

**MASTER AGREEMENT #081225****CATEGORY: Language Services: Interpretation, Translation, Testing, and Training****SUPPLIER: Accurate Language Services, 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 Accurate Language Services, LLC, 501 Grand Ave, #L-3, Asbury Park, NJ 07712 (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 Sourcewell 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**

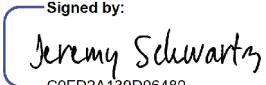
The Terms in this Article 3 relate specifically to Supplier and a Participating Entity when entering transactions utilizing the General Terms established in this Master Agreement. Article 1 General Terms control over any conflict with this Article 3. Where this Master Agreement is silent on any subject,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

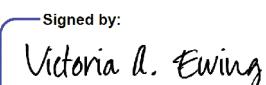
Sourcewell

Signed by:  
  
Jeremy Schwartz  
COFD2A139D06489...

By: \_\_\_\_\_  
Jeremy Schwartz  
Title: Chief Procurement Officer

Date: 12/10/2025 | 1:53 PM CST

Accurate Language Services, LLC

Signed by:  
  
Victoria A. Ewing  
A850542215B14F1...

By: \_\_\_\_\_  
Victoria A. Ewing  
Title: Owner / President

Date: 12/10/2025 | 11:32 AM PST

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

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## Vendor Details

Company Name: Accurate Language Services

Does your company conduct business under any other name? If  NJ  
yes, please state:

Address: 501 Grand Ave  
#L-3  
Asbury Park, NJ 07712

Contact: Victoria Ewing

Email: victoria@accuratelanguageservices.com

Phone: 732-898-9144

Fax: 732-898-9144

HST#: 263966366

## Submission Details

Created On: Thursday August 07, 2025 18:24:21

Submitted On: Tuesday August 12, 2025 15:16:45

Submitted By: Victoria Ewing

Email: victoria@accuratelanguageservices.com

Transaction #: 5936ebef-ae54-4735-afc0-d35a68b472ce

Submitter's IP Address: 147.243.65.138

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## 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.	Accurate Language Services, 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).	Accurate Language Services does not have any subsidiaries, D.B.A.s, or authorized affiliates responsible for offering or performing the delivery of solutions within this proposal. Accurate Language Services will be the sole entity responsible for executing and fulfilling the terms of the master agreement with Sourcewell.
4	Provide your CAGE code or Unique Entity Identifier (SAM):	6WDJ3
5	Provide your NAICS code applicable to Solutions proposed.	541930
6	Proposer Physical Address:	501 Grand Ave #L-3 Asbury Park, NJ 07712
7	Proposer website address (or addresses):	www.accuratelanguageservices.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):	Victoria A. Ewing Owner / President victoria@accuratelanguageservices.com 732-898-9144
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Victoria A. Ewing Owner / President victoria@accuratelanguageservices.com 732-898-9144
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	n/a

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

Line Item	Question	Response *

11	<p>Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.</p> <p>Founded in 1995 in Haddonfield, New Jersey, Accurate Language Services is a full-service interpretation and translation agency with expertise in over 200 languages. We are a New Jersey state-certified Minority, Women, and Veteran-Owned Small Business Enterprise (MWVBE) and an approved language agency by the New Jersey Administrative Office of the Courts (AOC) for both in-person and telephone interpreting services. Accurate was one of the first language agencies established in New Jersey. Additionally we are a second generation company.</p> <p>For three decades, we have been a trusted partner to government agencies, municipal courts, healthcare institutions, educational organizations, and businesses. We are committed to helping public and private organizations to bridge language gaps, ensuring that all LEP communities have access to education, medical and essential services and clear communication.</p> <p><b>Commitment to Excellence</b>  At Accurate Language Services, our mission is to provide the highest level of professional language services by:</p> <ul style="list-style-type: none"> <li>✓ Partnering with the most qualified, experienced interpreters and translators in the industry.</li> <li>✓ Understanding the specific needs of our clients including the unique requirements of their community members.</li> <li>✓ Ensuring that every interaction is efficient, reliable, and culturally competent, allowing for seamless communication between school staff and non-English-speaking individuals.</li> <li>✓ Our team of professional interpreters is carefully vetted to meet the highest standards of accuracy, confidentiality, and professionalism. We take pride in offering flexible, responsive solutions tailored to our client's needs.</li> </ul> <p>The values of Accurate Language Services are demonstrated in the daily delivery of highly professional and effective language services. We are committed to:</p> <p><b>SERVICE:</b> Providing excellent service. Our clients' satisfaction is our number one concern.</p> <p><b>QUALITY:</b> Providing the highest quality language services. We ensure this by partnering with experienced and qualified language professionals.</p> <p><b>PROFESSIONALISM:</b> The highest principles of professionalism.</p> <p><b>DIVERSITY &amp; CULTURAL SENSITIVITY:</b> Diversity in providing culturally proficient linguist to all our clients.</p> <p><b>DEPENDABILITY:</b> We are here to help you achieve your business goals.</p> <p><b>EXCELLENCE:</b> We strive for excellence in every assignment and project we take. Our staff and linguists go beyond normal expectations. We encourage education and training so that we can stay in the forefront of the language industry.</p> <p>With our professionalism, quality, flexibility and competitive pricing, Accurate Language Services is the best choice for translation, interpretation and localization services.</p>
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12	<p>What are your company's expectations in the event of an award?</p>	<p>At Accurate Language Services, we approach the prospect of winning an award from Sourcewell with a strong focus on scalability, flexibility, and a commitment to the diverse needs of the 50,000+ Participating Entities across the United States and Canada. In the event of an award, our expectations are as follows:</p> <p><b>Clear Communication and Partnership Development:</b> We expect a strong partnership with Sourcewell to ensure alignment with the diverse needs of Participating Entities. Given the voluntary and flexible nature of the contract usage, we are prepared to engage in ongoing dialogue to understand the specific requirements of any Participating Entity that chooses to utilize our services.</p> <p><b>Scalable Service Delivery:</b> Accurate Language Services understands that the scope of this contract is broad, and we anticipate varied requirements from different Participating Entities. We are equipped to scale our services efficiently, ensuring consistent quality, timely delivery, and flexible solutions tailored to the unique demands of each entity as they arise.</p> <p><b>Onboarding and Implementation:</b> In the event of an award, we expect a structured yet flexible onboarding process that allows us to quickly mobilize resources. We are ready to implement customized language solutions at both the local and national levels, adjusting to the size and complexity of each Participating Entity's needs.</p> <p><b>Adaptability and Responsive Support:</b> We anticipate a dynamic and evolving partnership, with the potential for varying service volumes and diverse project types. Accurate Language Services prides itself on its adaptability, and we are prepared to pivot quickly to meet the changing demands of Participating Entities. Our customer support team will be available to address inquiries and provide tailored solutions throughout the contract lifecycle.</p> <p><b>Commitment to Quality and Performance Metrics:</b> We are fully committed to maintaining the highest standards of quality and meeting agreed-upon performance metrics. As Participating Entities choose to utilize the contract, we expect to collaborate closely with each to ensure their specific expectations are met. Regular performance evaluations and feedback loops will be integral to our approach, driving continuous improvement and satisfaction.</p> <p><b>Proactive Approach to Growth and Expansion:</b> We recognize that Sourcewell's contract is a valuable tool for entities across a wide range of industries and geographies. We expect to expand our service offerings and build relationships with a diverse range of Participating Entities, offering tailored language solutions that meet their specific needs while upholding the high standards of Accurate Language Services.</p> <p>By leveraging our extensive experience and dedication to quality, we are confident that we can provide exceptional language services to Sourcewell's Participating Entities, regardless of their location or specific requirements. We look forward to the opportunity to contribute to the success of this nationwide initiative.</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. <b>DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.</b></p>	<p>At Accurate Language Services, we are committed to maintaining strong financial health, which supports our ability to successfully manage contracts of varying scale and complexity. To demonstrate our financial strength and stability, we are providing the following supporting documents:</p> <p><b>Financial Statements:</b> Our most recent audited financial statements, including balance sheets, income statements, and cash flow statements, illustrate our profitability and effective management of resources.</p> <p><b>Bank Reference Letters:</b> Letters from our banking institution affirming our solid financial history and positive banking relationships, reinforcing our reliability.</p> <p>These documents collectively reflect the financial stability of Accurate Language Services, demonstrating our ability to fulfill the obligations of a nationwide contract.</p>
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>Accurate Language Services currently provides in-person interpreting services primarily in New Jersey, Pennsylvania, Delaware, and New York. We offer on-demand and pre-scheduled video remote and telephone interpreting services nationwide, along with document translation services available across the United States.</p> <p><b>US Education Entities</b> Average number of education entities served in the past three years: 120</p> <p>Retention rate: 98%</p> <p>Number of states served: 10</p> <p><b>US Government Entities (including municipal entities)</b> Number of government entities served in the past three years: 50</p> <p>Retention rate: 95%</p> <p>Number of states served: 6</p> <p>We are eager to grow our market share significantly. Partnering with Sourcewell would provide an excellent opportunity to expand our services to more states and participating entities, allowing us to better serve a wider range of clients across the U.S. and enhance our impact in both education and government sectors.</p>
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>We have not provided services in Canada, however would be open to offering services in Canada.</p>

16	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.	Accurate Language Services has not been involved in any bankruptcy proceedings within the past seven years. We do not anticipate any bankruptcy proceedings in the future. Additionally, we will promptly notify Sourcewell in writing should any bankruptcy proceeding occur during the evaluation of this RFP.
17	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). 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? 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?	Accurate Language Services is best described as a service provider. We specialize in providing high-quality language solutions, including interpretation and translation, services.  Our in-house sales and account management team is responsible for managing client relationships, understanding client needs, and ensuring the seamless delivery of services. They work closely with both clients and our service delivery team to ensure alignment and satisfaction.  For the actual execution of language services, we partner with a carefully vetted network of freelance interpreters and translators. These professionals are not direct employees of Accurate Language Services, but they are integral to our service model, providing expertise and flexibility to meet the unique needs of each client.  This structure allows us to combine the strengths of an in-house sales team with a flexible and scalable workforce, ensuring the high-quality and timely delivery of language services.
18	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.	Accurate Language Services is fully committed to meeting all licensing and certification requirements relevant to the language services industry. We hold the necessary certifications to ensure that we provide high-quality, compliant services to our clients. Below is an outline of the licenses and certifications required and held by our organization, including those held by our subcontractors and third parties:  Language Services Certifications: Certified Translation and Interpretation: We work with certified translators and interpreters who hold certifications from recognized organizations such as the American Translators Association (ATA) and the National Association of Judiciary Interpreters and Translators (NAJIT). Accurate is an NJ AOC approved language agency for both in-person interpreting and over the phone interpreting.  State-Specific Certification: In addition to national certifications, some of our interpreters and translators hold state-specific certifications where required, such as court interpreter certifications in various states like New Jersey, Pennsylvania, and Delaware.  Business and Service Licenses:  State Business Licenses: Accurate Language Services holds the necessary state and local business licenses to operate in New Jersey, Pennsylvania, Delaware, and other states where we provide services. These include general business operating licenses and any state-specific language service provider licenses as required by local government regulations.  Professional Certifications: We are in the process of pursuing ISO 9001 for quality management systems, which ensures we adhere to international standards of service delivery and management.  Subcontractor Certifications: Freelancer and Subcontractor Compliance: All freelance interpreters and translators we engage are required to hold valid certifications where applicable for the services they perform, including those from recognized certification bodies (e.g., ATA, NAJIT, state-level certifications for court and medical interpreting).  We ensure that all subcontractors and third-party vendors we work with are in full compliance with all applicable certification requirements. These certifications help us deliver services that meet the highest standards of accuracy, ethics, and professionalism.
19	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.	Accurate Language Services and its responsible parties have not been subject to any debarments or suspensions within the past seven years. Additionally, we will notify Sourcewell in writing should we enter a debarment or suspension status during the evaluation of this RFP.
20	Describe any relevant industry awards or recognition that your company has received in the past five years.	While Accurate Language Services has not received any formal industry awards in the past five years, we are deeply committed to delivering exceptional language solutions. Our focus on quality, reliability, and customer satisfaction has resulted in strong client retention rates and long-term partnerships with both public and private sector entities. We consistently strive to exceed client expectations, earning recognition through positive feedback, repeat business, and referrals. Our dedication to providing outstanding language services has been a key factor in our sustained growth and success across various markets.
21	What percentage of your sales are to the governmental sector in the past three years?	Over the past three years, approximately 25% of our sales have been to the governmental sector. This includes contracts with state agencies which demonstrates our expertise and commitment to providing high-quality language services for public sector clients.
22	What percentage of your sales are to the education sector in the past three years?	In the past three years, approximately 30% of our sales have been to the education sector. This includes providing language services to educational institutions, supporting their diverse needs for translation, interpretation, testing, and training.

23	List all state, cooperative purchasing agreements that you hold. What is the annual sales volume for each of these agreements over the past three years?	<p>Accurate Language Services holds the following state cooperative purchasing agreements:</p> <p>New Jersey State Contract:          Sales Volume:          2024: \$125,000          2023: \$100,000          2022: \$125,000</p> <p>Delaware State Contract:          Sales Volume:          2024: \$300,000          2023: \$600,000          2022: \$355,000</p> <p>These agreements reflect our ongoing success in delivering language services to state entities, showcasing our ability to manage large-scale contracts and provide consistent value. Additionally we look forward to building a strong partnership with the State of Pennsylvania which we recently signed a contract with. Note that we have been contracted with the State of NJ for over 20 years; some years earning more than \$800,000 in sales. We have also been contracted the Delaware since 2015, some years earning more than \$700,000 in sales.</p>
24	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>Accurate Language Services does not currently hold any GSA contracts or Standing Offers and Supply Arrangements (SOSA). However, we have successfully worked with several state and federal agencies, including active contracts with New Jersey, Pennsylvania, and Delaware, as well as previous engagements in New York and Maryland.</p> <p>While we do not have a GSA contract at this time, we may explore entering into a GSA schedule in the near future to further expand our ability to serve government entities.</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 *
Camden City Public Schools	Marlene V. Coleman Senior Manager – Office of Special Services	856-966-2202
Bancroft Schools	Misty Simmons, MSW, LSW Social Work Director	856-524-7409
New Jersey State Parole Board	Ebony Grimes New Jersey State Parole Board	(609) 376-0278

**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.	<p>Accurate Language Services operates with a dedicated internal sales and account management team based at our main office in Asbury Park, NJ. Our sales team is directly responsible for marketing, promoting, and selling our language services to Sourcewell participating entities across the U.S. and Canada.</p> <p>Sales Team Structure:          Dedicated Account Manager: Our Account Manager is responsible for maintaining ongoing relationships with Sourcewell participating entities, ensuring high-quality service delivery, and addressing any client concerns. This role focuses on client retention, relationship management, and ensuring that all client needs are met promptly and efficiently.</p> <p>Sales Executive: The Sales Executive is tasked with identifying and pursuing new business opportunities within the Sourcewell network. This role focuses on sales strategy, lead generation, and prospecting to drive new sales and expand our presence across the U.S. and Canada.</p> <p>Both positions are direct employees of Accurate Language Services, and there is a close collaboration between the sales and service teams. This overlap ensures that we can offer personalized service while expanding our footprint within the Sourcewell network. The team works together to align sales efforts with customer needs, ensuring seamless communication and service delivery.</p> <p>Scalability:          In addition to our current team, Accurate Language Services has the capacity to add additional Account Managers (AMs) and Sales Executives (SEs) should the need arise, ensuring that we can efficiently scale our sales efforts as we expand within the Sourcewell network and address any growing demand.</p>
27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	At Accurate Language Services, we do not utilize a network of dealers, distributors, or resellers to deliver our language solutions. Instead, all services are delivered directly by our highly qualified internal team of interpreters, translators, and account management professionals.

28	Service force.	<p>Accurate Language Services relies on a highly qualified and extensive network of freelance linguists to deliver our interpretation and translation solutions across the U.S. and Canada. Our service force is composed of both local and national linguists, ensuring that we can meet the diverse needs of Sourcewell participating entities in every region.</p> <p><b>Freelance Linguist Network:</b> Regional Network: We have a network of over 500 vetted interpreters and translators based in the NJ, PA, DE, and NY regions, ensuring that we can provide in-person services quickly and efficiently for local clients.</p> <p><b>Nationwide Network:</b> For on-demand interpretation and translation services, we have access to a network of over 2,000 vetted linguists nationwide. This extensive pool allows us to offer remote services in 200+ languages, ensuring that we can accommodate any linguistic need, regardless of location.</p> <p>This extensive and well-vetted linguist network allows Accurate Language Services to provide consistent, high-quality, and scalable solutions to Sourcewell participating entities, ensuring both local and nationwide service availability.</p>
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>The ordering process for language services with Accurate Language Services is designed to be straightforward and flexible, allowing Sourcewell participating entities to request services through multiple channels. There is no involvement of distributors, dealers, or third-party vendors in our process. Instead, all services are delivered directly through our internal team of linguists and account managers.</p> <p><b>Step-by-Step Ordering Process:</b></p> <p><b>Account Setup:</b> Sourcewell participating entities must first establish an account with Accurate Language Services. This initial setup ensures that we have all necessary client details and service preferences to tailor our offerings to their needs.</p> <p><b>Service Request:</b> Once the account is established, orders can be placed through any of the following methods:</p> <p><b>Phone:</b> Clients can call our dedicated line at (732) 898-9144 to request interpretation or translation services.</p> <p><b>Email:</b> Service requests can be submitted via email to <a href="mailto:admin@accuratelanguageservices.com">admin@accuratelanguageservices.com</a>.</p> <p><b>Online Platform:</b> Clients can log into our user-friendly online platform to submit service requests and manage their accounts. This platform provides a seamless way to request services, track order status, and access billing information.</p> <p><b>Service Confirmation and Fulfillment:</b> Upon receiving a service request, Accurate Language Services will confirm the details, schedule the appropriate linguist, and ensure that the service is delivered as requested. We strive to meet all requests in a timely and efficient manner, providing 24/7 access to our services.</p> <p><b>Role of Accurate Language Services:</b> Accurate Language Services handles the entire process of service delivery, from receiving orders to assigning linguists and ensuring high-quality performance. We manage all client interactions directly, ensuring a seamless experience from order initiation to service completion.</p>

30	<p>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>	<p><b>Customer Service Program</b></p> <p>At Accurate Language Services, we prioritize exceptional customer service and strive to deliver timely, professional, and reliable support to all Sourcewell participating entities. Our customer service program is designed to ensure a seamless experience for clients at every stage — from service request to completion. We are committed to maintaining high standards and providing personalized support to meet the unique needs of each client.</p> <p><b>Process and Procedure:</b>  <b>Dedicated Account Manager:</b>      Each Sourcewell client is assigned a dedicated Account Manager who serves as the main point of contact for all inquiries, service requests, and ongoing support. The Account Manager ensures that all client needs are met, issues are resolved promptly, and the client's experience is streamlined.</p> <p><b>Service Request and Fulfillment:</b>      Clients can request services via phone, email, or our online platform.      Once a service request is made, it is reviewed and confirmed by the Account Manager or customer service team.      The appropriate linguist is assigned, and the service is scheduled based on the client's needs.</p> <p><b>24/7 Support:</b>      Our customer service team operates 24/7 to address urgent requests, assist with scheduling, and resolve any issues that may arise during the service delivery. We ensure that there is always someone available to assist, even outside of regular business hours.</p> <p><b>Real-Time Tracking:</b>      Clients can track the status of their service requests through our online platform, allowing for easy monitoring of progress and ensuring transparency throughout the service process.</p> <p><b>Response-Time Capabilities and Commitments:</b>  <b>Initial Acknowledgment:</b>      We commit to acknowledging all service requests within 1 hour of submission, ensuring that clients know their request is being processed promptly.</p> <p><b>Service Confirmation:</b>      Once a request is reviewed, we confirm the details with the client within 2 hours and assign the appropriate linguist or team to fulfill the request.</p> <p><b>Emergency Requests:</b>      For urgent requests, including after-hours or last-minute services, we aim to respond within 30 minutes to confirm availability and start the service as soon as possible.</p> <p><b>Issue Resolution:</b>      In the case of any issues or disputes, we guarantee that clients will receive a resolution within 24 hours. Our team works closely with clients to ensure that all concerns are addressed and resolved efficiently.</p> <p><b>Incentives to Meet Service Goals:</b>  <b>Performance-Based Incentives:</b>      We offer incentives for our linguists and customer service team based on key performance metrics, such as response time, customer satisfaction, and on-time service delivery. This ensures that our team remains motivated to meet and exceed our service commitments.</p> <p><b>Customer Satisfaction Feedback:</b>      After each service, we ask clients to provide feedback through surveys or direct communication. Incentives are also tied to positive feedback, encouraging our team to maintain high-quality standards and focus on customer satisfaction.</p> <p><b>Ongoing Training and Support:</b>      Our customer service and linguist teams participate in regular training sessions to stay updated on industry best practices, customer service protocols, and the latest language trends. This ensures that our team members are well-equipped to handle any request with professionalism and accuracy.</p>
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31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	<p>At Accurate Language Services, we are in an exciting growth stage and are fully committed to expanding our reach to Sourcewell participating entities across the United States. Our company is eager to partner with public sector organizations, government agencies, and educational institutions to provide high-quality language services that meet their diverse needs.</p> <p><b>Ability to Provide Products and Services Nationwide:</b> <b>Nationwide Reach:</b> We currently serve clients in key regions, including New Jersey, Pennsylvania, Delaware, New York, and beyond, with a network of over 2,000 vetted linguists nationwide. Our on-demand interpretation and translation services are accessible to all Sourcewell participating entities, no matter where they are located in the U.S.</p> <p><b>Scalable Operations:</b> As we are actively expanding, we have the infrastructure and operational flexibility to quickly scale our services to meet the needs of clients in new regions. We are committed to increasing our presence across the U.S., ensuring that clients receive reliable, high-quality services wherever they are.</p> <p><b>Eagerness to Win New Business:</b> We are eager to work with Sourcewell participating entities, as we see this as a significant opportunity to extend our reach, provide value, and help solve language barriers in key sectors such as government, healthcare, education, and beyond. We are passionate about building long-term relationships and are fully committed to meeting the needs of each client with the highest level of service.</p> <p>By leveraging our skilled team and extensive network, we are well-positioned to deliver the full spectrum of language services to Sourcewell clients across the United States, ensuring that their needs are met efficiently and with exceptional quality.</p>
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>At Accurate Language Services, we are primarily focused on serving clients across the United States. While we do not currently have clients in Canada, we are fully willing and able to provide our language services to Sourcewell participating entities in Canada should the need arise.</p> <p>We do not actively solicit business from Canada; however, should Sourcewell participating entities in Canada request our services, we will gladly accommodate their needs and deliver the same exceptional service. Our 24/7 availability and dedicated account management ensure that we can meet the requirements of any client, regardless of their location.</p>
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	At Accurate Language Services, we are committed to serving all geographic areas of the United States and Canada through the proposed agreement. However, in-person services will be limited to the regions of New Jersey, Pennsylvania, Delaware, and New York. We will fully serve all other areas with remote services such as phone and video interpretation and translation.
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.	At Accurate Language Services, we provide full access to our solutions for all types of Participating Entities, regardless of sector. With over 30 years of experience serving a diverse range of industries, we are equipped to meet the needs of every client, ensuring equal access to our high-quality language services.
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	At Accurate Language Services, we provide full access to our on-demand, remote and translation services in Hawaii, Alaska, and U.S. Territories. Our extensive network of linguists allows us to meet the needs of these areas efficiently.
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes, we will extend the terms of any awarded master agreement to nonprofit entities. Depending on the expected volume of work, we may be able to offer additional discounts to these entities.

**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.	<p>At Accurate Language Services, our marketing strategy for promoting this opportunity focuses on reaching new government and education clients who could benefit from our language services. Our approach includes the following key tactics:</p> <p><b>Targeted Outreach:</b> We engage in direct outreach to decision-makers within government agencies and educational institutions. This includes personalized emails, phone calls, and presentations tailored to the specific needs of each potential client, emphasizing the value of our services.</p> <p><b>Industry Partnerships and Networking:</b> We participate in industry conferences, webinars, and networking events where we can connect with new prospects in the public and education sectors. This helps us build new relationships and stay informed about emerging needs in these areas.</p> <p><b>Digital Marketing and Online Presence:</b> We utilize our website and social media platforms to increase visibility and attract new clients. This includes sharing case studies, client testimonials, and educational content that demonstrate our expertise and the benefits of our services.</p> <p><b>Targeted Digital Campaigns:</b> We run online marketing campaigns such as Google Ads, Facebook, LinkedIn promotions specifically targeting government and education sectors. These campaigns are designed to raise awareness and generate leads for our services.</p> <p><b>Content Marketing and Thought Leadership:</b> We produce blog posts, white papers, and other content that showcases our thought leadership in the language services industry, helping to attract new clients who are looking for high-quality, reliable language solutions.</p> <p>In line with Sourcewell's emphasis on strategic sourcing and supplier relationship management, we are committed to building strong, long-term partnerships with our clients. We aim to not only meet their immediate needs but also to understand their evolving requirements, allowing us to provide proactive and tailored solutions that deliver ongoing value.</p>

38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>At Accurate Language Services, we leverage technology and digital data to enhance our marketing efforts:</p> <p><b>Social Media:</b> We engage on LinkedIn, Twitter, and Facebook, using targeted ads to reach government and education sectors and share relevant content, success stories, and testimonials.</p> <p><b>Website and SEO:</b> Our website is optimized for search engines, and we track user behavior to improve engagement and conversion rates.</p> <p><b>Email Marketing:</b> Using email marketing automation, we send targeted campaigns and analyze open and click-through rates to refine our approach and ensure relevance.</p> <p><b>Metadata:</b> We optimize metadata in digital assets like blogs and landing pages to improve SEO and attract potential clients actively searching for language services.</p> <p><b>Data Analytics:</b> We track campaign performance and KPIs to continuously adjust and optimize our marketing strategies.</p> <p><b>CRM:</b> Our CRM software helps us track interactions, automate follow-ups, and maintain personalized communication with prospects.</p> <p>By utilizing these technologies, we ensure our marketing efforts are efficient, targeted, and continuously optimized.</p>
39	<p>In your view, what is Sourcewell's role in promoting agreements arising out of this RFP?</p> <p>How will you integrate a Sourcewell-awarded agreement into your sales process?</p>	<p>In our view, Sourcewell plays a critical role in promoting agreements arising from this RFP by providing a trusted platform that connects high-quality suppliers with a broad network of government and educational entities. Sourcewell's extensive reach and reputation for reliability make it a valuable partner in expanding the accessibility and adoption of our services across multiple sectors.</p> <p>To integrate a Sourcewell-awarded agreement into our sales process, we will leverage Sourcewell's established relationships with government and education agencies to streamline the introduction of our services to new clients. This integration will involve:</p> <p><b>Targeted Outreach:</b> Our sales team will specifically focus on engaging potential clients within Sourcewell's network, educating them about the benefits of our language services, and how we can meet their unique needs.</p> <p><b>Seamless Onboarding:</b> We will ensure a smooth transition for clients utilizing the Sourcewell-awarded agreement, aligning our internal processes with the requirements and expectations of Sourcewell's structure to provide an efficient and responsive experience.</p> <p><b>Ongoing Support:</b> We will provide continuous support to Sourcewell clients, ensuring their satisfaction with our services and maintaining strong, long-term relationships through proactive engagement and performance tracking.</p> <p>This approach allows us to effectively promote our services to Sourcewell's network while maintaining the high standards of service delivery that our clients expect.</p>
40	<p>Are your Solutions available through an e-Procurement or e-Commerce ordering process?</p> <p>If so, describe your system(s) and provide one (1) example of how governmental and educational entities have successfully utilized them.</p>	<p>At this time, our solutions are not available through a traditional e-procurement or e-commerce ordering process. However, we do offer a streamlined, digital platform—<b>InterpretManager</b>—which allows clients to easily schedule and manage language services, such as interpretation and translation, through a user-friendly interface. While this platform facilitates service delivery, it is not an e-procurement system in the traditional sense.</p> <p><b>InterpretManager</b> is designed to make scheduling and managing language services efficient and accessible for governmental and educational entities. Clients can request interpreters for in-person, phone, or video services, track expenses, and receive automated appointment confirmations and reminders.</p> <p>For example, a government agency in New Jersey has successfully utilized InterpretManager to streamline the scheduling of interpretation services for community outreach programs. This system provided them with real-time access to available interpreters and allowed them to manage their language service needs with ease, without relying on traditional procurement methods.</p> <p>While we currently do not integrate into formal e-procurement systems, we are open to discussing potential future integrations with such platforms to further enhance our service delivery.</p>

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

Line Item	Question	Response *
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41	<p>Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities.</p> <p>Include details, such as whether training is standard or optional, who provides training, and any costs that apply.</p>	<p>At Accurate Language Services, we offer training programs designed to ensure that Sourcewell participating entities can effectively utilize our language services. These training programs are focused on helping clients maximize the value of our solutions, including interpretation and translation services, and are customized to meet their specific needs. Below are the key aspects of our training offerings:</p> <p><b>Types of Training:</b></p> <p><b>Standard Training:</b> We provide standard training for using our InterpretManager platform, which includes scheduling, tracking, and managing interpretation services. This training ensures that all users are fully equipped to access and utilize the system's features efficiently.</p> <p><b>Optional Training:</b> We also offer optional, in-depth training for specific service areas, such as medical, legal, or educational interpretation. These sessions focus on best practices, industry-specific language, and protocols, ensuring that interpreters and clients are well-prepared for specialized needs.</p> <p><b>Training Providers:</b></p> <p><b>Internal Experts:</b> All training sessions are conducted by our in-house experts who have extensive experience in language services and technology. Our team is well-versed in the functionalities of InterpretManager and the various types of interpretation services we offer, allowing us to provide highly effective, tailored training.</p> <p><b>Costs:</b></p> <p><b>Standard Training:</b> Training for InterpretManager usage is included at no additional cost when clients first sign up for our services. This ensures a smooth onboarding experience.</p> <p><b>Optional Specialized Training:</b> For specialized training, such as industry-specific language training, there may be a fee, which varies depending on the depth and duration of the training required. We provide clear pricing information upfront, ensuring transparency in all costs.</p> <p>These training programs are designed to ensure Sourcewell participating entities are fully equipped to use our services effectively, enabling a seamless integration into their operations and optimizing the value of the language solutions we provide.</p>
42	Describe any technological advances that your proposed Solutions offer.	<p>Accurate Language Services utilizes cutting-edge technology to enhance the delivery of our language solutions. Key technological advances in our offerings include:</p> <p><b>InterpretManager Platform:</b> Our proprietary InterpretManager platform streamlines the process of scheduling, managing, and tracking language services. It enables clients to access on-demand phone and video interpreters instantly, providing quick and efficient solutions for urgent language needs.</p> <p><b>Real-Time Language Access:</b> Through InterpretManager, clients can request immediate language services through phone or video interpretation, ensuring rapid support across multiple languages. This feature is particularly valuable for emergency or time-sensitive situations.</p> <p><b>Automated Appointment Notifications and Reminders:</b> The platform automatically sends reminders and updates, ensuring that clients and interpreters are on the same page, reducing scheduling errors and enhancing efficiency.</p> <p><b>Data-Driven Insights:</b> The platform provides clients with detailed reports and analytics, allowing them to track usage, expenses, and performance, helping them make informed decisions and optimize their language service needs.</p> <p><b>Cloud-Based Accessibility:</b> As a cloud-based solution, InterpretManager can be accessed from any device, anywhere, providing flexibility for clients and ensuring that language services are available at any time, regardless of location.</p> <p>These technological innovations ensure that our clients can access language services more efficiently, with real-time support and comprehensive tools to manage and track their needs.</p>
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>While Accurate Language Services does not currently have formal "green" certifications, we are committed to sustainability through our internal practices. One of the key initiatives we've undertaken is transitioning to a 95% paper-free workplace. This initiative reduces paper waste and minimizes our environmental footprint, as we now rely on digital platforms for communication, document storage, and service management.</p> <p>This move not only contributes to environmental sustainability but also enhances operational efficiency, reducing the need for physical resources and improving the accessibility of our data.</p> <p>As we continue to grow, we remain open to exploring additional green initiatives and certifications to further align our practices with sustainability goals.</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>Accurate Language Services does not currently hold any third-party issued eco-labels, ratings, or certifications related to energy efficiency, sustainability, or life-cycle design for the solutions included in this proposal. However, we are committed to reducing our environmental impact through several initiatives:</p> <p>We assign interpreters who are closest to the job site, reducing unnecessary travel and minimizing our carbon footprint.</p> <p>Since the COVID-19 pandemic, many of our clients have opted for phone and virtual services, further reducing interpreters' travel time and overall environmental impact.</p> <p>Additionally, we maintain a 95% paper-free workplace, which contributes to reducing waste and conserving resources.</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>Accurate Language Services offers several unique attributes that can greatly benefit Sourcewell participating entities:</p> <p><b>Second-Generation, Diverse Ownership:</b> As a second-generation language agency, founded by a freelance interpreter in the 1990s who recognized the growing demand for quality language services. We are proud to be a women, minority, and veteran-owned business, bringing a diverse perspective and commitment to inclusive services.</p> <p><b>Comprehensive Language Solutions:</b> We provide a wide range of language services, including interpretation and translation to meet diverse needs across sectors such as government, education, legal and healthcare.</p> <p><b>InterpretManager Platform:</b> Our InterpretManager platform offers real-time, on-demand access to phone and video interpreters. This easy-to-use system allows clients to schedule, track, and manage language services seamlessly, providing immediate support for urgent language needs.</p> <p><b>Customizable and Scalable Solutions:</b> We understand that each participating entity may have unique needs. Our services are tailored to the specific requirements of each client, ensuring personalized attention, flexibility, and scalability to handle projects of any size.</p> <p><b>Vetted Network of Experts:</b> We work with a carefully vetted network of professional interpreters and translators, ensuring that all language services meet the highest standards of quality and expertise. Our team is trained in specialized areas, including medical, legal, and educational interpretation.</p> <p><b>Commitment to Efficiency and Accessibility:</b> With a 95% paper-free workplace, a focus on reducing travel by assigning interpreters closer to job sites, and a shift toward virtual services, we are committed to sustainability while improving efficiency and accessibility.</p> <p><b>Proven Track Record:</b> We have a strong history (30 years) of working with government and educational entities, including ongoing contracts with New Jersey, Pennsylvania, and Delaware. Our established reputation for reliability and excellence is a key asset for Sourcewell participants.</p> <p>These unique offerings allow us to provide Sourcewell participating entities with high-quality, flexible, and efficient language services, ensuring that they receive the best value and support for their diverse needs.</p>
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**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	We are a recognized by the State of New Jersey as a Women, Minority and Veteran owned small business enterprise. We are in the process of getting certified by SBA.
47		Minority Business Enterprise (MBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	State of NJ
48		Women Business Enterprise (WBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	State of NJ
49		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	n/a
50		Veteran-Owned Business Enterprise (VBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	State of NJ
51		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	n/a
52		Small Business Enterprise (SBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	State of NJ
53		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	n/a
54		Women-Owned Small Business (WOSB)	<input checked="" type="radio"/> Yes <input type="radio"/> No	State of NJ

**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 *
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55	Describe your payment terms and accepted payment methods.	<p>At Accurate Language Services, we offer the following payment terms and accepted payment methods:</p> <p><b>Payment Terms:</b> Standard payment terms are Net 30 days from the date of invoice unless otherwise specified in the contract.</p> <p>For recurring services or large projects, custom payment terms can be arranged based on the scope and agreement with the client.</p> <p>Invoices are issued upon completion of services or according to the agreed-upon milestones.</p> <p><b>Accepted Payment Methods:</b> Bank Transfer (ACH) Credit Card (Visa, MasterCard, American Express) (note a 3.5% credit card service fee) Checks (Payable to Accurate Language Services) Online Payment Portal (for ease of payment online)</p> <p>We strive to make the payment process as convenient as possible for our clients while ensuring timely and accurate billing for the services provided.</p>
56	Describe any leasing or financing options available for use by educational or governmental entities.	n/a
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.	<p>In connection with an awarded agreement, Accurate Language Services utilizes the following standard transaction documents:</p> <p>New Client Form: All new clients are required to sign a New Client Form. This form collects essential information and ensures that both parties have a clear understanding of the scope of services and expectations before the commencement of work.</p> <p>General Service Agreement (GSA): For larger accounts or more complex engagements, we request that prospective clients sign a General Service Agreement. This agreement outlines the terms and conditions of our services, including service levels, payment terms, and other relevant provisions. It provides clarity and ensures that both parties are aligned on expectations and deliverables.</p> <p>These documents help streamline the contracting process and provide a clear, mutually agreed-upon framework for service delivery. We will upload templates of these agreements and transaction documents for your reference.</p>
58	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	<p>Yes, Accurate Language Services accepts the P-card procurement and payment process. However, please note that all credit card transactions will incur a 3.5% credit card transaction fee. This fee covers the processing costs associated with credit card payments.</p> <p>There are no additional costs beyond the standard service fees for using the P-card payment process.</p>

59	<p>Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell 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.</p>	<p>At Accurate Language Services, our pricing model is designed to be transparent, competitive, and adaptable to the unique needs of each client. We offer line-item pricing for each language service provided, ensuring that our clients only pay for what they need. Additionally, we offer volume-based discounts for larger projects or long-term engagements, and Sourcewell-specific discounted pricing to provide added value to participating entities.</p> <p><b>Pricing Model:</b>  <b>Per-Hour Rates:</b> For in-person interpreting services  <b>Per-Minute Rates:</b> For on-demand and pre-scheduled interpretation services (both phone and video), we charge based on the duration of the service.</p> <p><b>Per-Word Rates:</b> For translation services, pricing is calculated per word of text to be translated.</p> <p>We also offer Sourcewell-specific discounts for all participating entities. These discounts are applied to our standard rates and reflect our commitment to providing competitive pricing for government and public sector contracts. Please see our rate sheets attached.</p> <p><b>SKU Information:</b>  <b>On-Site Interpretation:</b> SKU-OS-001  <b>Interpretation Services – Phone:</b> SKU-INT-001  <b>Interpretation Services – Video:</b> SKU-INT-002  <b>Translation Services:</b> SKU-TRAN-001  SKU's will be sub-categorized upon award of contract.</p> <p><b>Additional Notes:</b>  <b>Volume Discounts:</b> For larger projects, we offer additional discounts based on the total volume of services requested.</p> <p><b>Custom Pricing:</b> If you have specific requirements that are outside of standard services, we are happy to provide a custom quote tailored to your needs.</p> <p>Please refer to the uploaded pricing materials for a full breakdown of all rates and applicable discounts. Feel free to contact us if you require further customization or clarification on our pricing structure.</p>
60	<p>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.</p>	<p>The pricing proposed in this response represents a 10%-15% discount from our standard list pricing for interpretation and translation services. This discount is offered exclusively to Sourcewell participating entities, reflecting our commitment to providing competitive pricing for government and public sector contracts.</p> <p><b>For example:</b></p> <p><b>Interpretation Services:</b> A discount of 10% off our standard per-minute rate for phone and video interpretation services. Additionally all Sourcewell entities will benefit from a 1 minute minimum for all on-demand phone/video calls.</p> <p><b>Translation Services:</b> A 10% discount off the standard per-word rate for written translations.</p> <p>This discount structure ensures that participating entities receive high-quality language services at a reduced rate, providing significant savings over standard pricing.</p>
61	<p>Describe any quantity or volume discounts or rebate programs that you offer.</p>	<p>At Accurate Language Services, we offer quantity and volume discounts for larger or recurring projects. These discounts are based on the total scope of work and frequency of service requests. We do not offer rebate programs, but we are committed to providing competitive pricing for high-volume clients.</p>
62	<p>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.</p> <p>Define the costs/fees associated with "sourcing/quoting" products and related services.</p>	<p>For "open market" or "non-contracted services", Accurate Language Services can provide these services on a cost-plus basis, where we source the required services at cost and apply a reasonable percentage markup for handling and coordination. For each request, we will provide a customized quote based on the specific service requirements. Any associated costs or fees for sourcing or quoting services will be transparently communicated before proceeding with the request.</p>
63	<p>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.</p>	<p>At Accurate Language Services, our pricing includes all direct service costs related to interpretation and translation. We included the following additional charges in the submitted pricing:</p> <p>Travel fees for in-person interpreting services, which depend on the interpreter's travel time and mileage to the location.</p> <p>Expedited service fees for urgent or last-minute requests requiring fast turnaround.</p> <p>These additional costs are determined based on the specific service requirements and will be communicated to the client in advance to ensure full transparency. All such charges are handled directly by Accurate Language Services, with no third parties involved.</p>

64	<p>If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.</p>	<p>For in-person interpreting services, Accurate Language Services charges travel fees, which are considered additional costs to the Sourcewell participating entity. These fees are determined based on the interpreter's travel time, mileage, and any tolls or parking incurred during the assignment. The details of our travel fee structure are as follows:</p> <p>Spanish Interpreters:</p> <p>\$0.70 per mile for travel distance.</p> <p>Tolls and parking will be charged as incurred.</p> <p>All Other Languages (including American Sign Language):</p> <p>\$25 per hour for travel time.</p> <p>\$0.70 per mile for travel distance.</p> <p>Tolls and parking will be charged as incurred.</p> <p>The mileage rate is based on the IRS standard mileage rate and will be adjusted annually in accordance with IRS updates.</p> <p>These travel fees are calculated based on the location of the service and will be clearly communicated to the client before the service is provided, ensuring full transparency.</p>	*
65	<p>Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.</p>	<p>n/a In-Person interpreting is not offered in these areas.</p>	*
66	<p>Describe any unique distribution, delivery, or deployment methods or options for the goods and services offered in your proposal.</p>	<p>n/a</p>	*
67	<p>Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing.</p>	<p>Accurate Language Services will implement a self-audit process to ensure compliance with our agreement with Sourcewell. This includes:</p> <p>Regular internal reviews of pricing to ensure that Sourcewell participating entities receive the agreed-upon rates.</p> <p>Ongoing monitoring of service delivery to ensure that all services are provided according to contract terms.</p> <p>Quarterly audits of invoicing and payment processes to verify that pricing and services align with the terms set in the agreement.</p> <p>This self-audit program ensures continued compliance and transparency for all Sourcewell entities.</p>	*

68	<p>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.</p>	<p>If awarded an agreement, Accurate Language Services will track several internal metrics to ensure success and continuously improve service delivery. Key performance indicators (KPIs) include:</p> <p>Client Satisfaction and Feedback:</p> <p>Regular client surveys and feedback sessions to assess satisfaction with the quality and timeliness of services.</p> <p>Net Promoter Score (NPS) to gauge client loyalty and likelihood of recommending our services.</p> <p>Service Delivery Timeliness:</p> <p>On-time delivery rate for all interpretation and translation services.</p> <p>We track how often services are delivered within the agreed-upon timeframes, ensuring high efficiency and reliability.</p> <p>Service Utilization:</p> <p>Monitoring service usage by participating entities, including the number of requests for interpretation, translation, and other language services.</p> <p>Repeat business rate, reflecting ongoing engagement with Sourcedwell clients.</p> <p>Cost Efficiency:</p> <p>We will track cost per project and profitability margins for each service delivered to ensure that we maintain financial efficiency without compromising on service quality.</p> <p>Quality Assurance:</p> <p>Regular audit of deliverables to ensure services meet the highest quality standards.</p> <p>Tracking the number of errors or issues reported by clients to maintain service excellence.</p> <p>These metrics will allow us to assess our performance, identify areas for improvement, and ensure that we are meeting the objectives outlined in the agreement with Sourcedwell.</p>
69	<p>Provide a proposed Administration Fee payable to Sourcedwell. The Fee is in consideration for the support and services provided by Sourcedwell. The propose an Administrative Fee will be payable to Sourcedwell 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.</p>	<p>In consideration for the support and services provided by Sourcedwell, Accurate Language Services proposes an administrative fee of 2% on all completed transactions to Participating Entities utilizing this Agreement. This fee will be calculated as a percentage of the total value of each transaction and will be payable to Sourcedwell for each completed transaction within the preceding reporting period as defined in the agreement.</p> <p>We believe this fee appropriately reflects the value of Sourcedwell's support while ensuring we maintain competitive pricing and continue to provide high-quality language services.</p>

**Table 6B: Pricing Offered**

Line Item	The Pricing Offered in this Proposal is: *	Comments
70	<p>The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.</p>	<p>The pricing offered in this proposal is competitive, transparent, and designed to provide excellent value to Sourcedwell participating entities.</p> <p>For more detailed pricing, please refer to the attached pricing schedule or feel free to contact us for a customized quote based on the specific requirements of your projects.</p>

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

Line Item	Question	Response *
71	<p>Provide a detailed description of all the Solutions offered in the proposal.</p>	<p>The following section provides a detailed description of the language solutions offered by Accurate Language Services in response to this proposal. Our comprehensive suite of services includes interpretation and translation services designed to meet the diverse needs of government, educational, and other public sector entities. These solutions are customizable and scalable to ensure that we can deliver high-quality, reliable, and efficient services for all participating entities.</p> <p>1. In-Person Interpreting Services</p>

Accurate Language Services proposes to provide highly qualified, competent, and experienced in-person interpreters for all assignments required by Sourcewell participating entities. Our team of professional interpreters is experienced in educational, legal, medical, and governmental settings, ensuring accuracy and cultural sensitivity in all services.

**Experienced Team:** Our interpreters have extensive experience working across various sectors, including law firms, medical facilities, courts, state agencies, and public and private schools. We ensure that all interpreters assigned are well-versed in the specific needs of the assignments.

**Interpretation Methodology:** In-person interpreters will faithfully and accurately reproduce the source-language message into the receptor language, ensuring that the translation is the closest natural equivalent without embellishment, omission, or explanation.

**Interpreter Skills:** All assigned interpreters are proficient in various interpreting methods, including:

- **Sight Translation:** Interpreting written documents, such as presentence reports, legal documents, letters, and certificates, from one language to another.
- **Consecutive Interpretation:** Interpreting in a turn-taking manner, where questions and responses are interpreted between languages, typically from English to another language and vice versa.
- **Simultaneous Interpretation:** Interpreting in real-time, particularly in courtroom settings, where everything said is interpreted into the litigant's or witness's language, often with the aid of simultaneous interpretation equipment.
- **Team Interpreting:** Ideal for longer assignments (lasting more than three hours), ensuring continuous high-quality interpretation and minimizing interpreter fatigue.

## 2. In-Person American Sign Language (ASL) Interpreting Services

Accurate Language Services proposes to provide highly qualified American Sign Language (ASL) interpreters for all assignments required by Sourcewell participating entities. Our ASL interpreters are carefully selected to meet the highest standards of skill, professionalism, and ethical conduct.

**Personnel Qualifications and Certifications:**

All ASL interpreters assigned to assignments will hold certifications from a recognized certifying organization, such as:

The Registry of Interpreters for the Deaf (RID) (NIC, NIC Advanced, NIC Master, CI, CT, CI/CT, or CSC)  
The National Association of the Deaf (NAD)

In addition, all interpreters will conduct themselves in accordance with the NAD and/or RID Code of Ethics, as well as Accurate Language Services' Code of Ethics, ensuring professional conduct and confidentiality in every assignment.

**Special Qualifications for ASL Interpreters:**

Our interpreters demonstrate fluency in both expressive and receptive skills in:

Spoken English to Signed English and American Sign Language

Signed English and American Sign Language to Spoken English

They are capable of accurately interpreting in a variety of settings, including conferences, meetings, seminars, training sessions, and more. Our interpreters are skilled at keeping pace with dynamic communication, ensuring clear and precise interpretation in any situation.

## 3. Over-the-Phone Interpreting (OPI) – On-Demand

Accurate Language Services offers efficient and reliable Over-the-Phone Interpreting (OPI) services, providing a seamless solution to eliminate language barriers. Our OPI service connects users to qualified professional interpreters within 30 to 90 seconds in over 200 languages, ensuring that language challenges do not hinder communication.

**Dedicated Access for Sourcewell Participating Entities**

Sourcewell participating entities, including those under this agreement, will have exclusive access to our state-of-the-art online interpreting platform, featuring a dedicated toll-free number and secure access codes. This system guarantees 24/7/365 access to certified interpreters. Additional access codes and department-specific accounts can be provided based on individual needs. Furthermore, pre-call questions can be customized for reporting and tracking purposes. Our platform is fully scalable, allowing for the easy integration of new departments or staff as needed. Accurate Language Services will also provide continuous training to ensure the efficient use of OPI services.

**Key Features of Over-the-Phone Interpreting (OPI):**

Low per-minute rates

Specialized call routing options for faster connections

Qualified, professional telephone interpreters

Customizable pre-call questions for tracking and reporting

24/7/365 availability in over 200 languages

Dedicated toll-free number and access codes

Fully customizable online reporting dashboard for real-time access to call logs and usage data

No monthly minimums, no setup fees, and no hidden costs

**Advantages of OPI with Accurate Language Services:**

Access interpreters via landline phones, cell phones, smart devices, or computers, anywhere.

User-friendly platform that is easy to navigate

Flexible access to U.S.-based, qualified interpreters

Cost-effective, pay only for the minutes used

Secure, private network with Wi-Fi, 3G, and 4G connectivity

HIPAA compliant to ensure confidentiality and privacy

Dedicated Account Manager to ensure proper account setup and use

Experience with Emergency /911 call centers

**How to Reach Over-the-Phone Interpreters**

With Accurate Language Services' InterpretManager platform, Sourcewell participating entities can easily access over-the-phone and video remote interpreters through three convenient methods. Please refer to the quick reference guide below for an overview of how to reach interpreters. Additionally, the mobile app and web browser features can be disabled if a member prefers to access OPI solely via landlines or cell

phones.

Landlines / Cell Phones  
Mobile App  
Online Web Browser / Computer / Laptop

#### 4. Video Remote Interpreting (VRI) – On-Demand

Accurate Language Services offers instant, high-quality video interpretation through our user-friendly, state-of-the-art platform, providing seamless language access for Sourcewell participating entities. Our on-demand VRI services connect users with U.S.-based, VRI-trained, and certified interpreters in real-time, ensuring efficient and accurate communication when in-person interpreting is not feasible.

##### Key Features of Our VRI Solution:

Immediate access to interpreters in the 15 most spoken languages, including American Sign Language (ASL).

Pre-scheduled VRI sessions available for additional languages.

High-definition, broadcast-quality video for clear and effective communication.

Cost-effective, low per-minute rates with no long-term commitments.

Multiple device compatibility: Accessible via smartphone, tablet, laptop, desktop computer, and landline (for OPI services).

Advanced tracking and reporting tools: Clients can monitor call quality (QoS) metrics, interpreter ratings, call length, and generate detailed reports for performance and compliance review.

Intuitive and easy-to-use platform to ensure seamless integration and accessibility.

##### Common VRI Languages:

American Sign Language (ASL)

Spanish

Arabic

Haitian Creole

Mandarin

Cantonese

French

Korean

Nepali

Portuguese

Russian

Somali

Swahili

Urdu

Vietnamese

Additional languages available upon request for pre-scheduled sessions.

##### Why should Sourcewell Participating Entities choose Accurate for VRI?

- ✓ Instant access to interpreters for the 15 most commonly requested languages, including American Sign Language (ASL).
- ✓ Pre-scheduled VRI sessions available for less common languages to ensure comprehensive language support.
- ✓ Ideal for court proceedings, social services meetings, parent-teacher conferences, disciplinary hearings, and special education meetings (IEPs and 504s).
- ✓ Cost-effective, pay-per-minute pricing with no hidden fees or long-term commitments.
- ✓ HIPAA-compliant, encrypted video connections to protect sensitive information.
- ✓ Seamless access from any device—smartphone, tablet, desktop, or laptop—for maximum flexibility.

##### How to Access On-Demand VRI:

Online Portal: <https://accuratelanguage.interpretmanager.com/app/account/sign-in>

Mobile App: Available via Google Play and Apple App Store

With Accurate Language Services' secure and intuitive VRI solution, Sourcewell participating entities can enhance accessibility, streamline communication, and ensure equitable language access for all districts and their non-English speaking families.

#### 4 & 5. Pre-Scheduled Phone and Video Interpreting Services

In addition to our on-demand interpreting services, Sourcewell participating entities can easily pre-schedule qualified interpreters for virtual meetings hosted on any third-party platform, including Zoom, Google Meet, and Microsoft Teams. This flexible option ensures seamless communication for all participants, regardless of location, and is widely used by our school district clients to meet their needs.

Our experienced interpreters are highly skilled in using remote platforms, providing efficient, professional, and uninterrupted interpreting services for virtual meetings. Whether for a court session, medical appointment, IEP meeting, or any other remote session, our team is equipped to ensure high-quality interpretation.

To streamline the process, pre-scheduled requests can be made through multiple convenient channels, including phone, email, or our user-friendly online portal. This flexibility allows us to accommodate the specific needs of each participating entity.

Link for hosted meetings must be provided by the requestor prior to the scheduled meeting to ensure smooth access.

##### Availability and Interpreter Request Process

Accurate Language Services is available 24 hours a day to accept interpreting requests. Requests for services can be made by:

Phone: (732) 898-9144

Email: [admin@accuratelanguageservices.com](mailto:admin@accuratelanguageservices.com)

Fax: 866.924.0744

► Online Portal: <https://accuratelanguage.interpretmanager.com/app/account/sign-in>

**6. Document Translation Services**  
 Accurate Language Services brings extensive expertise in providing precise, culturally appropriate, and easily understood translations for a wide range of industries, including government agencies, courts, and public service organizations. Our high-quality translation services ensure that Sourcewell participating entities can effectively communicate vital information to diverse communities, eliminating language barriers and promoting accessibility. From legal documents and notices to public safety announcements, health guidelines, and emergency response materials, our professional linguists deliver clear, accurate, and reliable translations while maintaining the highest standards of confidentiality and compliance.

Accurate Language Services is committed to delivering the highest quality translations for every project. Each translation is meticulously handled by our team of professional linguists and experienced project managers, following our proven 5-Step Quality Assurance Process. This rigorous approach ensures precision, cultural appropriateness, and consistency, guaranteeing that all translated materials meet the highest standards of accuracy and reliability for Sourcewell participating entities.

**Accurate's 5-Step Quality Assurance Process:**

**1. Scope Definition with Client:**

The project manager works with the client to discuss the requirements, goals, document technicalities, and calculate word count, cost, and completion date. Expedited delivery is accommodated as necessary. Documents can be submitted in any format and returned in the requested format.

**2. Terminology and Graphic Files Review with Client:**

The project manager reviews the material to be translated, defining any necessary translation and style guidelines in collaboration with the client.

**3. Translation:**

For each project, experienced translators familiar with the subject matter are assigned. All translations will maintain the original document's reading level, context, and format, ensuring clarity, consistency, and accuracy. Certified translations are available upon request.

**4. Quality Control, Editing, and Revision:**

After translation, a qualified editor reviews the work for accuracy and consistency. In certain cases, two editors may be involved, depending on the technical nature of the content. Only editors qualified in the subject matter are assigned to ensure accuracy.

**5. Delivery and Customer Feedback:**

Translated materials are submitted to the client as previously specified. Ongoing feedback is encouraged to ensure satisfaction, and we will accommodate any requests for further edits or updates until the client is completely satisfied.

**Certification of Accuracy**

Upon request, Accurate Language Services will provide a Certificate of Accuracy for each project. All translations are completed by ATA-certified translators or equivalent for languages not certified by the ATA.

**Confidentiality**

Accurate Language Services upholds the highest standards of confidentiality and security. All team members with access to client information and translations are bound by our strict non-disclosure agreements (NDAs), ensuring the protection of sensitive data.

**Requesting a Translation:**

To request a translation, Sourcewell participating entities may contact us through any of the following methods:

Phone: (732) 898-9144, ext. 2

Email: [translations@accuratelanguageservices.com](mailto:translations@accuratelanguageservices.com)

Fax: 866.924.0744

Requests made by phone will be followed up with written confirmation and a summary of the telephone call.

**Turnaround Time**

Standard turnaround times for translation, editing, and proofreading are attached. For highly technical documents or when desktop publishing/formatting is required, additional time may be needed. Contact us directly for specific turnaround times on any project. We will always work with our clients' schedules to accommodate urgent requests.

**Quality Assurance & Confidentiality**

Every project follows our 5-Step Quality Assurance Process, ensuring accuracy, consistency, and clarity. Certified editors and subject-matter experts review all work before delivery.

Strict confidentiality is maintained; our team adheres to non-disclosure agreements (NDAs) and best practices for data security.

72	<p>Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.</p>	<p>Sub-categories Under Interpreting</p> <ul style="list-style-type: none"> <li>-In-Person</li> <li>-Consecutive Interpreting</li> <li>-Simultaneous Interpreting</li> <li>-American Sign Language Interpreting</li> <li>-On-Demand Phone</li> <li>-On-Demand Video</li> <li>-Pre-Scheduled Phone</li> <li>-Pre-Scheduled Video</li> </ul>
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73	Describe any industries that you specialize in.	<p>At Accurate Language Services, we specialize in providing high-quality language solutions across several key industries:</p> <p><b>Government and Public Sector:</b> Extensive experience with federal, state, and local agencies, providing accurate translations and interpretations for legal documents, public notices, hearings, and meetings.</p> <p><b>Legal Services:</b> Expert legal interpreting and translation for law firms and courts, ensuring the integrity of legal documents such as contracts and case files.</p> <p><b>Healthcare and Medical:</b> Specialized medical translation and interpretation for healthcare providers, including patient records, consent forms, and consultations.</p> <p><b>Education:</b> Supporting schools and educational institutions with IEP meetings, parent-teacher conferences, testing, and instructional materials to bridge language gaps.</p> <p><b>Corporate and Business:</b> Providing language services for businesses, translating marketing materials, training resources, and contracts for global operations.</p> <p><b>Nonprofit and Community-Based Organizations:</b> Assisting nonprofits with translating outreach materials, health information, and community services to communicate effectively with diverse communities.</p> <p>By specializing in these industries, we deliver precise, culturally competent services tailored to each sector's needs.</p>
74	<p>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.</p> <p>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.</p>	<p>At Accurate Language Services, we are committed to helping clients maintain compliance with the Americans with Disabilities Act (ADA) standards, ensuring effective communication and accessibility for individuals with disabilities. Our services include qualified sign language interpreting and accessible digital content, all designed to meet ADA requirements for accessibility.</p> <p><b>How We Help Clients Maintain Compliance:</b></p> <p><b>Qualified Sign Language Interpreting:</b> We provide certified American Sign Language (ASL) interpreters, ensuring accurate and professional interpretation in a variety of settings, such as meetings, conferences, and court proceedings, to meet ADA requirements for individuals who are deaf or hard of hearing.</p> <p><b>Accessible Digital Content:</b> We ensure that all digital content—such as websites and e-learning materials—is fully accessible to individuals with disabilities. This includes ensuring screen reader compatibility and adhering to Web Content Accessibility Guidelines (WCAG) to ensure that multimedia content is accessible.</p> <p><b>Example of ADA Compliance Assistance:</b> One example of how we assist clients in meeting ADA obligations is through our work with public schools to provide sign language interpreters for parent-teacher conferences and special education meetings, such as IEPs (Individualized Education Programs). By providing these services, we ensure that parents with hearing impairments can fully participate in these essential meetings, which is a key component of ADA compliance.</p>

75   Describe the measures your company has in place to ensure redundancy and security on all designated communication platforms used to deliver language services.	<p>At Accurate Language Services, we prioritize the security, reliability, and redundancy of all communication platforms used to deliver language services. To ensure seamless service delivery, even in the event of technical disruptions, we have implemented a comprehensive set of measures designed to protect both the data and the continuity of services.</p> <p><b>Redundancy Measures:</b>  <b>Multiple Communication Channels:</b>          We provide multiple channels for accessing our language services, including landlines, mobile devices, web browsers, and dedicated apps. This ensures that clients can reach interpreters through various methods, reducing the risk of disruptions caused by issues with any one platform.</p> <p><b>Backup Systems:</b>          Our platforms are supported by cloud-based backup systems, ensuring that critical data and service availability are preserved even in the event of an unexpected outage or technical failure. We conduct regular backup and recovery tests to ensure that we can restore systems and data quickly if needed.</p> <p><b>Scalable Infrastructure:</b>          Our infrastructure is designed to be scalable, ensuring that additional resources can be allocated as needed to handle increased demand. This ensures that our services are always available, even during peak periods.</p> <p><b>Security Measures:</b>  <b>Data Encryption:</b>          All communications on our platforms are encrypted using the latest industry-standard encryption protocols (e.g., SSL/TLS) to safeguard sensitive information during transmission, ensuring that client data is protected from unauthorized access.</p> <p><b>Multi-Factor Authentication (MFA):</b>          We implement multi-factor authentication for user access to our platforms, adding an additional layer of security by requiring users to provide multiple forms of verification before gaining access to sensitive data or services.</p> <p><b>HIPAA Compliance:</b>          Our services are fully HIPAA-compliant, ensuring that all client data, particularly medical or legal information, is handled with the highest level of security and confidentiality. We adhere to strict privacy regulations to protect client information.</p> <p><b>Regular Security Audits:</b>          We conduct regular security audits and vulnerability assessments on our communication platforms to identify and address any potential risks. This proactive approach ensures that our platforms remain secure and up to date with the latest security protocols.</p> <p><b>Access Control:</b>          Access to our platforms is strictly controlled, with role-based access permissions in place to ensure that only authorized personnel can access sensitive information. This minimizes the risk of internal breaches and ensures that only those who need access are granted it.</p> <p><b>Continuous Monitoring and Support:</b>  <b>24/7 Monitoring:</b>          Our communication platforms are continuously monitored by our IT team to detect and respond to potential issues in real-time, ensuring the uninterrupted delivery of services.</p> <p><b>Technical Support:</b>          We offer 24/7 technical support to resolve any platform-related issues quickly, minimizing downtime and ensuring that our clients have constant access to our language services.</p> <p>By implementing these redundancy and security measures, Accurate Language Services ensures the reliable, secure, and uninterrupted delivery of language services to Sourcewell participating entities.</p>
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76	<p>Describe your company's capabilities for integration with client-facing systems (e.g., virtual meeting platforms, administrative systems, and emergency communication technologies).</p>	<p>At Accurate Language Services, we understand the importance of seamless integration with client-facing systems to ensure smooth communication and efficient service delivery. We are fully capable of integrating our language services with a variety of platforms, including virtual meeting platforms, administrative systems, and emergency communication technologies.</p> <p><b>Capabilities for Integration:</b></p> <p><b>Virtual Meeting Platforms:</b> Our language services can be easily integrated with popular virtual meeting platforms such as Zoom, Microsoft Teams, Google Meet, and others. We ensure that interpreters are available for real-time interpretation within these environments, allowing for seamless communication during virtual meetings, webinars, and conferences. Integration with these platforms allows us to deliver on-demand and pre-scheduled interpretation services effortlessly.</p> <p><b>Administrative Systems:</b> We offer flexibility in integrating with existing administrative systems used by clients, such as client scheduling software and CRM platforms. Our InterpretManager platform is designed to allow smooth data transfer and synchronization with these systems, helping clients streamline the scheduling and management of language services. Whether it's for managing appointments, tracking service usage, or generating reports, our system can adapt to meet the needs of your administrative processes.</p> <p><b>Emergency Communication Technologies:</b> We are equipped to integrate with emergency communication systems (e.g., 911 dispatch centers, public safety communication systems) to provide immediate language access during critical situations. Our Over-the-Phone Interpreting (OPI) and Video Remote Interpreting (VRI) services are designed to be accessible through emergency response platforms, ensuring that interpreters are available at a moment's notice for both emergency and non-emergency communications.</p> <p><b>Key Integration Features:</b></p> <p><b>API Access:</b> For clients requiring custom integrations, we offer API access to enable seamless data exchange between our platform and client systems.</p> <p><b>Customizable Solutions:</b> Our services are customizable, allowing us to adapt our integration approach to meet the unique needs of each client, whether it's integrating with existing workflows or supporting specific technology requirements.</p> <p><b>Real-Time Data Sync:</b> We ensure that any updates or changes made in client systems are reflected in real-time on our platform, ensuring synchronization across all systems and smooth service delivery.</p> <p><b>Support and Implementation:</b> Our team provides full integration support throughout the process, from initial setup to ongoing troubleshooting and updates. We work closely with client IT teams to ensure the integration is smooth, secure, and meets the client's requirements for functionality and data security.</p>
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**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	<p>Describe how many languages you support for interpretation.</p> <p>Provide a list of the languages you support and attach it to your proposal. Label the document "7B - Interpretation".</p>	<p>At Accurate Language Services, we provide in-person interpretation services in approximately 50 languages, focusing on the most commonly requested languages. This includes languages such as Spanish, Arabic, Mandarin, French, Vietnamese, American Sign Language (ASL), and many others. We ensure that our interpreters are highly skilled in these languages to meet the needs of clients across various industries, including government, healthcare, and education.</p> <p>For on-demand interpretation, we support over 200 languages, providing immediate access to interpreters via phone or video across a wide range of language pairs. This allows us to accommodate less common languages and urgent requests without delay, offering flexibility to clients across the U.S. and Canada.</p> <p>While most in-person requests are for the most common languages, we are committed to meeting the needs of clients for both high-demand and specialized language services.</p> <p>Please see attachment 7B which list the languages we support.</p>

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>At Accurate Language Services, we ensure 24/7/365 on-demand service availability to meet the needs of our clients across the U.S. and Canada. Our operational model is designed to provide continuous, high-quality language services, no matter the time of day or the complexity of the request.</p> <p><b>Staffing and Shift Coverage:</b> Our team of interpreters and support staff is available around the clock, with shift coverage in place to ensure that we can meet demand during all hours. We maintain a network of qualified linguists who are available to provide both phone and video interpretation services at any time.</p> <p>We use a flexible staffing model, where interpreters are organized into shifts based on demand and availability, ensuring that there are always qualified professionals ready to serve clients.</p> <p><b>Time Zones and Countries Served:</b> We cover all time zones across the U.S. and Canada, ensuring that clients in any location can access language services at any time, including during after-hours, weekends, or holidays.</p> <p>Our linguists are strategically located across various regions, enabling us to offer real-time services without delay, regardless of geographic location.</p> <p><b>Continuity of Service During Holidays or Emergencies:</b> Our services are designed to remain uninterrupted during holidays, emergencies, or unexpected circumstances. We have contingency plans and additional resources available to ensure we can respond to urgent requests in critical situations.</p> <p>On holidays or during peak times, our system is equipped to scale rapidly, providing extra staffing as needed, and ensuring that no requests are missed.</p> <p>With our flexible staffing, continuous availability, and commitment to service, Accurate Language Services guarantees that clients can always count on us to meet their language service needs, no matter the time, location, or circumstances.</p>
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79	<p>Describe the interpreter testing, screening, and evaluation process for:</p> <ol style="list-style-type: none"> <li>1. Spoken Language Interpreters</li> <li>2. American Sign Language (ASL) Interpreters</li> </ol> <p>At Accurate Language Services, we maintain a rigorous vetting process to ensure that all interpreters and translators meet the highest industry standards. We work only with the most qualified linguists, ensuring accurate, culturally competent, and professional language services for our clients. Our testing, screening, and evaluation process is comprehensive and applies to both spoken language interpreters and American Sign Language (ASL) interpreters.</p> <p><b>Linguist Qualification &amp; Hiring Process</b> All interpreters and translators undergo a multi-step evaluation before joining our team, ensuring they meet the high standards set by Accurate Language Services. The process includes:</p> <p><b>Thorough Resume &amp; Credential Review:</b> We assess the interpreter's education, work experience, legal status, certifications, and references to confirm their qualifications.</p> <p><b>Language Proficiency Testing:</b> Linguists are tested for fluency, comprehension, and industry-specific terminology to ensure they meet the required language proficiency.</p> <p><b>Translation Sample Review (for translators):</b> We evaluate translation samples to assess writing accuracy, style, and technical expertise in the subject matter.</p> <p><b>Interview Process:</b> Interpreters and translators undergo an interview process, which may be conducted in person, over the phone, or via video conference.</p> <p><b>Background Check:</b> We verify language proficiency, education, work history, and professional affiliations to ensure our linguists meet the highest ethical and professional standards.</p> <p><b>Ongoing Quality Control:</b> We conduct random testing and continuous evaluation based on client feedback to ensure that our linguists maintain high standards of performance.</p> <p><b>Interpreter &amp; Translator Qualifications</b> Accurate's interpreters and translators must meet the following criteria:</p> <p><b>Fluency:</b> 100% proficient in their supported language pairs.</p> <p><b>Experience:</b> A minimum of three years of professional interpreting or translation experience.</p> <p><b>Certifications:</b> Industry-specific certifications, such as:</p> <ul style="list-style-type: none"> <li>Certified Healthcare Interpreter (CHI) – CCHI</li> <li>National Interpreter Certification (NIC) – RID</li> <li>Bridging the Gap Medical Interpreter Training</li> <li>American Translators Association (ATA) Certification</li> <li>Judiciary Interpreting Certifications (where applicable)</li> <li>State specific Administrative Office of the Courts (AOC) approvals</li> <li><b>Confidentiality:</b> Bound by strict non-disclosure agreements to ensure the privacy of sensitive information.</li> <li><b>Professionalism:</b> A commitment to neutrality, cultural sensitivity, and ethical standards.</li> <li><b>Ongoing Training:</b> Participation in continuous professional development to stay updated on industry best practices.</li> <li><b>HIPAA Compliance:</b> Adherence to privacy and security regulations for handling sensitive information.</li> <li><b>ASL Certification:</b> All American Sign Language (ASL) interpreters are RID-certified.</li> </ul> <p><b>Code of Professional Conduct &amp; Ethical Standards</b> All linguists adhere to Accurate Language Services' Code of Ethics and the industry's Code of Professional Conduct. This includes:</p> <p><b>Professional Conduct:</b> Interpreters will use the utmost courtesy, remain neutral, and respect cultural differences.</p> <p><b>Accuracy:</b> Interpreters will accurately interpret all statements, preserving the intended meaning of the speakers.</p> <p><b>Confidentiality:</b> All communications between interpreters, clients, and Accurate Language Services remain confidential.</p> <p><b>Security:</b> Interpreters will adhere to all security regulations to protect sensitive information.</p> <p><b>Commitment to Training &amp; Professional Development</b> Accurate Language Services is committed to the ongoing education and professional growth of our linguists. We partner with industry leaders to provide training, certification support, and advocacy resources for our linguists, ensuring that they stay at the forefront of industry standards.</p> <p><b>Professional Development Partners &amp; Resources:</b> Certification Commission for Healthcare Interpreters (CCHI) CCHI Certification</p> <p>Cross-Cultural Communications (Medical &amp; Community Interpreter Training) Cross-Cultural Communications</p> <p>National Association of Judiciary Interpreters &amp; Translators (NAJIT) NAJIT</p> <p>American Translators Association (ATA) ATA</p>
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#### 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	<p>Describe how many languages you support for translation.</p> <p>Provide a list of supported languages in the upload section. Label the document "7C - Translation".</p>	<p>At Accurate Language Services, we provide professional translation and interpretation services in over 200 languages. Our team of expert linguists ensures accurate and culturally appropriate communication across various industries. See list of supported language attached. If you require services in a language not listed, please contact us directly. We are committed to accommodating your language needs to the best of our ability.</p>

81	<p>Describe the translator testing, screening, and evaluation process.</p> <p>Translator Testing, Screening, and Evaluation Process</p> <p>At Accurate Language Services, we maintain a rigorous vetting process to ensure all interpreters and translators meet the highest industry standards. Our network of highly skilled linguists is carefully selected based on their language proficiency, experience, and industry-specific expertise. We only work with top-tier professionals, ensuring accurate, culturally competent, and ethical language services.</p> <p><b>Linguist Qualification &amp; Hiring Process</b></p> <p>All interpreters and translators undergo a comprehensive, multi-step evaluation before joining our team. The process includes:</p> <ul style="list-style-type: none"> <li>- Thorough Resume &amp; Credential Review: An assessment of the linguist's education, work experience, legal status, certifications, and professional references.</li> <li>- Language Proficiency Testing: Evaluation of fluency, comprehension, and the ability to handle industry-specific terminology.</li> <li>- Translation Sample Review (for translators): Assessment of writing accuracy, style, and technical expertise to ensure high-quality translations.</li> <li>- Interview Process: Conducted in person, over the phone, or via video conference to assess language skills and professionalism.</li> <li>- Background Check: Verification of language proficiency, education, work history, and professional affiliations.</li> <li>- Ongoing Quality Control: We conduct random testing and continuous evaluations based on client feedback to ensure the highest quality service.</li> </ul> <p>Once the linguist successfully completes the vetting process, they are onboarded as a freelance interpreter or translator, ensuring they adhere to Accurate Language Services' high standards of professionalism, confidentiality, and ethical conduct.</p> <p><b>Interpreter &amp; Translator Qualifications</b></p> <p>Accurate's interpreters, translators, and editors meet the following criteria:</p> <p>Fluency: 100% proficient in their supported language pairs.</p> <p>Experience: Minimum of three years of professional interpreting or translation experience.</p> <p>Certifications: Industry-specific certifications, such as:</p> <ul style="list-style-type: none"> <li>Certified Healthcare Interpreter (CHI) – CCHI</li> <li>National Interpreter Certification (NIC) – RID</li> <li>Bridging the Gap Medical Interpreter Training</li> <li>American Translators Association (ATA) Certification</li> <li>Judiciary Interpreting Certifications (where applicable)</li> <li>Administrative Office of the Courts (AOC) approvals</li> </ul> <p>Confidentiality: Bound by strict non-disclosure agreements.</p> <p>Professionalism: Commitment to neutrality, cultural sensitivity, and ethical standards.</p> <p>Ongoing Training: Active participation in continuous professional development to stay updated on industry best practices.</p> <p>HIPAA Compliance: Adherence to all privacy and security regulations for handling sensitive information.</p> <p>ASL Certification: All American Sign Language (ASL) interpreters are RID-certified.</p> <p><b>Code of Professional Conduct &amp; Ethical Standards</b></p> <p>All linguists adhere to Accurate Language Services' Code of Ethics and the industry's Code of Professional Conduct. This includes:</p> <p>Professional Conduct: Interpreters will be courteous, neutral, and respectful at all times, maintaining professionalism during assignments.</p> <p>Confidentiality: All communications between the interpreter and the client, including any information shared, are strictly confidential.</p> <p>Accuracy: Interpreters will faithfully reproduce the message in the target language without omissions or additions, ensuring the message is relayed in its entirety.</p> <p>Cultural Sensitivity: Interpreters will respect cultural differences and seek clarification as needed to preserve the intended meaning of all parties.</p> <p><b>Commitment to Training &amp; Professional Development</b></p> <p>At Accurate Language Services, we are committed to the ongoing education and professional development of our linguists. We partner with industry leaders to provide training, certification support, and advocacy resources to ensure our team stays ahead of industry trends.</p> <p><b>Professional Development Partners &amp; Resources:</b></p> <ul style="list-style-type: none"> <li>Certification Commission for Healthcare Interpreters (CCHI)</li> <li>CCHI Certification</li> <li>Cross-Cultural Communications (Medical &amp; Community Interpreter Training)</li> <li>Cross-Cultural Communications</li> <li>National Association of Judiciary Interpreters &amp; Translators (NAJIT)</li> <li>NAJIT</li> <li>American Translators Association (ATA)</li> <li>ATA</li> </ul>
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82	Describe how you ensure that localized materials are culturally appropriate, accessible, and relevant.	<p>At Accurate Language Services, we ensure that all localized materials are culturally appropriate, accessible, and relevant by employing highly qualified translators who translate exclusively into their native language. This approach ensures that the materials resonate with the target audience, reflecting the appropriate cultural nuances and sensitivities.</p> <p><b>Cultural Appropriateness:</b> Our team of linguists not only ensures linguistic accuracy but also takes into account regional dialects, customs, and cultural contexts, ensuring that the content is relevant and culturally appropriate for the intended audience.</p> <p><b>Accessibility:</b> We prioritize accessibility by adhering to recognized standards such as WCAG for digital content, ensuring that all materials are compatible with screen readers and other accessibility tools, making them usable by individuals with disabilities.</p> <p><b>Relevance:</b> By focusing on the audience's needs and preferences, we ensure that the language, tone, and style of the materials are engaging and meaningful. We also gather continuous feedback to refine and enhance content to maintain its relevance.</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>At Accurate Language Services, while we do not currently utilize a Translation Management System (TMS), we have implemented a highly effective and streamlined process to support the delivery of our translation services. We prioritize quality, consistency, and efficiency in all our translation projects, and have developed manual workflows and tools that serve as effective alternatives to a TMS.</p> <p><b>Key Features of Our Translation Process:</b></p> <p><b>Translation Memory:</b> We maintain internal translation memory to ensure consistency across projects and reuse of previously translated content, enhancing both quality and efficiency for repeated or similar translations.</p> <p><b>Terminology Management:</b> We work closely with clients to create and maintain terminology databases for specialized fields, ensuring accurate and consistent use of industry-specific language throughout all materials.</p> <p><b>Workflow Automation:</b> Although we do not use a formal TMS, we leverage a customized project management system to automate key tasks such as project assignment, deadline tracking, and status updates. This ensures efficient management and timely delivery of all translation projects.</p> <p><b>Quality Assurance:</b> Our translators follow a strict 5-Step Quality Assurance Process, which includes multiple rounds of review, editing, and proofreading by subject-matter experts. This ensures that every translation meets the highest standards of accuracy and cultural appropriateness.</p> <p><b>Security Protocols:</b> We prioritize client confidentiality and data security. All projects are handled securely, with access controlled through non-disclosure agreements (NDAs) and data encryption for sensitive materials.</p> <p><b>Client Access &amp; Integration:</b> While we do not use a TMS, we provide easy client access to track the progress of ongoing projects, review translations, and provide feedback via a user-friendly online portal. We also accommodate integration with client systems, ensuring smooth communication and file exchange.</p>

**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](#) - Accurate Language Services Rates for Sourcewell.xlsx - Tuesday August 12, 2025 15:05:53
- [Financial Strength and Stability](#) - Accurate.12.31.2024 Financials\_Redacted.pdf - Tuesday August 12, 2025 13:10:36
- [Marketing Plan/Samples](#) - Marketing Materials.zip - Tuesday August 12, 2025 14:53:51
- [WMBE/MBE/SBE or Related Certificates](#) - Minority, Women, Veteran Owned Business Certificate, NJ 2025-2030.pdf - Tuesday August 12, 2025 13:18:18
- [Standard Transaction Document Samples](#) - Sample Translations.pdf - Tuesday August 12, 2025 14:14:28
- Requested Exceptions (optional)
- [Upload Additional Document](#) - 7B Interpretation & 7C Translation.zip - Tuesday August 12, 2025 14:34:26

## 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 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.  
- Victoria Ewing, Owner/President, Accurate Language Services

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	<input checked="" type="checkbox"/>	6
Tue August 5 2025 12:27 PM		
Addendum_9_Language_Services_RFP081225	<input checked="" type="checkbox"/>	4
Fri August 1 2025 12:09 PM		
Addendum_8_Language_Services_RFP081225	<input checked="" type="checkbox"/>	5
Wed July 30 2025 06:47 PM		
Addendum_7_Language_Services_RFP081225	<input checked="" type="checkbox"/>	2
Thu July 24 2025 03:37 PM		
Addendum_6_Language_Services_RFP081225	<input checked="" type="checkbox"/>	6
Wed July 23 2025 09:22 AM		
Addendum_5_Language_Services_RFP081225	<input checked="" type="checkbox"/>	6
Thu July 17 2025 01:54 PM		
Addendum_4_Language_Services_RFP081225	<input checked="" type="checkbox"/>	2
Fri July 11 2025 11:14 AM		
Addendum_3_Language_Services_RFP081225	<input checked="" type="checkbox"/>	1
Thu July 3 2025 04:19 PM		
Addendum_2_Language_Services_RFP081225	<input checked="" type="checkbox"/>	2
Fri June 27 2025 01:08 PM		
Addendum_1_Language_Services_RFP081225	<input checked="" type="checkbox"/>	3
Thu June 26 2025 08:04 AM		