805 Greenwood St. Evanston, IL 60201	*
7	Proposer website address (or addresses):	https://multilingualconnections.com	*
8	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer):	Dr. Jill K. Bishop Founder & CEO Multilingual Connections 805 Greenwood St., Evanston, IL 60201 Phone: 773-292-7676 Email: jill@mlconnections.com Website: www.mlconnections.com	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Dr. Jill K. Bishop Founder & CEO Multilingual Connections 805 Greenwood St., Evanston, IL 60201 Phone: 773-292-7676 Email: jill@mlconnections.com Website: www.mlconnections.com	*
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Katherine Baumann Managing Director Multilingual Connections 805 Greenwood St., Evanston, IL 60201 Phone: 773-657-2083 Email: katie@mlconnections.com Website: www.mlconnections.com	*

Table 2A: Financial Viability and Marketplace Success (50 Points, applies to Table 2A and 2B)

Line Item	Question	Response *	
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11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	<p>Company Overview and History Founded in Chicago in 2005 and now headquartered in Evanston, Illinois, Multilingual Connections has been helping organizations worldwide understand, engage, and grow their multilingual audiences. We provide professional translation, interpretation, and multimedia localization in more than 75 languages, supporting clients across education, government, nonprofit, healthcare, and business sectors.</p> <p>Our Founder and CEO, Jill Kushner Bishop, PhD, is a linguistic anthropologist with more than 30 years of professional experience creating connections across languages and cultures. Before establishing Multilingual Connections, Dr. Bishop developed and implemented language, culture, and diversity programs for 130 Chipotle Mexican Grill locations and taught Spanish and Anthropology at UCLA, Kendall College, Robert Morris College, Triton College, and Oakton Community College. Her leadership blends deep academic expertise with practical, large-scale program management experience.</p> <p>We are a full-service language solutions company offering:</p> <ol style="list-style-type: none"> 1) Document Translation 2) Remote and Onsite Interpretation 3) Telephonic Interpretation 4) Subtitling and Captioning 5) Voiceover and Dubbing 6) Creative Transcreation 7) Audio and Video Transcription (monolingual, interpretive, and double column) 8) Desktop Publishing 9) Consulting Services <p>Core Values Our core values shape the way we work every day. We believe that strong relationships are the foundation of success, so we focus on building genuine connections with our clients, partners, and team. We work hard to earn and keep trust through honesty, reliability, and consistent quality. We stay flexible and creative, finding the best solutions for each unique situation. We are committed to ongoing learning and growth so we can continually improve our services. And we embrace change, seeing it as an opportunity to adapt, innovate, and better serve our clients.</p> <p>Philosophy Our business philosophy is centered on understanding our clients' needs and delivering solutions that exceed their expectations. We take the time to listen, learn, and adapt so that every project reflects both accuracy and cultural understanding. We value collaboration and see our clients as partners, working together toward shared goals. By combining human expertise with smart technology, we provide reliable, high-quality language services that make communication easier and more effective for everyone we serve.</p> <p>Industry longevity For 20+ years, we have supported federal and state government entities, cities, towns, and counties/parishes, education service cooperatives, K-12 and higher education entities, tribal government entities, non-profit organizations, and other public entities including the State of Illinois, the Chicago Transit Authority, the Field Museum, Radio Flyer, Lou Malnati's, Haribo, Fragomen, Del Rey, Bernsen & Loewy, Airbnb, Major League Baseball and many more.</p> <p>We are proud to partner with InterpreNet for our interpretation services. Established in Chicago in 2004, InterpreNet is a global language service provider renowned for its blend of human expertise and tech-forward solutions. They specialize in interpretation, translation, and captioning, offering customizable solutions for audiences of all sizes in various modalities, including in-person, virtual, and hybrid formats. With a global network of qualified interpreters and linguists, InterpreNet has earned the trust of corporations, governments, NGOs, and institutions worldwide. They deliver accurate language solutions for thousands of live and pre-recorded events, meetings, and translation projects each year.</p>
12	What are your company's expectations in the event of an award?	<p>In the event of an award, Multilingual Connections, LLC expects to establish a strong and collaborative partnership with Sourcewell and its participating entities. Our goal is to provide seamless access to high-quality translation and interpretation services, ensuring each participating entity receives the support, responsiveness, and customization they need.</p> <p>We anticipate working closely with Sourcewell to promote the contract, onboard new participating entities, and maintain open communication to ensure satisfaction and continuous improvement. We also expect clear processes for order management, reporting, and performance feedback so that we can consistently meet or exceed service expectations.</p>

13	<p>Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.</p>	<p>Multilingual Connections, LLC demonstrates strong financial performance and stability, supported by consistent revenue growth, healthy profit margins, and sound asset management. For the fiscal year ending December 31, 2024, we generated \$4,632,301 in total income, with a gross profit of \$2,505,897 and a net income of \$467,565. These results reflect our ability to manage costs effectively while delivering high-quality services to a growing client base.</p> <p>This financial position, combined with our 20+ years of industry experience and long-term client relationships, positions us as a reliable and capable partner for Sourcewell participating entities.</p> <p>Financial Stability Indicators</p> <p>Diversified Revenue Base: Our client portfolio includes long-term government contracts (State of Illinois since 2008), Fortune 500 companies, and major institutions, providing revenue stability and reduced concentration risk.</p> <p>Working Capital Management: We maintain healthy cash flow through efficient accounts receivable management and strategic vendor relationships, ensuring prompt fulfillment of all contractual obligations.</p> <p>Long-term Client Retention: Our 16+ year relationship with the State of Illinois and 76%+ client retention rates demonstrate both service quality and clients' confidence in our financial reliability.</p> <p>Capacity for Contract Performance</p> <p>Our financial position provides the working capital necessary to staff projects appropriately from contract inception, invest in technology and quality assurance systems, maintain service delivery during payment processing periods, and scale operations to meet varying project demands.</p> <p>Supporting Financial Documentation Provided</p> <p>We are providing the following financial documentation with this submission:</p> <ul style="list-style-type: none">- CPA-Reviewed Financial Statements: Monthly Profit & Loss statements, Balance Sheet as of December 31, 2024, and Cash Flow Statement for fiscal year 2024- Banking Documentation: Two recent bank statements demonstrating consistent cash flow and business activity levels (account numbers redacted for security) <p>All sensitive account information has been appropriately redacted while maintaining transparency regarding our financial strength. Our financial stability, combined with operational excellence and long-term client relationships, positions Multilingual Connections as a reliable partner capable of delivering consistent, high-quality language services throughout the contract term.</p>
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14	<p>Tell us your US market share for your proposed solutions.</p> <p>OR, provide the number of US Education and Government entities you have served over the past three (3) years, your retention rates, along with the total number of states where you have made sales.</p>	<p>Multilingual Connections, LLC has an established presence in the U.S. translation and interpretation market, serving approximately 3000 clients across multiple sectors. Our reach spans numerous states nationwide, with a client base that includes educational institutions, municipal governments, state agencies, and federal organizations.</p> <p>We have worked with 136 government and educational clients in 2022-2025. These include contracted clients and non-contracted clients. Our government and education client retention rates (contract and no contract) are 70% year over year. We have sales across 16 states.</p> <p>Below is a list of some of the educational institutions we have served:</p> <ol style="list-style-type: none"> 1) Arizona State Board of Education 2) Boston College 3) California Science Center 4) City Colleges of Chicago 5) Columbia University Medical Center 6) Florida State University 7) Harvard University 8) Haverford College 9) Illinois State Board of Education 10) Loyola University 11) MIT 12) Northwestern University 13) Ohio State University Mansfield Campus 14) Singapore Management University 15) Southern Illinois University Carbondale 16) Stanford University 17) Texas State University 18) Texas Tech University 19) The University of Chicago 20) Thomas Jefferson University 21) UCLA - Jonathan and Karin Fielding School of Public Health 22) University of Denver 23) University of Oregon 24) University of California - San Francisco 25) University of Chicago 26) University of Colorado 27) University of Illinois at Chicago 28) University of Illinois at Urbana-Champaign 29) University of Texas Medical Branch 30) Waubesa Community College <p>Here's a list of a few of our government clients</p> <ol style="list-style-type: none"> 1) State of Illinois 2) Chicago Housing Authority 3) City of Evanston 4) Santa Clara County Housing Authority 5) Chicago Transit Authority 6) Maricopa County Public Defense Services 7) Regional Transportation Authority 8) Chicago Metropolitan Agency for Planning (CMAP) 9) State of Washington Office of the Attorney General 10) U.S. Agency for Global Media 11) City of Greensboro 12) Washington County 13) Alaska Public Defender Agency 14) Washington's Lottery 15) Washington State Department of Children, Youth, and Families 16) McHenry County Workforce Network 17) Forest Preserves of Cook County 18) Travis County, Texas 19) State of Washington – Kitsap Transit 20) Spokane Transit 21) Office of the Saint Paul City Attorney 22) Boulder County Public Health <p>An additional list of Illinois-specific legal agencies:</p> <ol style="list-style-type: none"> 1) IL Criminal Justice Information Authority 2) IL DCFS Office of Legal Services 3) IL DCFS Administrative Hearings 4) IL DCFS Central Region 5) IL DCFS Communications Office 6) IL DCFS Cook County 7) IL DCFS Northern Region 8) IL DCFS Office of Child and Family Policy (OCFP) 9) IL DCFS Office of Learning and Professional Development (OLPD) 10) IL Office of the Attorney General 11) IL Office of the General Counsel 12) IL Office of the Governor 13) IL Office Of The Secretary Of State - Department of Personnel 14) IL Office of the State Appellate Defender 15) IL Office of Women's Health 16) IL Secretary of State 17) IL State Board of Elections 18) IL State Police
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15	<p>Tell us your Canadian market share for your proposed solutions.</p> <p>OR, provide the number of Canadian Education and Government entities you have served over the past three (3) years, your retention rates, along with the total number of states where you have made sales.</p>	<p>One of our key Canadian partnerships is with VIQ Solutions, a company headquartered in Ontario. Our work with VIQ Solutions began in 2009 through their subsidiary Net Transcripts, providing foreign language transcription and translation to complement their English transcription services for hundreds of district attorneys, police departments, and other entities. What began with Spanish transcription has expanded into dozens of languages, totaling over 20 million words translated and 500,000 minutes transcribed in 51 languages. Following VIQ Solutions' acquisition of Net Transcripts in 2018, we have continued and expanded this partnership, providing additional language services across the VIQ family of companies. This constitutes approximately 20% of our work in 2022-2025.</p> <p>While our Canadian government and educational client base is smaller than our U.S. presence, Multilingual Connections, LLC has delivered services to organizations in multiple provinces, with approximately 20 clients total.</p>	*
16	<p>Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.</p>	<p>Neither Multilingual Connections, LLC nor any proposed responsible party has been involved in any bankruptcy proceedings, current or completed, within the past seven (7) years. We will provide written notice to Sourcewell immediately should we enter into a bankruptcy proceeding at any time during the pendency of this RFP evaluation.</p>	*
17	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b).</p> <p>a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned?</p> <p>b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?</p>	<p>Multilingual Connections, LLC is best described as a service provider specializing in translation and interpretation services. We deliver these services directly through our in-house team and a vetted network of professional linguists.</p> <p>Our sales and service functions are handled by our own employees, who work closely with clients to understand their needs, manage projects, and ensure quality and timely delivery. For interpretation services, we partner with InterpreNet as a subcontractor. InterpreNet's interpreters are independent professionals contracted by InterpreNet, enabling us to extend our service capacity while maintaining strict quality and performance standards.</p>	*
18	<p>If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.</p>	<p>Licenses, Certifications, and Memberships</p> <p>Multilingual Connections, LLC is a U.S.-based language service provider and is not subject to specific federal licensing requirements for translation or interpretation services. We maintain all required business registrations and comply with all applicable state and local regulations in the jurisdictions where we operate.</p> <p>Certifications</p> <ol style="list-style-type: none"> 1) Women's Business Enterprise National Council (WBENC) Certified 2) Women's Business Enterprise (WBE) 3) Women-Owned Small Business (WOSB) 4) Economically Disadvantaged Women-Owned Small Business (EDWOSB) 5) Disadvantaged Business Enterprise (DBE) <p>Memberships</p> <ol style="list-style-type: none"> 1) American Translators Association (ATA) 2) Association of Language Companies (ALC) 3) Globalization & Localization Association (GALA) <p>Our project managers and linguists meet rigorous internal qualification standards, including advanced language proficiency, subject matter expertise, and adherence to industry best practices such as ISO 17100 for translation services. While ISO certification is not legally required, our processes align with its quality management principles to ensure accuracy and consistency.</p>	*
19	<p>Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.</p>	<p>Neither Multilingual Connections, LLC nor any proposed responsible party has been debarred or suspended, currently or in the past, within the last seven (7) years. We will provide written notice to Sourcewell immediately should we enter into a debarment or suspension status at any time during the pendency of this RFP evaluation.</p>	*
20	<p>Describe any relevant industry awards or recognition that your company has received in the past five years.</p>	<p>None.</p>	*
21	<p>What percentage of your sales are to the governmental sector in the past three years?</p>	<p>Over the past three years, approximately 20% of Multilingual Connections' total sales have been to the governmental sector, including municipal, state, and federal agencies.</p>	*
22	<p>What percentage of your sales are to the education sector in the past three years?</p>	<p>Over the past three years, approximately 10% of Multilingual Connections' total sales have been to the education sector, including K-12 schools, colleges, and universities.</p>	*
23	<p>List all state, cooperative purchasing agreements that you hold. What is the annual sales volume for each of these agreement over the past three years?</p>	<p>Multilingual Connections currently holds the following state and cooperative purchasing agreements:</p> <p>State of Illinois Central Management Services (CMS)</p> <p>Annual sales volume over the past three years:</p> <ul style="list-style-type: none"> - \$924,658 in year 2022 - \$991,453 in year 2023 - \$1,273,425 in year 2024 	*
24	<p>List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?</p>	<p>Multilingual Connections does not currently hold any GSA contracts or Standing Offers and Supply Arrangements.</p>	*

Table 2B: References/Testimonials

Line Item 25. Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *	
State of Illinois	David Thomas	217-782-0001 David.Thomas2@Illinois.gov	*
Chicago Housing Authority	Tiffany Wilson	312-913-7578 TWilson@thecha.org	*
Waubonsee Community College	Kera Hollenbeck	630-466-2411 khollenbeck@waubonsee.edu	*
University of California, Los Angeles	Kelly Song	714-932-6088 ksong14@g.ucla.edu	
City of Evanston	Jessica Mayo	847-448-8041 jmayo@cityofevanston.org	

Table 3: Ability to Sell and Deliver Solutions (150 Points)

Describe your company's capability to meet the needs of Sourcewell participating entities across the US and Canada, as applicable. **Your response should address in detail at least the following areas:** locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *	
26	Sales force.	Multilingual Connections, LLC maintains an in-house sales and client services team located in the United States, Canada and other key remote locations across multiple time zones to ensure nationwide and international coverage. This structure allows us to respond quickly to inquiries from Sourcewell Participating Entities anywhere in the U.S. or Canada during standard business hours in their respective regions. Our sales and client services team consists of 27 full-time employees (FTEs) dedicated to sales, account management, and client support. All sales and account management staff are direct employees of Multilingual Connections. For interpretation services, we partner with InterpreNet, whose dedicated account representatives provide service-specific expertise, pricing guidance, and scheduling support. These representatives are employees of InterpreNet, a vetted subcontractor, and operate as authorized representatives of Multilingual Connections for interpretation-related inquiries. The sales and service functions intentionally overlap. Account managers and project managers work in close collaboration, with project managers often joining sales calls to provide technical input on workflow, timelines, and quality assurance. This integration ensures a seamless handoff from proposal to project execution, reduces response times, and provides Sourcewell members with a single, knowledgeable point of contact who understands their requirements and can coordinate resources efficiently.	*
27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	Multilingual Connections, LLC delivers translation services directly through our in-house team and network of vetted professional linguists. All translation work is managed and quality-assured internally, ensuring consistency, confidentiality and adherence to client requirements. For interpretation services, we partner with InterpreNet as our exclusive subcontractor under this proposal. InterpreNet coordinates a nationwide network of professional interpreters who are vetted, certified (when applicable), and experienced in delivering both on-site and remote interpretation. InterpreNet's interpreters operate as independent contractors engaged through InterpreNet, and all services are scheduled, managed, and quality-checked in coordination with Multilingual Connections. We do not utilize independent dealers, distributors, or resellers for the solutions proposed in this RFP. Instead, all services are provided directly by Multilingual Connections and our subcontractor to ensure direct accountability, high service quality, and streamlined communication with the client.	*
28	Service force.	Multilingual Connections, LLC delivers services through a combination of in-house staff and a global network of vetted professional linguists. Our translation services are managed by our in-house Project Managers, supported by translators, editors, and subject matter experts who work in their native languages and areas of specialization. This team ensures accuracy, cultural relevance, and adherence to client-specific requirements. Our founder, Jill Bishop, will oversee this contract. Katherine Baumann, Managing Director, will serve as the production manager for this engagement. A Team Lead and team of project managers will also be assigned. We have provided brief bios of some of our team members in the following subsections; full CVs are available upon request. Dr. Jill Bishop, Founder and CEO Dr. Jill Bishop is a linguistic anthropologist who has taught English and Spanish around the world and has researched, written, and lectured extensively on the subject of language, culture, and identity. Prior to founding her company, Jill was responsible for the development and implementation of language, culture, and diversity programs for 130 Chipotle Mexican Grill locations. In 2005, she started Multilingual Connections to help individuals and organizations connect with an increasingly multilingual world through translation and other language services. Jill holds an MA and PhD in Linguistic Anthropology from UCLA, and also a BA in the Teaching of Spanish from the University of Illinois. She has taught at UCLA, Kendall College, Robert Morris College and Loyola Marymount University. Mark Bishop, Chief Operating Officer Mark received his bachelor's degree in political science from the University of Michigan and an MBA from the University of Missouri. He has lived in Southeast Asia and the Middle East, where he taught English and studied language. In his role as COO, Mark is passionate about helping the team succeed. By making sure everyone has the tools, training, and foundation to be successful, he believes that we will all enjoy our work more, and thereby ensure success for our clients. Marks spearheads all things security, privacy, and confidentiality-related and drives key automation to streamline efficiency and improve company-wide workflows, among other responsibilities.	

Pablo Renato Estrada, Talent & Technology Director

Pablo brings more than a decade of industry experience in quality, vendor, and production management to Multilingual Connections. During his career, he has helped global companies like Uber, Google, Microsoft, Apple, Pfizer, and others connect with their audiences around the world. He enjoys learning new skills, with a special interest in app programming, web development, business management, team leadership, and, more recently, machine learning. Pablo has been responsible for recruiting top talent per the scope of the work. Pablo heads up talent management and recruitment as well as research and development for tech-based solutions to enhance daily workflows, and more.

Katherine Baumann, Production Director

Katie graduated from Carthage College with a bachelor's degree in Spanish and a minor in history. Her love for language and travel took her to Santiago, Chile, where she taught English, managed a language institute, and focused on translating academic articles and international development content. With a decade of experience as a translator, editor, project manager, team lead, and now Production Director, Katie is driven by finding solutions and making work fulfilling for colleagues, linguists, and clients. She enjoys the blend of writing, linguistics, technology, and business in the translation industry. Katie oversees production operations and the project management team, handling contract negotiation, client satisfaction, quality management, and daily operations.

Mariela Golan, Team Lead

Mariela was born and raised in Buenos Aires, Argentina, where she earned a degree in English<->Spanish legal translation at Universidad del Museo Social Argentino. After graduation, she specialized in the translation and subtitling of television and film scripts for Latin American TV stations and production companies. Based in Chicago now, Mariela uses her diverse Spanish language skills and project management expertise in the multicultural environment at Multilingual Connections. She loves working alongside a global team of colleagues and clients and providing her expertise on all aspects of transcription, translation, and multimedia projects. She has been closely involved with university clients, developing initial quality processes, managing projects, and overseeing account teams.

Meredith Veto, Team Lead

Meredith holds a Bachelor of Arts in Spanish and a translation certification from NYU-SCPS. She brings extensive experience managing complex multilingual projects and providing strategic guidance for localization initiatives in marketing, education and research. Based in Guadalajara, Mexico, where she previously worked as a local reporter, she thrives in a cross-cultural environment and collaborates closely with global teams of linguists, clients and subject matter experts. As a senior team member, Meredith oversees project workflows, ensures quality standards, and develops customized solutions to meet client goals. Her background in communications, combined with her deep understanding of language and culture, allows her to anticipate client needs and deliver projects that resonate with diverse audiences.

Akif Taşkent, Senior Project Manager

Akif graduated with a degree in English translation and interpretation from Istanbul University. Akif started his career as an intern and then a project manager at a translation agency in Istanbul, Turkey, where he realized how much he enjoyed being in a position that demands organization and cross-cultural communication skills. In 2017, he began working at Multilingual Connections as a project manager. He has also worked as a freelance English-Turkish linguist since 2012. Akif finds joy in keeping his word: in a deadline-driven and quality-focused work environment, every single project that is delivered on time, within budget, and at the quality level required motivates him even more. At Multilingual, he manages a wide variety of project types, is our service expert in multimedia translation, and provides Turkish language support.

Qualifications of Translators

Our linguists are industry experts who are carefully chosen for projects based on their native language, region, educational background and professional experience. All of our linguists have at least five years of professional translation experience – most have many more – and undergo a rigorous hiring and onboarding process led by our talent management team. We offer both US-based talent as well as global talent, depending on particular requirements.

Before collaborating with linguists, we review each candidate's qualifications, education, expertise and experience to determine whether the applicant possesses the skills needed to deliver accurate, professional language services within the designated time frame. Considerations include:

- 1) Native proficiency in the target language and, when required for localization, residence in the country where the language is spoken
- 2) American Translators Association certification or comparable professional certifications by nationally recognized certifying agencies, when applicable
- 3) At least five years of experience in the profession (most of our linguists have significantly more than five years of experience)
- 4) Demonstrated professional experience in the field of specialization
- 5) University-level degree(s) in the language and/or field of specialization
- 6) At least three exceptional professional references
- 7) Qualifying scores on our internal tests
- 8) Other criteria that individual projects may require

Qualification of Interpreters

Our interpretation partner, InterpreNet, has the following qualifications and criteria to select interpreters.

Sourcing ASL Candidates

Candidate must meet one of these criteria:

- 1) Certified by RID (Registry of Interpreters for the Deaf)
 - a) CDI (Certified Deaf Interpreter), deaf interpreter only
 - b) NIC (National Interpreter Certification), hearing interpreter only
- 2) Certified by NAD (National Association of the Deaf)
- 3) NAD III (Generalist)
- 4) NAD IV (Advance)
- 5) NAD V (Master)
- 6) Certified by CASLI (Canadian Association of Sign Language Interpreters)
- 7) Holds a bachelor's degree in ASL-English interpretation, or ASL and Deaf Studies issued by a university in the US, and has interpreted ASL<-> English on a full-time basis for at least 3 years.
- 8) Candidate must be authorized to work in her/his country of residence

InterpreNet works with several linguists that hold certifications from accrediting bodies such as the Association of the courts (Legal-Consortium), CCHI-Certified Commission for Health Care

		<p>Interpreters, or CMI-Certification of Medical. Those linguists who are not certified must provide our recruiters with a language proficiency assessment, and a minimum 40-hour training course such as Bridging the Gap, The Community Interpreter, or MITS-Medical Interpreter Training School, and experience working as an interpreter. Additionally, all interpreters are encouraged to continue workshops and education in interpreting, best practices, skill building, and terminology. Consecutive interpreters need to have 2 years' experience, and simultaneous interpreters must have 3 years' experience.</p> <p>Recruiting Interpreters</p> <p>Our recruiting process follows a thorough procedure before onboarding.</p> <ol style="list-style-type: none"> 1) Interpreter qualifications – education, certification verified 2) Face-to-face interview 3) Interpretation skills test 4) Background checks <ol style="list-style-type: none"> a) Infrastructure compliance – internet, computer, microphone, and headsets are checked for compliance b) NDA, HIPAA, confidentiality agreement, and code of ethics are reviewed 	
29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>Orders for translation and interpretation services will be placed directly with Multilingual Connections, LLC. Clients may submit requests via:</p> <ol style="list-style-type: none"> 1) Email to a designated account (e.g., Sourcewell@mlconnections.com) 2) Phone at 773-292-7676 3) Secure online file upload (provided upon award) <p>Upon receipt, a dedicated Project Manager will review the request, confirm project details, and provide a cost estimate and delivery timeline. Once the client approves, the Project Manager assigns the project to qualified linguists or, for interpretation services, coordinates with InterpreNet to schedule interpreters.</p> <p>Multilingual Connections manages the entire process end-to-end, ensuring quality control, adherence to deadlines, and clear communication with the client. We do not use independent distributors, dealers, or resellers. All services are either delivered directly by Multilingual Connections or, in the case of interpretation, by our subcontractor InterpreNet under our management and oversight.</p>	*
30	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	<p>Customer Support</p> <p>Our team of translation Project Managers can be reached at translations@mlconnections.com or by phone at 773-292-7676. We commit to responding to all inquiries within one (1) hour during business hours and during limited hours on weekends and holidays.</p> <p>Upon award, Multilingual Connections will create a dedicated email address for all requests (e.g., Sourcewell@mlconnections.com) to streamline communication and ensure prompt responses. A dedicated Project Manager will serve as the primary point of contact for your team, providing continuity, familiarity with your projects, and proactive updates throughout the project lifecycle.</p> <p>InterpreNet, our interpretation partner, mirrors this client-focused approach with a highly structured and responsive support model. They take a consultative approach, working closely with participating entities to develop tailored language access strategies, with an initial response time of 30 minutes for new requests. Each department is assigned a dedicated Account Manager who streamlines service requests, troubleshoots issues, and ensures quality control. InterpreNet collaborates with stakeholders to assess needs, determine priorities, and create workflows for efficient service delivery, and their onboarding process includes training sessions to ensure client teams can request and use language services effectively. Their capacity scales to meet fluctuating demand, from daily interpretation requests to large events. Quality assurance is maintained through a multi-tiered process that includes recruitment of qualified linguists, performance monitoring, independent evaluations, and client feedback. Interpreters are assigned based on their certifications, subject matter expertise, and familiarity with the requesting community.</p> <p>Problem Escalation Protocol</p> <p>When a problem related to quality, timeline, or cost is identified by the project manager, it is categorized as either an internal nonconformity (not impacting the client's deliverable) or a client complaint (impacting the client's deliverable). To address these categories, the project manager follows a specific process.</p> <p>To explain, in the case of document translation, firstly, the project manager thoroughly documents the issue, including its description, known causes at that point, and the actions that have been taken to address it. These documented reports are automatically forwarded to the Team Lead and Quality Manager.</p> <p>Upon receiving the reports, the Team Lead and Quality Manager review the information and determine appropriate measures to be taken. They assign responsibility for implementing these measures based on the nature of the issue. Possible actions may include reassigning or re-editing the project, or conducting a comprehensive quality review.</p> <p>If the problem has any impact on the client's timeline or deliverables, the project manager promptly notifies the client via email, ensuring transparent communication.</p> <p>Once the problem is resolved, the measures taken are documented in detail. Additionally, any necessary procedural, staffing, or process changes resulting from the issue are recorded. If the client was affected by the problem, the report is shared with the client to maintain transparency and keep them informed.</p> <p>Vendor Promotion</p> <p>While we do not have a formal incentive program, we actively recognize and support our vendors to maintain high quality and engagement. We provide positive feedback and public recognition to top performers in the forums of their choice, highlight them in internal communications, and prioritize them for future work. For exceptional contributions, such as meeting tight deadlines or managing complex projects, we may offer bonus payments or priority placement on high-value assignments.</p>	*

31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	Multilingual Connections, LLC has the resources, infrastructure, and proven experience to provide translation and interpretation services to Sourcewell participating entities across the United States. We maintain a local presence with six full-time employees representing leadership, sales, and production. In addition, we have a total of 27 full-time employees located in the United States and in more than five other countries, supported by thousands of professional linguists worldwide. We bring more than 20 years of experience serving federal and state government entities, cities, towns, and counties/parishes, education service cooperatives, K–12 and higher education institutions, tribal government entities, non-profit organizations, and other public agencies. Our team collectively represents over 75 languages and delivers services including translation, transcription, multimedia localization, and interpretation. We also maintain an in-house Spanish translation team for high-volume and quick-turnaround projects. For interpretation services, we partner with InterpreNet, a trusted provider with 21 years of experience delivering high-quality interpretation across the country. InterpreNet manages a nationwide network of vetted, certified interpreters skilled in both on-site and remote service delivery. Together, Multilingual Connections and InterpreNet offer a combined 40+ years of expertise, supported by the resources, talent, and infrastructure to deliver projects on time, every time. Our flexible and scalable staffing model allows us to quickly assemble teams to meet specific client needs, while distributing workloads to prevent burnout and maintain consistent quality.	*
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	Multilingual Connections, LLC is fully capable and committed to providing translation and interpretation services to Sourcewell participating entities across Canada. Our global network of professional linguists and experienced project managers allows us to serve clients in any province or territory, regardless of location. We bring more than 20 years of experience working with public sector and non-profit clients, including government entities, educational institutions, and community organizations. Our services include translation, transcription, multimedia localization, and interpretation across more than 75 languages, with subject matter expertise in government, education, healthcare, and other sectors. We also have an in-house Spanish translation team to manage high-volume and time-sensitive projects. For interpretation, we partner with InterpreNet, which has 21 years of experience providing on-site and remote interpretation services. InterpreNet's nationwide and international interpreter network allows us to deliver reliable, high-quality interpretation throughout Canada, with interpreters selected for their credentials, subject matter expertise, and professionalism. Together, Multilingual Connections and InterpreNet bring over 40 years of combined experience, supported by the resources, talent, and infrastructure needed to consistently meet deadlines and exceed quality expectations. Our flexible staffing model ensures we can scale services to meet the unique needs of Canadian participating entities while maintaining accuracy, cultural relevance, and exceptional client support.	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	Multilingual Connections, LLC, in partnership with InterpreNet, will fully serve all geographic areas of the United States and Canada under the proposed agreement. We have no geographic restrictions and can provide our full range of services in any locale.	*
34	Identify any account type of Participating Entity which will not have full access to your Solutions if awarded an agreement, and the reasoning for this.	All Sourcewell participating entities, regardless of account type, will have full access to our solutions if awarded an agreement. We place no restrictions based on organization type, size, or location. Our services are available to federal, provincial, state, and local government agencies; educational institutions; tribal governments; non-profit organizations; and other eligible entities.	*
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	Multilingual Connections, LLC, in partnership with InterpreNet, can fully serve participating entities in Hawaii, Alaska, and all U.S. Territories. All translation, transcription, and multimedia localization services can be delivered remotely without restriction. Interpretation services can also be provided remotely or on-site, subject to interpreter availability and travel arrangements. For on-site interpretation in these locations, additional lead time may be required to coordinate travel logistics, and travel expenses will be billed in accordance with the agreement terms. Remote interpretation remains available without geographic limitation, ensuring uninterrupted service to these entities.	*
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes. Multilingual Connections, LLC will extend the terms of any awarded master agreement to nonprofit entities. We have a long history of partnering with nonprofit organizations and are committed to providing them with the same level of service, pricing, and support offered to other Sourcewell participating entities. We have worked with several nonprofit organizations. To name a few; Obama Foundation, ACLU, Institute of International Education, Cleveland Clinic, The Field Museum, International AIDS Society, Boston Children's Hospital, Dana-Farber Cancer Institute, Harvard (DFCI), Northshore University Health System, UCLA – Jonathan and Karin Fielding School of Public Health, NORC at the University of Chicago, University of California, San Francisco – School of Nursing, University of California, San Francisco (UCSF) Department of Psychiatry, Girl Scouts of the USA, HIAS, Thresholds, Biomedical Research Foundation of Northwest Louisiana, Pillars Community Health, Boulder County Public Health, and the Museum of Science and Industry.	*

Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *	
37	Describe your marketing strategy for promoting this opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	Multilingual Connections will promote the Sourcewell language services contract through a streamlined, multi-channel approach. This may include developing a dedicated landing page, creating co-branded digital and print assets, and sending focused email campaigns to current clients and prospects. We will take full advantage of the Sourcewell Supplier Portal's resources, including downloadable flyers, training materials, and forms, to ensure that our marketing materials are aligned, on-brand, and easily accessible to Sourcewell members. In addition, we will collaborate with Sourcewell's marketing team, participate in webinars and member events, and share targeted success stories through our blog and social media. Quarterly campaigns and onboarding sessions will maintain ongoing awareness and facilitate adoption, while the integration of Supplier Portal tools will reinforce consistency and leverage Sourcewell's existing promotion channels. You will find a representative marketing sample in our documentation section.	*
38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	Multilingual Connections uses technology and data analytics to target audiences effectively and refine messaging for maximum impact. We track engagement across our social media channels, and use these insights to optimize content, posting times, and audience targeting. In addition, we leverage analytics to track interactions with our co-branded materials and adjust our strategies accordingly.	*
39	In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?	We view Sourcewell as a strategic partner in promoting agreements through its established member network, marketing channels, and Supplier Portal. By sharing contract information via newsletters, website listings, events, and regional meetings, Sourcewell helps build awareness and trust among members, which accelerates adoption. Sourcewell's endorsement also serves as a validation of vendor capabilities, strengthening our credibility with potential clients. Once awarded, we will fully integrate the Sourcewell contract into our sales process by training our sales and account management teams on contract scope, benefits, and ordering procedures. We will develop a dedicated Sourcewell landing page, incorporate contract details into proposals and presentations, and proactively reference the contract in conversations with prospects and existing clients.	*
40	Are your Solutions available through an e-Procurement or e-Commerce ordering process? If so, describe your system(s) and provide one (1) example of how governmental and educational entities have successfully utilized them.	Multilingual Connections offers a secure online client portal that functions as our e-Commerce ordering system. Through the portal, clients can submit new requests, upload source files, receive and approve quotes, track project progress, communicate with our team, and securely download final deliverables. The system supports multiple users per organization, provides role-based permissions, and maintains a full audit trail for compliance purposes. Under our State of Illinois CMS contract, numerous state agencies use this portal to request and manage translation and interpretation services. For example, the Illinois Department of Healthcare and Family Services routinely submits time-sensitive translation projects through the portal, allowing them to receive quick quotes, monitor status in real time, and access completed documents. This process streamlines ordering, ensures secure handling of sensitive materials, and reduces administrative workload for both the agency and our team.	*

Table 5A: Value-Added Attributes (100 Points, applies to Table 5A and 5B)

Line Item	Question	Response *	
41	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.	As a language services provider, Multilingual Connections, LLC does not supply physical products or equipment that require maintenance or operator training. However, we do offer training and onboarding support to Sourcewell participating entities to ensure they can effectively use and request our services. This training is provided at no additional cost and is tailored to the needs of each participating entity. It can include: 1) Service onboarding sessions to familiarize staff with our ordering process, communication channels, and file submission requirements. 2) Platform navigation support if the client uses our secure file exchange system or requests integration with their preferred platforms. 3) Best practices for translation and interpretation projects, including tips for preparing source materials and scheduling interpretation assignments. 4) Orientation for remote interpretation to ensure smooth setup and connectivity for virtual events and meetings.	*
42	Describe any technological advances that your proposed Solutions offer.	Multilingual Connections, LLC leverages technology to improve efficiency, quality, and security in delivering translation, transcription, and interpretation services. Key technological advances include: 1) Secure Client Portals and File Exchange – We use encrypted file transfer systems to protect sensitive client data throughout the project lifecycle. 2) Translation Memory (TM) and Terminology Management – Our cloud-based translation environment stores approved translations and terminology, ensuring consistency, reducing turnaround times, and lowering costs over time. 3) AI-Assisted Translation and Transcription – We selectively use AI tools to improve speed and accuracy while maintaining human oversight for quality control and cultural nuance. 4) Remote Interpretation Platforms – Through our partner InterpreNet, we offer state-of-the-art remote interpretation solutions for virtual, hybrid, and in-person events. These platforms integrate with Zoom, Microsoft Teams, Webex, and other conferencing tools. 5) Project Tracking and Reporting – Our workflow management system enables real-time project tracking, reporting, and communication between clients and our team, improving transparency and efficiency.	*

43	Describe any "green" initiatives that relate to your company (e.g., recycling, LED lighting, LEED) or to your Solutions, and include a list of the certifying agency for each.	<p>Multilingual Connections, LLC is committed to sustainable business practices that reduce our environmental footprint while supporting our clients' sustainability goals. Our initiatives include:</p> <p>Remote Work Model – Our team operates primarily in a remote environment, significantly reducing daily commuting emissions and overall energy consumption.</p> <p>Paperless Operations – All project management, billing, and file delivery are handled digitally, minimizing paper usage and waste.</p> <p>Energy-Efficient Office Practices – Our office space uses LED lighting and Energy Star–rated equipment to reduce energy consumption.</p> <p>Responsible Equipment Lifecycle – We reuse, recycle, or donate outdated technology and office equipment through certified e-waste recycling programs.</p> <p>Sustainable Event Practices – When travel is required, we prioritize eco-friendly transportation options and minimize printed materials at events.</p> <p>While our current initiatives are internally driven and not formally certified, we actively review industry-recognized sustainability frameworks, including EPA ENERGY STAR, EPEAT, and LEED guidelines, to align our practices with recognized environmental standards.</p>	*
44	Identify any third-party issued eco-labels, ratings or certifications that your company and/or equipment holds (e.g., ENERGY STAR) for the Solutions included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	<p>Multilingual Connections, LLC does not manufacture or sell physical products or equipment and therefore does not hold third-party eco-labels or energy efficiency certifications (e.g., ENERGY STAR, EPEAT) specific to our solutions.</p> <p>However, our services inherently support sustainability by minimizing the need for printed materials and enabling remote work and virtual interpretation, which reduce travel-related emissions. We continue to align our internal practices with recognized sustainability frameworks, including EPA ENERGY STAR, EPEAT, and LEED guidelines, where applicable to our operations.</p>	*
45	<p>What unique attributes does your company, your products, or your services offer to Sourcewell participating entities?</p> <p>What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?</p>	<p>Extensive Public Sector Experience</p> <p>We have more than 20 years of experience serving federal and state government agencies, cities, towns, counties/parishes, education service cooperatives, K–12 schools, higher education institutions, tribal governments, and non-profit organizations. InterpreNet adds 21 years of interpretation expertise, giving us a combined 40 years of specialized public sector knowledge, resources, and infrastructure to deliver on time every time.</p> <p>Full-Service Language Solutions</p> <p>We provide translation, transcription, multimedia localization, and interpretation under one agreement, allowing entities to streamline vendor management and ensure consistency across projects.</p> <p>Global Reach with Local Responsiveness</p> <p>Our team of 27 full-time employees in the U.S. and more than five other countries works alongside thousands of linguists worldwide. This enables us to respond quickly while offering services in more than 75 languages.</p> <p>Scalable Staffing Model</p> <p>We can quickly scale teams up or down to meet urgent or large-scale project needs, while protecting our staff and contractors from burnout through balanced workload distribution.</p> <p>Dedicated Account Management</p> <p>Each Sourcewell participating entity will have a dedicated Project Manager and a custom communication channel for fast, personalized support.</p> <p>Qualified Translators</p> <p>Our linguists are industry experts who are carefully chosen for each project based on their native language, region, educational background, and professional experience. All translators have at least five years of professional translation experience and undergo a rigorous hiring and onboarding process led by our talent management team. Many hold certifications from recognized organizations such as the American Translators Association (ATA). We offer both US-based and global talent depending on the specific requirements of the project, and translators work exclusively into their native language to ensure linguistic accuracy and cultural relevance.</p> <p>Expert Interpreters through InterpreNet</p> <p>Our interpretation partner, InterpreNet, maintains high standards for interpreter recruitment, training, and performance. ASL interpreters hold certifications from recognized organizations such as the Registry of Interpreters for the Deaf (RID), the National Association of the Deaf (NAD), or the Canadian Association of Sign Language Interpreters (CASLI), or have equivalent academic qualifications and professional experience. Spoken language interpreters are certified through respected industry bodies or have completed rigorous language proficiency assessments, specialized interpreter training, and gained professional interpreting experience. All interpreters undergo a thorough screening process that includes skills testing, background checks, infrastructure verification, and agreement to strict confidentiality and ethical standards. InterpreNet also encourages ongoing professional development to ensure interpreters remain current with best practices, skill building, and industry terminology.</p> <p>Quality with Cultural Sensitivity</p> <p>Our services combine advanced technology such as Translation Memory and AI-assisted tools with human linguistic and cultural expertise to ensure accuracy and relevance.</p> <p>Remote and On-Site Interpretation Expertise</p> <p>InterpreNet's state-of-the-art remote simultaneous interpretation platforms integrate with popular conferencing tools, making multilingual events seamless for virtual, hybrid, and in-person formats.</p> <p>This combination of extensive public sector experience, technology-enabled workflows, rigorous qualification standards for translators and interpreters, and personalized service ensures that Sourcewell participating entities receive timely, accurate, and cost-effective language solutions that are unmatched in the industry.</p>	*

Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment	
46	Select any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation and a listing of dealerships, HUB partners or re-sellers if available. Select all that apply.		<input checked="" type="radio"/> Yes <input type="radio"/> No	Multilingual Connections, LLC holds the following certifications: WBENC – Women's Business Enterprise National Council Certified WBE – Women's Business Enterprise WOSB – Woman-Owned Small Business EDWOSB – Economically Disadvantaged Woman-Owned Small Business DBE – Disadvantaged Business Enterprise	*
47		Minority Business Enterprise (MBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	We are not a Minority Business Enterprise (MBE) firm.	*
48		Women Business Enterprise (WBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please see the attached certificate.	*
49		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	We are not a Disabled-Owned Business Enterprise (DOBE).	*
50		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	We are not a Veteran-Owned Business Enterprise (VBE).	*
51		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	We are not a Service-Disabled Veteran-Owned Business (SDVOB).	*
52		Small Business Enterprise (SBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	We are a Small Business Enterprise (SBE).	*
53		Small Disadvantaged Business (SDB)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Please see the attached certificate.	*
54		Women-Owned Small Business (WOSB)	<input checked="" type="radio"/> Yes <input type="radio"/> No	We are a Women-Owned Small Business (WOSB).	*

Table 6A: Pricing (400 Points, applies to Table 6A and 6B)

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *	
55	Describe your payment terms and accepted payment methods.	<p>Multilingual Connections, LLC offers standard payment terms of Net 30 days from the date of invoice, unless otherwise agreed upon in a signed contract. We are committed to providing flexibility for participating entities and can work with alternate payment schedules if needed to accommodate specific budgeting or procurement requirements.</p> <p>We accept multiple payment methods to ensure convenience for our clients, including:</p> <ul style="list-style-type: none"> - ACH transfers (preferred for efficiency and security) - Wire transfers - Checks - Major credit cards (Visa, MasterCard, American Express) - Online payment portals (if required by the client) <p>Invoices are itemized for transparency, and we can provide consolidated monthly billing for clients with multiple projects or departments.</p>	*
56	Describe any leasing or financing options available for use by educational or governmental entities.	<p>Multilingual Connections, LLC does not provide leasing or financing options for our services, as interpretation, translation, and related language solutions are typically purchased on a per-project or subscription basis. However, we are committed to working with educational and governmental entities to ensure budget flexibility.</p> <p>We can offer:</p> <ul style="list-style-type: none"> Flexible billing schedules (monthly, quarterly, or project-based) to align with client budget cycles. Volume-based pricing for entities with ongoing or high-volume service needs. Annual or multi-year agreements with fixed rates to assist in long-term budgeting and planning. <p>While no formal leasing or financing plans are offered, these flexible arrangements are designed to help educational and governmental entities manage costs effectively.</p>	*
57	Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to Participating Entities.	For an awarded agreement, Multilingual Connections will defer to Sourcewell and Participating Entities regarding their preferred contract documents. When requested, we can provide project order forms or statements of work outlining scope, deliverables, pricing and timelines, as well as adaptable terms and conditions covering confidentiality, data security, payment terms, and intellectual property. Service Level Agreements can also be provided to define performance metrics, turnaround times, and quality expectations.	*

58	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcwell participating entities for using this process?	Yes. Multilingual Connections, LLC accepts the P-card procurement and payment process. There is no additional cost to Sourcwell participating entities for using this payment method.	*
59	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcwell discounted price) on all of the items that you want Sourcwell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	Multilingual Connections uses a line-item pricing model for all services: - Translation is priced per source word, with rates varying by language pair, and includes professional translation, editing, and delivery in the agreed format. Standard turnaround is 1,500 words per business day with a two-business-day minimum. Rush fees apply for expedited delivery, and additional charges may be incurred for weekend or after-hours work, desktop publishing, or voiceover services. - Interpretation, provided in partnership with InterpreNet, is billed at hourly rates that vary by service type (standard, court-certified/legal) and by language category, with minimum booking requirements that align with industry standards. Both remote and onsite interpreting are available in a wide range of languages, including ASL and languages of lesser diffusion. Additional charges may apply for rush requests, after-hours assignments, travel, or specialized technical support, as outlined in our uploaded pricing document. - We have also included rates for audio / video transcription, which is priced per audio minute, with separate rates for monolingual transcription and interpretive transcription from a source language into English. Under the Sourcwell agreement, all transcription projects receive a 15% global discount on our standard rates. All proposed rates incorporate the 1% Administrative Fee payable to Sourcwell, ensuring no additional cost to Participating Entities.	*
60	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	The pricing in this proposal represents an approximately 25% discount from our standard rates for translation, interpretation and related services. This discount applies to all Sourcwell members and is consistent across service categories, ensuring transparent and equitable pricing.	*
61	Describe any quantity or volume discounts or rebate programs that you offer.	Multilingual Connections does not have a formal quantity or volume discount or rebate program beyond the contract pricing offered in this proposal. However, we are committed to providing exceptional value to Sourcwell members and will review large-scale or long-term projects on a case-by-case basis to identify opportunities for additional cost savings.	*
62	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "non-contracted items". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request. Define the costs/fees associated with "sourcing/quoting" products and related services.	For "sourced" or non-contracted items related to language services that are not covered under our proposed pricing model, Multilingual Connections will provide a custom quote for each request. Pricing will be based on the specific requirements, turnaround, and resources needed, and will be presented for approval before work begins. If the request is closely related to contracted services and can be fulfilled by our existing network, we will price it in line with our standard service rates whenever possible.	*
63	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	As a service provider, this requirement does not apply to our offerings. All costs associated with the services described in our proposal are included in the pricing submitted, and there are no additional charges beyond those agreed upon in the project scope. We do not impose fees for pre-delivery inspection, installation, setup, mandatory training, or initial inspection, and no third parties associated with Multilingual Connections impose such costs.	*
64	If freight, delivery, or shipping is an additional cost to the Sourcwell participating entity, describe in detail the complete freight, shipping, and delivery program.	As noted above, freight, delivery and shipping do not apply to our services. In the rare case physical materials are requested, shipping will be billed at actual cost with no markup.	*
65	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	As noted above, freight, delivery and shipping do not apply to our services. In the rare case physical materials are requested, shipping will be billed at actual cost with no markup. If physical materials are requested, shipping to Alaska, Hawaii, Canada, or offshore locations will be billed at actual cost with no markup.	*
66	Describe any unique distribution, delivery, or deployment methods or options for the goods and services offered in your proposal.	As a language services provider, Multilingual Connections delivers work products digitally through our secure client portal or encrypted email, ensuring rapid and reliable access for Participating Entities anywhere in the world. For interpretation services, deployment is coordinated through remote platforms or onsite scheduling, depending on client needs. In rare cases where physical materials are requested, delivery is arranged at actual cost with no markup.	*
67	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcwell. This process includes ensuring that Sourcwell participating entities obtain the proper pricing.	We will conduct quarterly reviews of all Sourcwell transactions to confirm correct pricing and terms. Random spot checks will verify that participating entities receive contracted rates. Our project management system flags Sourcwell accounts for accurate billing, and all records are retained for at least five years. Any discrepancies will be corrected immediately, with notice provided to Sourcwell.	*

68	If you are awarded an agreement, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the agreement.	If awarded an agreement, we will track the following internal metrics to measure performance and success: 1) Volume of Sourcewell Projects – Number of projects received from participating entities, segmented by service type (translation, interpretation, transcription, etc.). 2) Client Retention Rate – Percentage of Sourcewell clients continuing service over multiple projects or contract periods. 3) On-Time Delivery Rate – Percentage of projects delivered by or before the agreed deadline. 4) Quality Scores – Results from our internal QA reviews and client feedback ratings. 5) Response Time – Average time to acknowledge and respond to client requests. 6) Client Satisfaction – NPS (Net Promoter Score) and post-project satisfaction surveys. These metrics will help us ensure we are meeting Sourcewell's expectations and continuously improving our service delivery.	*
69	Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The proposed Administrative Fee will be payable to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.	Multilingual Connections proposes an Administrative Fee of 1% of all completed transactions under the Sourcewell Master Agreement, payable directly to Sourcewell in accordance with the reporting schedule defined in the agreement. This fee has been factored into our proposed contract pricing, ensuring that Participating Entities are not charged any separate or additional administrative costs beyond the published rates.	*

Table 6B: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments	
70	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agency agreements.	*

Table 7A: Depth and Breadth of Offered Solutions (200 Points, applies to Table 7A - 7D)

Line Item	Question	Response *	
71	Provide a detailed description of all the Solutions offered in the proposal.	Multilingual Connections will provide interpretation and translation services. We are not bidding to provide language testing and training services. Our work spans federal and state government entities, cities, towns, and counties/parishes, education service cooperatives, K-12 and higher education entities, tribal government entities, non-profit organizations, and other public entities. Translation Services Our translation services cover a broad range of materials including reports, educational content, public information, technical documentation, and legal and contractual documents. We follow a three-step process of translation, editing, and final quality assurance. Each project begins with a detailed intake to confirm scope, audience, and requirements. Files are managed securely through our translation management system and translated using advanced CAT tools to maintain consistent terminology. We develop and maintain client-specific glossaries and translation memories to ensure consistency in style and vocabulary over time. Interpretation Services We are proud to partner with InterpreNet for interpretation services. Established in Chicago in 2004, InterpreNet is a global language service provider known for combining human expertise with advanced technology. They offer in-person, virtual, and hybrid interpretation solutions in more than 75 languages including ASL services. Their global network of qualified interpreters serves corporations, governments, NGOs, and institutions worldwide. InterpreNet provides interpretation for thousands of live and recorded events each year and is a classified diverse vendor. They ensure 24/7/365 availability with coverage across all U.S. and Canadian time zones, including during holidays and emergencies.	*
72	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	Document Translation Services Language Interpretation Services Sign Language Interpretation Services Audio / Video Transcription & Translation	*
73	Describe any industries that you specialize in.	Multilingual Connections specializes in serving a wide range of industries that require accurate, culturally relevant, and timely language solutions. Our experience includes extensive work in the education sector, partnering with educational institutions ranging from K–12 school districts to leading universities such as Harvard University, Stanford University, MIT, and the University of Chicago. We have deep expertise in the government and public sector, serving over 700 municipal, county, state, and federal entities, including the State of Illinois, City of Evanston, U.S. Agency for Global Media, and multiple state departments of education, transportation, and public health. We are also highly experienced in the legal and law enforcement sector, working with public defender agencies, attorneys' general offices, and criminal justice organizations to provide accurate translations, certified interpretations, and ADA-compliant language access solutions. Other industries we serve include healthcare and public health, nonprofit organizations, corporate communications and marketing, and technical and manufacturing sectors. Across all industries, we tailor our services to meet regulatory requirements, accessibility standards, and the unique needs of each client while ensuring the highest language quality.	*

74	Describe how your company helps clients maintain compliance with ADA standards related to effective communication and accessibility, including qualified sign language interpreting, captioning/CART services, and accessible digital content. Provide one (1) example of how you assist clients in meeting ADA obligations. Include any accommodations or accessibility considerations for language testing or training environments.	Multilingual Connections supports clients in meeting ADA standards for effective communication and accessibility through our strategic partner, InterpreNet, along with our in-house accessibility and localization team. For sign language interpreting, InterpreNet provides highly trained interpreters, including those certified by the Registry of Interpreters for the Deaf (RID), the National Association of the Deaf (NAD), and other recognized accrediting bodies. Interpreters are matched to assignments based on certification, experience, and subject-matter expertise to ensure accuracy, professionalism, and cultural appropriateness. InterpreNet also delivers real-time captioning and Communication Access Realtime Translation (CART) services using secure, ADA-compliant platforms that integrate seamlessly into in-person, virtual, and hybrid events. For digital accessibility, Multilingual Connections ensures that localized content is delivered in formats that comply with WCAG guidelines, including captioned and transcribed videos, screen reader-friendly documents, and plain-language adaptations when required. Our multimedia localization workflows incorporate accessibility from the outset, maintaining full usability for audiences with disabilities in all translated versions. Working closely with clients, we assess compliance needs and tailor solutions that meet or exceed federal, state, and local requirements, including the ADA and Section 504 of the Rehabilitation Act. Multilingual Connections assists clients in meeting their ADA obligations by providing interpretation, captioning, and transcription services to ensure that individuals with disabilities have equal access to information and communication. For example, we supported the Chicago Transit Authority's Red and Purple Modernization (RPM) Phase One Project by providing American Sign Language (ASL) interpretation for a series of community events related to the RPM initiative, ensuring accessibility for attendees who are deaf or hard of hearing. We also provided captioning and subtitling services in multiple languages for recorded public panels and events, which increased accessibility for deaf, hard of hearing, and visually impaired audiences. The RPM Phase One Project is the largest capital project in CTA's history, involving a rebuild of several stations and infrastructure upgrades.
75	Describe the measures your company has in place to ensure redundancy and security on all designated communication platforms used to deliver language services.	Multilingual Connections takes the security, confidentiality, and continuity of all designated communication platforms extremely seriously. All platforms used to deliver language services, whether for interpretation, translation, or multimedia localization, are hosted on secure, redundant infrastructure located in North America, ensuring that services remain available even in the event of localized outages or disruptions. Data in transit is encrypted using secure file transfer protocols, while stored data is encrypted at rest and accessible only to authorized personnel with a legitimate business need. We employ multi-factor authentication and single sign-on for all systems, along with strict access controls to limit exposure of client materials. Our platforms, including our client portal, translation management system, and interpretation scheduling tools, are regularly updated and maintained only with currently supported software to eliminate vulnerabilities. For redundancy, we maintain mirrored systems and backup servers so that if one environment experiences downtime, service automatically transitions to an alternate environment without impacting client delivery. Interpreter and linguist networks are global and distributed, allowing us to reroute assignments in real time if a provider encounters technical difficulties. In addition, we train all staff at least twice annually on security protocols and data handling best practices, and every contractor is bound by strict nondisclosure agreements. Where applicable, we operate under HIPAA Business Associate Agreements to meet the highest standards of data privacy in sensitive sectors. This comprehensive approach to redundancy and security ensures that all communications and language service deliveries are protected, reliable, and uninterrupted, even during emergencies or peak demand periods.
76	Describe your company's capabilities for integration with client-facing systems (e.g., virtual meeting platforms, administrative systems, and emergency communication technologies).	Multilingual Connections has the flexibility and technical expertise to integrate with a variety of client-facing systems to ensure seamless communication and service delivery. For interpretation, through our partnership with InterpreNet, we can connect directly to popular virtual meeting platforms including Zoom, Microsoft Teams, Webex, and Google Meet, offering simultaneous, consecutive, or relay interpretation within these environments. InterpreNet also provides integration with hybrid and on-site event technologies, allowing for smooth language support during conferences, webinars, and public meetings. For document translation projects, we work with secure file-sharing and administrative systems as requested by clients, including SharePoint, Dropbox, Google Drive, and other cloud-based platforms. Our translation management system (XTRF) can be configured to align with client workflows, allowing for automated notifications, project tracking, and streamlined file exchanges. We also have experience supporting emergency communication technologies by integrating our interpretation and translation services into existing protocols for urgent messaging, public safety announcements, and crisis response. Our teams are trained to respond quickly and can adapt to client-specific systems to ensure timely, accurate, and accessible communication during high-stakes situations.

Table 7B: Depth and Breadth of Offered Solutions - INTERPRETATION

Indicate below if the listed types or classes of Solutions are offered within your proposal. Provide additional comments in the text box provided, as necessary.

☐ We will not be submitting for Table 7B: Depth and Breadth of Offered Solutions - INTERPRETATION

Line Item	Category or Type	Comments *
77	Describe how many languages you support for interpretation. Provide a list of the languages you support and attach it to your proposal. Label the document "7B - Interpretation".	Interprenet supports interpretation in over 300 languages through our global network of professional interpreters and translators. These languages are available across all our solutions, ensuring clients have access to the linguistic expertise they need for any setting. Please see our 7B – Interpretation file for the list.

78	<p>Describe your operational model for ensuring 24/7/365, on-demand, service availability.</p> <p>Response should include details on staffing, shift coverage, time zones and countries (US/Canada) served/covered, and continuity of service during holidays or emergencies.</p>	<p>Operational Model Multilingual Connections, in partnership with our strategic interpretation partner Interprenet, operates a global network of qualified interpreters and technical support staff to ensure uninterrupted, on-demand service availability every day of the year. Our distributed operational model spans multiple time zones across the United States, Canada, Latin America, Europe, the Middle East, and Asia-Pacific, allowing us to provide immediate response to interpretation requests regardless of local time. Interpreter scheduling is managed by a coordinated team that works across regions to guarantee coverage around the clock, with after-hours calls automatically routed to on-call coordinators who can assign interpreters without delay.</p> <p>Staffing and Coverage Our interpreter pool is made up of highly vetted professionals selected for their qualifications, subject-matter expertise, and language proficiency. This ensures that clients receive the right interpreter for each assignment, and whenever possible, we assign the same interpreters to recurring engagements to maintain consistency and familiarity. Coverage extends across all U.S. and Canadian time zones, from Atlantic to Pacific, including Alaska and Hawaii. International interpreters further strengthen our ability to support cross-border events, meetings, and calls, eliminating time zone constraints for clients with global operations.</p> <p>Continuity During Holidays and Emergencies Service continues without interruption during all major U.S. and Canadian holidays, including federal, provincial, and state observances. We maintain redundant staffing rosters for high-demand periods and have contingency plans in place so that if a primary interpreter is unavailable, a fully qualified replacement can step in immediately. During emergencies or spikes in demand, such as natural disasters or public health events, our scheduling systems can quickly scale assignments by drawing from our extended global pool of linguists. Remote-capable interpreters with approved infrastructure ensure there is no single point of failure in our service delivery.</p> <p>Technology and Infrastructure Access to interpretation services is streamlined through a dedicated toll-free number and PIN system for phone interpretation, and secure, encrypted platforms for video remote interpreting. Requests are logged in our proprietary scheduling system, which automatically confirms assignments with both the client and the interpreter. All systems are hosted securely in North America with redundant infrastructure to guarantee service continuity. This combination of global staffing, multi-time zone operations, robust technology, and proactive contingency planning enables Multilingual Connections to provide true 24/7/365 interpretation coverage to clients across the United States, Canada, and beyond.</p>
79	<p>Describe the interpreter testing, screening, and evaluation process for:</p> <ol style="list-style-type: none"> 1. Spoken Language Interpreters 2. American Sign Language (ASL) Interpreters 	<p>Our interpretation partner, Interprenet, has the following qualifications and criteria to select interpreters.</p> <p>Recruitment & Pre-Qualification Procedures Interprenet is an Equal Opportunity Employer (EOE) and maintains a rigorous recruitment and vetting process. Expert recruiters interview each linguist who must adhere to strict ethical standards and confidentiality protocols. We work with linguists certified by recognized accrediting bodies, including state and federal court systems, the Certification Commission for Healthcare Interpreters (CCHI), and the National Board of Certification for Medical Interpreters (NBCMI). Linguists who are not certified must complete a language proficiency assessment and provide documentation of at least 40 hours of interpreter training from an approved program such as Bridging the Gap, The Community Interpreter, or MITS (Medical Interpreter Training School), and have a minimum of 2 years' experience working as an interpreter.</p> <p>ASL Interpreter Requirements For American Sign Language (ASL) services, Interprenet requires interpreters to meet at least one of the following qualifications:</p> <ol style="list-style-type: none"> 1) Certification by RID (Registry of Interpreters for the Deaf): <ol style="list-style-type: none"> a) CDI – Certified Deaf Interpreter (for deaf interpreters) b) NIC – National Interpreter Certification (for hearing interpreters) 2) Certification by NAD (National Association of the Deaf): <ol style="list-style-type: none"> a) NAD III – Generalist b) NAD IV – Advanced c) NAD V – Master 3) A Bachelor's degree in ASL-English Interpretation or ASL and Deaf Studies from a U.S. university, plus at least three years of full-time experience interpreting ASL <> English. <p>Before onboarding, each interpreter undergoes a structured vetting process, including:</p> <ul style="list-style-type: none"> - Verification of Qualifications: Education, certifications, and relevant credentials are confirmed. - Face-to-Face Interview: Conducted by our recruitment team to assess professionalism, communication style, and subject matter familiarity. - Skills Assessment: Interpreters are required to pass an interpretation skills test relevant to the setting (medical, legal, educational, etc.). - Background Check: Criminal background screening is conducted in accordance with client and regulatory requirements. - Compliance Documentation: Interpreters must sign NDAs, HIPAA acknowledgments (where applicable), and Interprenet's conduct agreements. - Infrastructure Check: For remote interpreters, we assess internet bandwidth, audio/visual equipment, and secure working environments. <p>Interpreter Onboarding & Training Before being assigned to any client, all interpreters must complete in-house onboarding and training, covering:</p> <ul style="list-style-type: none"> -Code of Conduct and Ethics <p>Interpreters are trained to maintain neutrality and professionalism at all times. They are prohibited from offering advice, opinions, coaching, or any form of counseling. Their role is to convey information accurately and completely, without interference or bias.</p> <ul style="list-style-type: none"> - Relevant Legislation and Standards <p>Interpreters are trained on applicable federal and state laws and standards, including:</p> <ol style="list-style-type: none"> a) Americans with Disabilities Act (ADA) b) Section 504 of the Rehabilitation Act c) Title VI of the Civil Rights Act d) National CLAS Standards e) Health Insurance Portability and Accountability Act (HIPAA) f) Individuals with Disabilities Education Act (IDEA) g) Family Educational Rights and Privacy Act (FERPA) h) Any client-specific or local requirements <ul style="list-style-type: none"> - Client Contractual Protocols <p>Interpreters are oriented to the expectations and obligations tied to the contracts or formal service protocols of the clients they are assigned to.</p> <p>Interprenet is deeply committed to the professional growth of our interpreter community. To meet the growing demand for interpreters and to help our existing professionals maintain and refine their skills, we offer proprietary training courses developed in-house. These trainings focus on best practices, interpreter ethics, industry-specific terminology and conduct, and evolving technologies in the field.</p>

- Performance Review & Quality Assurance

- Interprenet implements an ongoing Quality Assurance process to ensure interpreter performance remains high:
- Periodic performance reviews assess interpreter skill level, professionalism, and client satisfaction.
- If an interpreter does not meet expectations, they are referred to additional training before being considered for new assignments.
- Our in-house trainers deliver targeted retraining and re-evaluation to determine interpreter readiness for reassignment.

Sourcing ASL Candidates
Candidate must meet one of these criteria:

- 1) Certified by RID (Registry of Interpreters for the Deaf)
- a) CDI (Certified Deaf Interpreter), deaf interpreter only
- b) NIC (National Interpreter Certification), hearing interpreter only
- 2) Certified by NAD (National Association of the Deaf)
- 3) NAD III (Generalist)
- 4) NAD IV (Advance)
- 5) NAD V (Master)
- 6) Certified by CASLI (Canadian Association of Sign Language Interpreters)
- 7) Holds a bachelor's degree in ASL-English interpretation, or ASL and Deaf Studies issued by a university in the US, and has interpreted ASL<> English on a full-time basis for at least 3 years.
- 8) Candidate must be authorized to work in her/his country of residence

Interprenet works with several linguists that hold certifications from accrediting bodies such as the Association of the courts (Legal-Consortium), CCHI-Certified Commission for Health Care Interpreters, or CMI-Certification of Medical. Those linguists who are not certified must provide our recruiters with a language proficiency assessment, and a minimum 40-hour training course such as Bridging the Gap, The Community Interpreter, or MITS-Medical Interpreter Training School, and experience working as an interpreter. Additionally, all interpreters are encouraged to continue workshops and education in interpreting, best practices, skill building, and terminology.

Consecutive interpreters need to have 2 years' experience, and simultaneous interpreters must have 3 years' experience.

Recruiting Interpreters
Our recruiting process follows a thorough procedure before onboarding.

- 1) Interpreter qualifications – education, certification verified
- 2) Face-to-face interview
- 3) Interpretation skills test
- 4) Background checks
- a) Infrastructure compliance – internet, computer, microphone, and headsets are checked for compliance
- b) NDA, HIPAA, confidentiality agreement, and code of ethics are reviewed

Table 7C: Depth and Breadth of Offered Solutions - TRANSLATION

Indicate below if the listed types or classes of Solutions are offered within your proposal. Provide additional comments in the text box provided, as necessary.

☐ We will not be submitting for Table 7C: Depth and Breadth of Offered Solutions - TRANSLATION

Line Item	Category or Type	Comments *
80	Describe how many languages you support for translation. Provide a list of supported languages in the upload section. Label the document "7C - Translation".	Multilingual Connections provides professional translation services in more than 75 languages, with the ability to source additional languages upon request. Our global network of hundreds of experienced linguists enables us to deliver linguistically precise and culturally relevant content for a wide range of audiences. This depth of expertise ensures we can support your multilingual communication needs with accuracy, consistency and cultural nuance. Please see our 7C – Translation file for the list.
81	Describe the translator testing, screening, and evaluation process.	Our linguists are industry experts who are carefully chosen for projects based on their native language, region, educational background and professional experience. All of our linguists have at least five years of professional translation experience – most have many more – and undergo a rigorous hiring and onboarding process led by our talent management team. We offer both US-based talent as well as global talent, depending on particular requirements. Before collaborating with linguists, we review each candidate's qualifications, education, expertise and experience to determine whether the applicant possesses the skills needed to deliver accurate, professional language services within the designated time frame. Considerations include: 1) Native proficiency in the target language and, when required for localization, residence in the country where the language is spoken 2) American Translators Association certification or comparable professional certifications by nationally recognized certifying agencies, when applicable 3) At least five years of experience in the profession (most of our linguists have significantly more than five years of experience) 4) Demonstrated professional experience in the field of specialization 5) University-level degree(s) in the language and/or field of specialization 6) At least three exceptional professional references 7) Qualifying scores on our internal tests 8) Other criteria that individual projects may require

82	Describe how you ensure that localized materials are culturally appropriate, accessible, and relevant.	<p>At Multilingual Connections, we believe translation is part art, part science. For some content, such as technical documentation, accuracy relies heavily on the “science” - consistent terminology and precise one-to-one correlations between the source and target language. Other content, such as marketing collateral, requires a more nuanced, localized approach, where the “art” comes into play. Drawing on our CEO's background in linguistic anthropology, we emphasize in-depth linguistic and cultural insight to capture the subtleties, idioms, and tone of the original and ensure they are represented in a way that resonates with the target audience's cultural norms and expectations.</p> <p>To ensure cultural appropriateness, we work exclusively with in-country linguists who have subject-matter expertise and a deep understanding of local customs, values, and communication styles. Our translators adapt not only the words but also imagery, examples, and references so they align with the cultural context of the audience. When needed, we conduct cultural reviews to validate that the localized material reflects local preferences and avoids unintended meanings.</p> <p>To make materials accessible, we adapt language for the intended audience's literacy level, provide plain-language alternatives when needed, and ensure compatibility with accessibility tools such as screen readers. We also follow best practices for layout, formatting, and visual clarity so content can be understood and navigated by diverse users, including those with disabilities.</p> <p>To ensure relevance, we tailor each project to the client's goals, industry, and audience. We collaborate closely with our clients to gather context, incorporate local trends and terminology, and confirm that the localized materials meet the needs and expectations of the people who will use them. By combining cultural expertise, accessibility best practices, and client collaboration, we create localized materials that are meaningful, inclusive, and effective.</p>	*
83	<p>Describe any Translation Management System(s) (TMS) your company uses to support the delivery of translation services.</p> <p>Response should include details about key features such as translation memory, terminology management, workflow automation, quality assurance, security protocols, and client access or integration capabilities.</p>	<p>Translation Memory</p> <p>We leverage memoQ, a leading computer-assisted translation (CAT) tool, integrated with XTRF, our comprehensive Translation Management System (TMS). memoQ enables the creation and use of translation memories and term bases to store and reuse past translations, ensuring consistency of terminology and style across projects, including large-volume and multi-phase engagements.</p> <p>XTRF serves as our centralized platform for managing the entire project lifecycle, from quoting and linguist assignment to workflow automation, deadline tracking, and secure file exchange. The integration of memoQ with XTRF allows seamless data flow between tools, enabling us to update translation memories after every project, prevent repeat errors, and maintain each client's specific preferences while ensuring efficiency, accuracy, and transparency.</p> <p>Terminology Management</p> <p>We develop and maintain glossaries and termbases that reflect client-specific style, tone, and vocabulary. These resources are embedded into our CAT tools for real-time consistency checks and are refined continuously based on client feedback.</p> <p>Workflow Automation</p> <p>Our TMS automates project initiation, linguist assignment, progress tracking, and deadline notifications. Automated integrations with connectors like Edan.AI and Zapier allow us to link with other business tools and AI resources, reducing turnaround times and administrative tasks.</p> <p>Quality Assurance (QA)</p> <p>Language quality and evaluation are both integral parts of our process. Our commitment to language quality and accuracy extends across all projects regardless of size or complexity. Our dedicated talent management team oversees the competitive recruitment and hiring process for each linguist based on several factors, including professional industry experience, subject matter expertise, and performance on internal tests, among other requirements. Our linguists are industry experts who are carefully chosen for projects based on their background and experience. And, to ensure the highest quality, we utilize a 3-step process involving two separate linguists, one for translating or transcribing and another for editing, plus a final QA check by an experienced project manager.</p> <p>After translation by an initial linguist, all translations are edited and proofread by a second linguist, and then reviewed by a project manager. To ensure continuity and consistency in the content, we leverage industry-leading technology such as CAT Tools and assign teams of linguists per client.</p> <p>Translations are edited and proofed to conform to the following standards:</p> <ul style="list-style-type: none"> Is complete (no omissions) Uses correct grammar and syntax Contains no punctuation, case, spelling, or usage errors Correct use and placement of accents and other diacritics Maintains a style and register equivalent to that of source file Reads naturally Researches and uses terminology consistently throughout the transcript Utilizes a glossary as needed <p>Language quality management at Multilingual Connections includes regular monitoring, auditing, and ongoing feedback for all linguists across languages and services, as well as formal language quality assessments as needed. We work with our partners to establish a remediation plan to address any errors and/or language preferences if and when those needs arise. In most cases, language preferences would be aligned before project kick-off to align ahead of the project and avoid those types of issues after translation is already underway. We update translation memories and terms based on feedback to avoid any repeat errors or missed preferences.</p> <p>Confidentiality & Security</p> <p>Multilingual Connections takes seriously your need for confidentiality and ensures our operations are equipped for secure and confidential handling of all materials according to industry standards. All of our staff, employees, and linguists are bound by NDAs. Access to files is only granted to individuals who have specific business needs (project managers, translators, editors). All client data is transferred via secure file transfer protocols and encrypted when data is being stored. Multilingual Connections has physical and logical procedures in place so that all digital and paper records are secured. All critical systems and servers are based in North America and accessible only by authorized staff. The entire Multilingual Connections staff receives security and data awareness training at a minimum of twice per year. This means that all full-time employees, from associate to executive, are compliant with company-wide security protocols and responsibilities. We use multi-factor authorization and single sign on for all users, and we follow best practices of limited data access and file deletion. Multilingual Connections uses only software that is currently supported and updated by the developer. Our data redundancy plans mean your data is secure in case of disaster while we minimize operational disruptions.</p> <p>We can also work within client-approved systems if there's a preferred method or platform for sharing files and/or data. We have also had instances in which we operate under HIPAA Business Associate Agreements, so we'd be happy to discuss that option.</p> <p>Client Access</p> <p>At Multilingual Connections, we understand the importance of a streamlined content submission and delivery mechanism for international educational organizations and individuals seeking translation services. To address</p>	*

	<p>this need, we propose a comprehensive solution centered around our Client Portal, a robust tool designed to centralize information, facilitate communication, and enhance collaboration between our team and yours. Our Client Portal offers a range of functionalities to ensure ease of use and efficiency throughout the translation process. Through the portal, clients can seamlessly:</p> <ul style="list-style-type: none">Track the status of their projects in real-timeMonitor project deadlines and milestonesRequest new quotes and initiate new projectsAccess completed files for downloadReview and manage invoices for all projectsGenerate comprehensive business reports for analysisAccess an archive containing all quotes, projects, and invoices for reference <p>Our Client Portal is integrated with our internal project management system, which is in turn linked to our translation software, including Computer-Assisted Translation (CAT) tools. This integration allows our linguists to work efficiently within a centralized interface, ensuring consistency and accuracy across translations, even for large volumes of content. Additionally, our system leverages secure machine translation engines for projects where it is deemed appropriate, always followed by thorough human editing. Moreover, our Optical Character Recognition (OCR) capabilities enable us to process non-editable text formats, further enhancing our ability to handle diverse content types.</p> <p>By leveraging our Client Portal and integrated translation tools, we are equipped to address the varying technical capabilities of international educational organizations and individuals, providing a user-friendly interface for content submission and retrieval while ensuring efficient translation processes and prompt delivery of translated transcripts.</p> <p>Integration Capabilities</p> <p>Through robust API functionality, we can integrate with most client systems to streamline content flow. Our team conducts upfront assessments to ensure smooth integration and minimal disruption to existing workflows.</p> <p>Language technology tools</p> <ul style="list-style-type: none">- XTRF - Translation Management System- MemoQ - Computer-Assisted Translation Tool- Edan.AI - API connector of AI and Language tools- DeepL - Machine translation engine- Speechmatics - Automatic Speech Recognition- Zapier - API connector of business tools- Google Cloud - Machine translation, application hosting, file storage- Sucuri - Website and application security and firewall- AG Grid - Custom dashboard application
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Table 7D: Depth and Breadth of Offered Solutions - LANGUAGE TESTING AND TRAINING

Indicate below if the listed types or classes of Solutions are offered within your proposal. Provide additional comments in the text box provided, as necessary.

☒ We will not be submitting for Table 7D: Depth and Breadth of Offered Solutions - LANGUAGE TESTING AND TRAINING

Line Item	Category or Type	Comments *	
84	Describe how your language testing is administered (e.g., onsite, remote, ID verification required).		*
85	For language testing, describe how you ensure the reliability of scoring results, whether scores are evaluated by humans or artificial intelligence (AI) tools, and if test results can be aligned to frameworks like the American Council on the Teaching of Foreign Languages (ACTFL) or Common European Framework of Reference (CEFR).		*
86	Describe how your language training programs are adapted to the specific operations needs and contexts of public sector clients.		*

Table 8: Exceptions to Terms, Conditions, or Specifications Form

Line Item 87. NOTICE: To identify any exception, or to request any modification, to Sourcewell standard Master Agreement terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) **via redline in the Master Agreement Template provided** in the “Bid Documents” section. Proposer must upload the redline **Master Agreement Template (Word format)** in the “Requested Exceptions” upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcewell and will not automatically be included in the Master Agreement.

Do you have exceptions or modifications to propose?	Acknowledgement *
	<input type="radio"/> Yes <input checked="" type="radio"/> No

Documents

Ensure your submission document(s) conforms to the following:

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as "Marketing Plan."

- [Pricing](#) - Price Sheet.pdf - Tuesday August 12, 2025 13:34:17
- [Financial Strength and Stability](#) - Financial Information.rar - Tuesday August 12, 2025 14:34:01
- [Marketing Plan/Samples](#) - Marketing Samples.pdf - Tuesday August 12, 2025 04:06:57
- [WMBE/MBE/SBE or Related Certificates](#) - Certificates.rar - Tuesday August 12, 2025 04:07:17
- Standard Transaction Document Samples (optional)
- [Requested Exceptions](#) - Requested Exceptions.pdf - Tuesday August 12, 2025 04:37:06
- [Upload Additional Document](#) - List of Languages.rar - Tuesday August 12, 2025 12:42:55

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT OF COMPLIANCE

I certify that I am an authorized representative of Proposer and have authority to submit the foregoing Proposal:

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.

2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for award.

3. The Proposer certifies that:

(1) The prices in this Proposal have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other Proposer or competitor relating to-

(i) Those prices;

(ii) The intention to submit an offer; or

(iii) The methods or factors used to calculate the prices offered.

(2) The prices in this Proposal have not been and will not be knowingly disclosed by the Proposer, directly or indirectly, to any other Proposer or competitor before award unless otherwise required by law; and

(3) No attempt has been made or will be made by Proposer to induce any other concern to submit or not to submit a Proposal for the purpose of restricting competition.

4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest is created when a current or prospective supplier is unable to render impartial service to Sourcewell due to the supplier's: a. creation of evaluation criteria during performance of a prior agreement which potentially influences future competitive opportunities to its favor; b. access to nonpublic and material information that may provide for a competitive advantage in a later procurement competition; c. impaired objectivity in providing advice to Sourcewell.

5. Proposer will provide to Sourcewell Participating Entities Solutions in accordance with the terms, conditions, and scope of a resulting master agreement.

6. The Proposer possesses, or will possess all applicable licenses or certifications necessary to deliver Solutions under any resulting master agreement.

7. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.

8. Proposer its employees, agents, and subcontractors are not:

1. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>;
2. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://sam.gov/SAM/>; or
3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

☒ By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation.

- Dr. Jill K. Bishop, Founder & CEO, Multilingual Connections LLC

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the obligations contemplated in the solicitation proposal.

☒ Yes ☐ No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Check the box in the column "I have reviewed this addendum" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum_10_Language_Services_RFP081225 Tue August 5 2025 12:27 PM	<input checked="" type="checkbox"/>	6
Addendum_9_Language_Services_RFP081225 Fri August 1 2025 12:09 PM	<input checked="" type="checkbox"/>	4
Addendum_8_Language_Services_RFP081225 Wed July 30 2025 06:47 PM	<input checked="" type="checkbox"/>	5
Addendum_7_Language_Services_RFP081225 Thu July 24 2025 03:37 PM	<input checked="" type="checkbox"/>	2
Addendum_6_Language_Services_RFP081225 Wed July 23 2025 09:22 AM	<input checked="" type="checkbox"/>	6
Addendum_5_Language_Services_RFP081225 Thu July 17 2025 01:54 PM	<input checked="" type="checkbox"/>	6
Addendum_4_Language_Services_RFP081225 Fri July 11 2025 11:14 AM	<input checked="" type="checkbox"/>	2
Addendum_3_Language_Services_RFP081225 Thu July 3 2025 04:19 PM	<input checked="" type="checkbox"/>	1
Addendum_2_Language_Services_RFP081225 Fri June 27 2025 01:08 PM	<input checked="" type="checkbox"/>	2
Addendum_1_Language_Services_RFP081225 Thu June 26 2025 08:04 AM	<input checked="" type="checkbox"/>	3