

**MASTER AGREEMENT #081225****CATEGORY: Language Services: Interpretation, Translation, Testing, and Training****SUPPLIER: Latitude Prime 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 Latitude Prime LLC, 80 South 8th Street, Suite 900, Minneapolis, MN 55402 (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. For purposes of clarification in the "Latitude Prime Pricing Catalog for Language Services", page 7, submitted with Supplier's proposal, Sourcewell shall not be responsible for any fees related to any assignment cancellation by a Participating Entity, regardless of the timing of such cancellation. Any cancellation fees incurred shall be the sole responsibility of the Participating Entity.
- 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 Sourcwell 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 Sourcwell 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 Sourcwell 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 a two percent (2%) 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

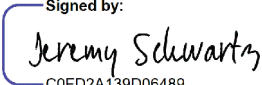
The Terms in this Article 3 relate specifically to Supplier and a Participating Entity when entering transactions utilizing the General Terms established in this Master Agreement. Article 1 General Terms control over any conflict with this Article 3. Where this Master Agreement is silent on any subject,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

Latitude Prime LLC

Signed by:

C0FD2A139D06489...
 By: _____
 Jeremy Schwartz
 Title: Chief Procurement Officer
 Date: 12/1/2025 | 2:26 PM CST

Signed by:

6A9FC080A58D433...
 By: _____
 Elle Jahansouza
 Title: CEO/President
 Date: 12/1/2025 | 1:55 PM CST

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

Vendor Details

Company Name: Latitude Prime LLC

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

Address: 80 South 8th Street
Suite 900
Minneapolis, MN 55402

Contact: Nat LeBrun

Email: email@latitudeprime.com

Phone: 888-341-9080 856

Fax: 888-341-9120

HST#: 272033956

Submission Details

Created On: Tuesday July 22, 2025 15:44:41

Submitted On: Monday August 11, 2025 14:42:45

Submitted By: Nat LeBrun

Email: email@latitudeprime.com

Transaction #: c7768164-8850-4bca-a40e-ade353f92b2d

Submitter's IP Address: 147.243.131.115

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.	Latitude Prime LLC (DBA Latitude Prime)	*
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).	Latitude Prime will be the sole entity responsible for offering and performing the delivery of Solutions within this Proposal. We do not operate under any subsidiaries, D.B.A.s, or authorized affiliates for the purposes of this contract. All contractual obligations, service delivery, and execution of the Master Agreement with Sourcewell will be carried out exclusively by Latitude Prime.	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	CAGE Code: 64DY1	*
5	Provide your NAICS code applicable to Solutions proposed.	541930	
6	Proposer Physical Address:	80 South 8th Street, Suite 900, Minneapolis, MN 55402	*
7	Proposer website address (or addresses):	https://www.latitudeprime.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):	Elle Jahansouz, CEO/President	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Elle Jahansouz, CEO/President, Latitude Prime 80 South 8th Street, Suite 900, Minneapolis, MN 55402 Email: elle@latitudeprime.com Tel.: (888) 341-9080 x. 501	*
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Nat LeBrun, Program Manager Address: 80 South 8th Street, Suite 900, Minneapolis, MN 55402 Email: elle@latitudeprime.com Tel.: (888) 341-9080 x. 856	*

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

Line Item	Question	Response *
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11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	<p>Latitude Prime, LLC is a Woman-Owned Small Business founded in 2009 with a clear mission: to bridge language and cultural gaps by delivering accurate, reliable, and culturally competent language services that empower communities and ensure equitable access to information. Our headquarters are in Minneapolis, MN, and we also have offices in Washington, D.C., and San Diego, CA. We provide comprehensive translation, interpretation, localization, transcription, language testing, desktop publishing, and much more in over 300 languages and dialects, serving federal, state, and local governments, nonprofits, and commercial entities.</p> <p>Our core values – Integrity, Accuracy, Responsiveness, and Inclusion – drive every project we deliver. We are committed to linguistic excellence, cultural sensitivity, and client satisfaction, backed by our ISO 9001:2015 and ISO 17100:2015 Certified Quality Management System, PrimeCheck™. These standards ensure that every deliverable meets the highest benchmarks for quality, confidentiality, and consistency.</p> <p>With over a decade of proven performance, Latitude Prime has earned the trust of major federal and state/local agencies including the State of Minnesota, Commonwealth of Pennsylvania, State of Oregon, Wisconsin Department of Children & Families, Securities & Exchange Commission (SEC), Food & Drug Administration (FDA), Department of Education, Department of Defense, and many more, providing the same types of services now requested by Sourcewell. Our business philosophy is rooted in partnership – we align with each client's mission and tailor our services to meet their unique needs, timelines, and communities.</p> <p>By partnering with Latitude Prime, Sourcewell and its member entities gain a reliable, agile, and experienced language partner capable of scaling across sectors and regions, with a national reach. We help organizations break down communication barriers, increase outreach effectiveness, and ensure language access compliance, while remaining responsive, cost-effective, and easy to work with.</p>
12	What are your company's expectations in the event of an award?	<p>If awarded a Sourcewell contract, Latitude Prime will immediately activate a comprehensive implementation plan to make our full suite of language services readily accessible to Participating Entities. We will launch our dedicated marketing and outreach strategy on day one, ensuring Sourcewell members are aware of the contract and the ease of procurement. Our sales and client relations teams will proactively engage with educational institutions, government agencies, and nonprofit organizations to promote the benefits of the agreement and begin tailoring solutions to their specific language access needs.</p> <p>Our commitment is to deliver high-quality, culturally competent language services that align with Sourcewell's mission of supporting member agencies through efficient, cost-effective cooperative purchasing. Backed by our ISO-certified quality systems and nationwide network of vetted linguists, we will provide immediate, scalable support with exceptional responsiveness and service. We view this partnership as an opportunity to empower communities through inclusive communication and to support Participating Entities in fulfilling their own missions more effectively and equitably.</p>
13	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.	<p>Latitude Prime, LLC demonstrates strong financial stability, sustained growth, and operational resilience backed by more than a decade of successful performance in both public and private sectors. Since our founding in 2009, we have maintained consistent year-over-year growth, including a 300% increase in revenue over the past decade. This financial trajectory reflects our ability to scale operations while preserving fiscal discipline and service quality.</p> <p>We maintain a diversified and sustainable revenue base across federal, state, and local government agencies, as well as commercial clients. Currently, Latitude Prime holds over 25 active public-sector contracts, including long-term engagements with the U.S. Securities and Exchange Commission, Department of Education, FDA, Department of Labor, Centers for Medicare & Medicaid Services, and multiple state and municipal agencies. This diversity strengthens our resilience to market shifts and reduces reliance on any single funding stream.</p> <p>Latitude Prime operates with no outstanding debts or contingent liabilities and maintains strong liquidity and cash reserves to meet both short- and long-term obligations. We adhere to Generally Accepted Accounting Principles (GAAP), conduct regular internal financial reviews, and maintain detailed financial records. While we do not publicly disclose financial statements in open solicitations, we are prepared to furnish supporting financial documentation upon request, subject to confidentiality safeguards.</p> <p>We also hold a GSA Multiple Award Schedule, underscoring our long-term credibility with federal clients and our ability to meet pre-vetted pricing, compliance, and performance standards. Our credentials further include HUBZone, 8(a), WOSB, SDB, and MBE certifications, enhancing our eligibility and competitiveness in public-sector procurement and supplier diversity programs.</p> <p>Latitude Prime invests heavily in secure, scalable infrastructure, including interpreter dispatch systems, credentialing platforms, compliance frameworks, and data privacy protocols aligned with HIPAA, FERPA, and government IT standards. These systems, along with our ISO 9001:2015 and ISO 17100:2015 certified quality management system, enable us to deliver services reliably at scale and with minimal operational risk.</p> <p>In conclusion, Latitude Prime offers Sourcewell and its Participating Entities a financially sound, growth-oriented, and contract-ready partner with a strong foundation, a record of sustained performance, and the financial controls to ensure long-term service excellence. Supporting documentation, including our Statement of Financial Condition and Statement of Financial Viability, is provided in the upload section of this proposal, along with a banking reference letter and D&B Credit Report.</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>Over the past three years, we have served more than 30 education and government entities across the United States, including K-12 school districts, higher education institutions, municipal and county governments, and state agencies.</p> <p>We maintain above 95% retention among our public sector clients, reflecting our commitment to consistent quality, responsiveness, and trusted service delivery. Many of our clients have partnered with us across multiple contract cycles or have expanded the scope of services over time.</p> <p>We have made sales in 42 states, including through direct contracts or statewide agreements in Minnesota, Connecticut, Oregon, Washington, Pennsylvania, and Oklahoma, along with numerous local government entities. Our national presence and experience across diverse jurisdictions position us well to meet the needs of Sourcewell members.</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>	Latitude Prime is not proposing to offer services in Canada.	*
16	<p>Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.</p>	None.	*
17	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b).</p> <p>a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned?</p> <p>b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?</p>	<p>Our organization is best described as a service provider specializing in comprehensive language services, including interpretation, translation, localization, and language access consulting for education and government entities.</p> <p>We do not rely on third-party dealers or resellers. All services are delivered directly through our organization's infrastructure, including our in-house employees and our carefully vetted network of independent linguists. This ensures that all service delivery is managed, overseen, and quality-assured internally, without the involvement of external vendors or intermediaries.</p> <p>Our sales and service team consists entirely of company employees, including our Sales Director, account managers, project coordinators, and client support staff. This structure ensures consistency, accountability, and high-touch client service throughout the life of each engagement.</p> <p>We maintain a vetted network of over 10,000 professional linguists, including interpreters and translators who operate as independent contractors. Each linguist is selected through a rigorous onboarding process that includes credential verification, language proficiency assessment, and training in confidentiality, compliance, and cultural competence. While they are not employees, all linguists work under binding service agreements and are held to our strict performance and quality standards.</p> <p>Our internal team receives ongoing training in areas such as accessibility, data security, public sector compliance, and customer service best practices. This enables us to remain aligned with the evolving needs of education and government clients.</p> <p>To support service delivery and client communication, we use a secure, web-based Translation Management System (TMS). Our TMS enables automated project workflows, real-time updates, secure document exchange, quality assurance tracking, and usage reporting. Clients can easily submit requests, access contract pricing, and monitor progress through a centralized portal.</p> <p>With a scalable technology platform, a dedicated internal team, and a rigorously qualified linguist network, we consistently meet short turnaround times and maintain high client satisfaction. This model allows us to deliver reliable, efficient, and compliant language solutions to Sourcewell members nationwide.</p>	*
18	<p>If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.</p>	<p>There are no legally required licenses or universally mandated certifications for language service providers operating in the United States. However, Latitude Prime maintains a wide range of relevant certifications and professional affiliations that underscore our commitment to industry best practices, quality assurance, and subject matter expertise. These credentials demonstrate our ability to meet the needs of Sourcewell and its Participating Entities with professionalism, accuracy, and accountability.</p> <p>Latitude Prime is a corporate member of several leading professional organizations, including the American Translators Association (ATA), the Association of Language Companies (ALC), the National Association of Judiciary Interpreters & Translators (NAJIT), the National Council on Interpreting in Healthcare (NCIHC), ASTM International, and the Minneapolis Chamber of Commerce. These memberships reflect our active engagement with the broader language services community and our adherence to evolving industry standards across legal, healthcare, education, and government sectors.</p> <p>Our contractor linguists and subcontractors also hold a variety of respected individual certifications that validate their qualifications for high-stakes work. These include ATA-certified translators, linguists who have passed the Defense Language Proficiency Test (DLPT), and professionals with credentials from the U.S. State Department and FBI Language Testing Battery. In addition, we work with linguists who have demonstrated proficiency through ALTA assessments, ACTFL Oral Proficiency Interviews, and specialized training programs sponsored by accredited universities and colleges.</p> <p>Although not required by law, these certifications collectively represent the high standards to which Latitude Prime holds itself and its linguists. They ensure that the professionals delivering services under this agreement have been thoroughly vetted, possess proven linguistic capabilities, and are equipped to deliver culturally competent and technically accurate translations and interpretations across a wide range of fields.</p>	*
19	<p>Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.</p>	None.	*

20	Describe any relevant industry awards or recognition that your company has received in the past five years.	<p>Our organization is recognized through multiple nationally and internationally respected certifications that reflect our commitment to quality, performance, and public sector excellence.</p> <p>We are certified under ISO 9001:2015 for quality management systems and ISO 17100:2015 for translation services. These certifications demonstrate our adherence to global best practices in operational consistency, risk management, linguist qualifications, and continuous improvement. They also reinforce our commitment to delivering accurate, reliable, and client-focused language services to education and government entities.</p> <p>In 2020, we were awarded a GSA Multiple Award Schedule (MAS) contract, which involved a rigorous federal review of our pricing, service quality, financial stability, and performance history. This designation allows us to serve federal, state, and local agencies efficiently and compliantly.</p> <p>We also hold the following nationally recognized diversity certifications:</p> <ul style="list-style-type: none">• Women's Business Enterprise (WBE)• Minority Business Enterprise (MBE)• 8(a) Certification from the U.S. Small Business Administration• HUBZone Certification• Small Disadvantaged Business (SDB)• Disadvantaged Business Enterprise (DBE) <p>These certifications reflect our commitment to equity, supplier diversity, and inclusive contracting practices across the public sector.</p> <p>In addition to these formal recognitions, we view the trust and loyalty of our clients as our most meaningful form of recognition. We have built long-term relationships with agencies in Minnesota, Connecticut, Oregon, Washington, Pennsylvania, Oklahoma, and many local government entities nationwide. Many of these clients have renewed and expanded their engagement with us over time, underscoring the reliability and value of our services.</p>
21	What percentage of your sales are to the governmental sector in the past three years?	70%
22	What percentage of your sales are to the education sector in the past three years?	20%
23	List all state, cooperative purchasing agreements that you hold. What is the annual sales volume for each of these agreement over the past three years?	We do not currently hold any state, cooperative purchasing agreements.
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>We currently hold a GSA Multiple Award Schedule (MAS) Contract, awarded in 2020 under Category 541930 – Translation and Interpretation Services. This contract enables us to provide a full range of language services—including interpretation, translation, localization, and language access consulting—to federal, state, and local government agencies.</p> <p>While we do not publicly disclose specific annual sales figures due to confidentiality obligations, we can confirm that our sales under this contract have quadrupled over the past three years, representing a growth of approximately 300%. This sustained increase reflects our expanding public sector client base and the strong demand for our high-quality, reliable language solutions. We do not currently hold any Standing Offers or Supply Arrangements (SOSA), but we are actively pursuing additional federal and cooperative contract opportunities to further expand our service reach.</p> <p>Detailed sales volume information can be provided to Sourcewell upon request and under appropriate confidentiality protections.</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 *	
Minnesota Department of Human Services	Anna Miller	(507) 985-2034	*
Alexandria City Public Schools	Victor M. Espinosa Sánchez	(703) 213-7052	*
Pennsylvania Department of Health	Diane Ollivier	(717) 547-3222	*

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 *
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26	Sales force.	<p>Our sales force is designed to serve clients across the United States efficiently, with direct support for Sourcewell members nationwide. A Sales Director centrally leads the team and includes three full-time sales representatives (FTEs) – all of whom are direct employees of our organization. We do not utilize resellers, independent agents, or third-party contractors for sales functions.</p> <p>Geographic Coverage and Office Locations</p> <p>We operate from three strategically located offices that allow us to deliver national coverage:</p> <ul style="list-style-type: none"> • Minneapolis, MN – serving the Midwest and Great Lakes regions • Washington, DC – covering the East Coast and Mid-Atlantic • San Diego, CA – supporting the West Coast and Southwest <p>This distribution allows our team to respond quickly to the needs of Sourcewell members across multiple time zones while maintaining regional familiarity and presence.</p> <p>Sales and Service Workforce Structure</p> <ul style="list-style-type: none"> • Sales Team <ul style="list-style-type: none"> o Ryan Wilson – Sales Director o Alexandra Hunter – Sales Representative o Nicholas Charvet – Sales Representative o Additional Sales Representative (FTE) o All sales staff are direct employees o Responsible for outreach, RFP support, onboarding, and ongoing account relationship management • Service Team <ul style="list-style-type: none"> o Approximately 14 full-time equivalents (FTEs) consisting of Project Managers, Client Success Specialists, Quality Assurance Analysts, and Support Staff o All are direct employees o Supported by a network of 10,000+ vetted independent linguists for interpretation and translation services <p>Sales-Service Coordination</p> <p>Our sales and service teams operate in close coordination to ensure continuity and high client satisfaction. Sales representatives remain actively engaged through onboarding and early implementation phases, while the service team manages project execution, quality control, and long-term support. This collaboration ensures that Sourcewell members experience smooth handoffs, timely responses, and consistent service quality.</p> <p>We also leverage a centralized Customer Relationship Management (CRM) platform to maintain visibility across the client lifecycle, ensuring shared access to account details, preferences, and service activity between sales and service personnel.</p> <p>Our team structure is highly efficient and responsive, providing Sourcewell members with direct, knowledgeable support from initial inquiry through long-term service delivery and renewal.</p>	*
27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	All solutions will be performed and distributed directly by Latitude Prime.	*

28	Service force.	<p>Ability to Sell and Deliver Solutions</p> <p>Latitude Prime is fully equipped to sell and deliver responsive, high-quality, and contract-compliant language services to Sourcewell participating entities across the United States and Canada. Our infrastructure, team structure, and service delivery model are built to ensure coverage, consistency, and reliability at scale.</p> <p>Sales and Service Workforce Structure</p> <p>Sales Team</p> <ul style="list-style-type: none"> • 1 Sales Director (Ryan Wilson) • 3 Sales Representatives (Alexandra Hunter, Nicholas Charvet, and one additional FTE) • All sales personnel are direct employees • Responsible for outreach, onboarding, proposal response, and ongoing client relationship management <p>Service Team</p> <ul style="list-style-type: none"> • 14 full-time equivalents (FTEs) including Project Managers, Client Success Specialists, Quality Assurance Professionals, and Contract Compliance Staff • All service personnel are direct employees • Oversee the full lifecycle of service delivery and ongoing client support <p>Linguist Network</p> <ul style="list-style-type: none"> • Over 10,000 professional linguists, including interpreters and translators • Operate as independent contractors under formal service agreements • Rigorously vetted through credential verification, language proficiency testing, subject matter screening, and mandatory training in: <ul style="list-style-type: none"> o Confidentiality and data security o Cultural competence o Public-sector compliance and protocol <p>Sales–Service Coordination</p> <p>Our sales and service teams operate in close coordination to ensure a seamless transition from onboarding through active service delivery. Sales representatives remain involved during implementation and early service phases, while service managers oversee ongoing project fulfillment and client engagement. We use a centralized CRM platform to maintain shared visibility, track client interactions, and ensure timely, unified communication throughout the contract lifecycle.</p> <p>Service Delivery Capabilities</p> <p>Our services are delivered digitally and remotely, allowing us to provide scalable and cost-effective support to Sourcewell members across the country. We offer services in over 300 languages, including both spoken and signed languages, with deep capability in languages of rarer diffusion to serve diverse communities nationwide.</p> <p>We have domain expertise in:</p> <ul style="list-style-type: none"> • Education • Healthcare • Legal and judiciary • Social services • Emergency response • Local and state government administration <p>All service requests are managed through our Translation Management System (TMS), which provides:</p> <ul style="list-style-type: none"> • Secure file handling and encrypted document exchange • Automated workflow management and scheduling • Real-time project tracking • Centralized messaging and usage reporting • A client-facing portal for request submission and deliverable retrieval <p>Certifications and Quality Standards</p> <p>We are certified under:</p> <ul style="list-style-type: none"> • ISO 9001:2015 – Quality Management Systems • ISO 17100:2015 – Translation Services <p>These certifications reflect our commitment to operational excellence, quality control, and continuous improvement. Our internal QA protocols include multi-step review processes, continuous linguist performance monitoring, and direct client feedback integration.</p> <p>Fulfillment Capacity and Responsiveness</p> <ul style="list-style-type: none"> • Translation requests are fulfilled based on project scope, subject matter, and language pair, with timelines tailored to client needs and quality standards • Expedited and rush services are available for urgent requests, including same-day or next-day turnaround where feasible • Remote interpretation can often be scheduled within hours of the request • Customer service response times average within minutes during working hours, ensuring rapid support and communication <p>We maintain a 99.99% client satisfaction rating, driven by responsiveness, accuracy, and personalized service. Clear escalation paths are in place for time-sensitive or high-volume needs, ensuring Sourcewell members receive dependable, high-performance language support.</p> <p>Through a combination of highly trained personnel, scalable infrastructure, multilingual reach, secure technology, and internationally recognized quality certifications, we are fully prepared to meet the needs of Sourcewell participating entities across the United States.</p>
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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>All orders under this contract will be handled directly by Latitude Prime, with no involvement from third-party distributors or dealers. We manage all service requests through our in-house teams located in Minneapolis, MN; San Diego, CA; and Washington, D.C., ensuring centralized quality control, streamlined communication, and responsive client service.</p> <p>Sourcewell Participating Entities may place orders through multiple convenient channels, including our website's "Get a Free Quote" feature or our secure online client portal. The portal allows registered users to submit service requests, receive quotes, upload source materials, track the status of projects in real time, and access past invoices and deliverables. Alternatively, orders can be placed directly via email or any preferred communication method, ensuring flexibility and ease of use for all participating entities.</p> <p>Our goal is to make the ordering process as seamless and efficient as possible while maintaining full visibility and responsiveness throughout the project lifecycle.</p>	*
30	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	<p>Latitude Prime places a high premium on responsive, personalized customer service. Our customer service philosophy is rooted in the principle that each client deserves prompt attention, clear communication, and deliverables that meet their exact specifications—every time. We view each engagement as a partnership, and our team is committed to going above and beyond to ensure client satisfaction.</p> <p>During regular business hours, we respond to all service inquiries within thirty minutes or less. Standard project quotes are typically provided within one hour, while larger or more complex projects may require additional time to ensure accuracy and appropriate resourcing. Our experienced project managers remain accessible throughout the project lifecycle to provide updates, resolve questions, and ensure timely, high-quality delivery.</p> <p>The same high standards apply to our linguists and service providers, most of whom have partnered with us for a decade or more. Each is carefully vetted, briefed on project expectations, and held to strict service benchmarks regarding accuracy, formatting, responsiveness, and deadlines. Their continued relationship with Latitude Prime is directly tied to their ability to consistently meet or exceed these standards, which ensures a high level of accountability and continuity across all engagements.</p> <p>Our customer service infrastructure is designed to provide Sourcewell Participating Entities with fast, flexible, and reliable support, with a single point of contact and full transparency from order submission to final delivery.</p>	*
31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	Latitude Prime is fully prepared and committed to providing language services to Sourcewell Participating Entities across all 50 U.S. states and territories. Our nationwide team ensures reliable, high-quality service delivery wherever needed.	*
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	Latitude Prime is not currently able to offer language services to Sourcewell Participating Entities in Canada. Our operations are currently focused within the United States and its territories.	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	Latitude Prime can fully support all geographic areas within the United States and its territories. However, we are not currently able to provide services in Canada under this agreement.	*
34	Identify any account type of Participating Entity which will not have full access to your Solutions if awarded an agreement, and the reasoning for this.	All account types of Sourcewell Participating Entities will have full access to Latitude Prime's language solutions under the proposed agreement, with no restrictions.	*
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	No specific requirements or restrictions apply. Latitude Prime is fully able to support Participating Entities in Hawaii, Alaska, and all U.S. Territories under the proposed agreement.	*
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes, Latitude Prime will extend the terms of any awarded master agreement to nonprofit 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>Marketing, Outreach, and Implementation Strategy for Cooperative Language Services Contract</p> <p>Latitude Prime's marketing strategy is grounded in more than a decade of successful experience promoting and delivering high-quality language services to a wide range of clients—including Fortune 500 corporations, federal agencies, state and local governments, K–12 school systems, and nonprofit organizations. Our proven ability to navigate diverse regulatory environments, reach niche audiences, and tailor messaging to sector-specific needs has made us a trusted partner across the public and private sectors.</p> <p>The following marketing plan is client-centric by design. It prioritizes education, accessibility, and responsive support to ensure that Sourcewell Participating Entities can easily understand, access, and benefit from our competitively awarded contract. Our strategy includes clear onboarding guidance, customized marketing kits, targeted outreach, and regionally aligned sales support—all structured to streamline procurement and empower each agency to meet its language access goals efficiently and compliantly.</p> <p>Aligned fully with Sourcewell's mission to drive time and cost savings through cooperative purchasing, our plan delivers not only visibility and awareness but also value and confidence. We are committed to ensuring that Sourcewell Participating Entities—from large urban school districts to small rural municipalities—receive personalized support, transparent service options, and consistent communication throughout the life of the contract.</p> <p>Backed by robust infrastructure, a trained sales and marketing team, and a deep understanding of how to connect with public-sector decision-makers, Latitude Prime is well positioned to drive meaningful</p>	*

engagement and long-term utilization of the Sourcwell master agreement.

Implementation Timeline: 90 Days (Adjustable Based on Sourcwell Needs)

Latitude Prime recognizes that a successful Sourcwell contract is not realized through award alone—it is built through targeted outreach, comprehensive onboarding, and sustained relationship management. Our approach is designed to ensure that Sourcwell's 50,000+ Participating Entities are not only aware of the contract, but actively engaged and confident in its ease of use, cost effectiveness, and the high quality of services available under it.

This plan outlines a structured, 90-day rollout that includes internal preparation, brand-aligned messaging, public-facing campaign execution, and rigorous client engagement. All components are based on strategies we have successfully deployed for our GSA contracts and multiple-award frameworks across state and local agencies – where visibility, agility, and direct customer education are the foundation of usage.

Phase One: Internal Launch and Messaging Alignment (Days 1–20)

Upon notification of contract award, Latitude Prime will immediately initiate a coordinated internal launch, beginning with a virtual kickoff led by our executive leadership and attended by members of our business development, sales, marketing, and operations teams. This kickoff meeting will focus on contract-specific training, communication protocols, and integration into our CRM and reporting systems. Within the first week, our marketing team will finalize a Sourcwell-branded capability suite, including an updated capability statement, a one-page flyer outlining the benefits of cooperative purchasing, and a Sourcwell landing page hosted on our corporate website. This landing page will offer clear and intuitive instructions for how Participating Entities can engage with us through the Sourcwell contract and will serve as a central hub for educational resources, service overviews, and contact information.

A company-wide internal announcement will accompany the launch, reinforcing the strategic importance of the Sourcwell contract and encouraging all client-facing staff to integrate Sourcwell messaging into conversations with current and prospective clients. Our Sales Director will ensure each regional account executive is equipped with the appropriate talking points, onboarding playbooks, and contract FAQs.

Phase Two: Digital Marketing, Public Announcement, and Collateral Deployment (Days 21–45)

In the second phase, we will shift to external activation. The Sourcwell-branded landing page will go live, and we will announce the award through a public press release distributed via our website, social media platforms, and targeted mailing lists that reach procurement officers and public-sector contract administrators across the United States.

We will initiate a multi-pronged digital campaign that includes targeted email outreach, social media promotion on LinkedIn, and strategically placed advertisements in government procurement newsletters and public-sector trade publications. Content will emphasize the value of cooperative purchasing, including the time savings, compliance assurance, and pricing transparency inherent to Sourcwell agreements.

Simultaneously, we will identify and secure digital ad space with relevant trade associations, such as the National Institute of Government Purchasing (NIGP), the Association of School Business Officials (ASBO), and the National Association of State Procurement Officials (NASPO), among others. We will develop and submit ad creatives tailored to each outlet's audience.

By day 45, our digital and social presence will be fully operational, continuously driving traffic to the Sourcwell landing page and generating interest among eligible agencies. As part of this phase, we will also update our email signature templates company-wide to include a callout for the Sourcwell contract, ensuring consistent, passive promotion across every external communication.

Phase Three: Direct Outreach, Education, and Onboarding (Days 46–75)

The third phase of our implementation centers on direct engagement. Regional account executives will begin systematically contacting public agencies, K–12 and higher education institutions, tribal governments, and nonprofit organizations in their territories that are registered or eligible Sourcwell members. Priority will be given to existing Latitude Prime clients who can now streamline their procurement through the Sourcwell contract, as well as to dormant prospects from our CRM database. Outreach will be conducted through a combination of personalized emails, scheduled phone calls, virtual consultations, and, where feasible, in-person meetings. These interactions will be focused on educating stakeholders about how to access our services through Sourcwell, as well as understanding their specific language service needs, whether that be interpretation, translation, language testing, or transcription.

Each qualifying Participating Entity will be offered a customized onboarding package that includes a welcome letter, client intake form, contact sheet, and a contract usage guide. Account executives will schedule structured intake meetings to gather information on language preferences, volume expectations, preferred delivery modalities (in-person, video remote, over-the-phone, document translation), and billing/reporting preferences.

Additionally, during this phase, our marketing team will finalize the schedule and curriculum for a Sourcwell informational webinar series designed to further educate prospective clients and procurement staff on the benefits of cooperative purchasing and the services Latitude Prime offers under contract.

Phase Four: Feedback, Performance Reporting, and Expansion Planning (Days 76–90)

The final phase of our 90-day rollout focuses on consolidation, measurement, and expansion. We will analyze performance data across our digital channels, outreach campaigns, and onboarding consultations to generate a comprehensive Sourcwell Engagement Report. This report will summarize:

- The number of Participating Entities contacted
- The number onboarded and actively using the contract
- Digital campaign performance and engagement metrics
- Outreach conversion rates
- Feedback from onboarding sessions and satisfaction surveys

A copy of this report will be shared with Sourcwell staff, along with a proposal for ongoing coordination, including quarterly check-ins, co-branded webinars, and visibility initiatives at Sourcwell-endorsed events.

		<p>We will also begin internal planning for the next phase of outreach – targeting sectors or geographic regions that remain underrepresented and refining campaign messaging based on early feedback. Where interest has been expressed but action not yet taken, we will deploy follow-up campaigns to convert these opportunities.</p> <p>As a final milestone in the 90-day plan, we will evaluate opportunities to submit editorial content or thought leadership pieces to Sourcewell's own communication channels, such as newsletters or procurement resources, to build long-term visibility and reinforce the quality of service under the Latitude Prime master agreement.</p> <p>Conclusion: Building Momentum for the Long-Term</p> <p>Latitude Prime understands that a cooperative purchasing contract's success hinges not only on technical compliance and service quality, but on visibility, clarity, and trust. Our 90-day implementation plan lays a strong foundation for sustained engagement by combining coordinated marketing, direct outreach, and dedicated onboarding.</p> <p>We do not view this as a one-time effort. Rather, our strategy is to embed the Sourcewell contract into every relevant marketing touchpoint, campaign, and proposal we execute moving forward. Our sales and account management teams will remain focused on educating Participating Entities and reinforcing the value of using Sourcewell as a procurement pathway for language services.</p> <p>By executing this structured plan with speed, precision, and measurable outcomes, we are confident in our ability to drive high adoption and long-term growth under this contract – benefiting Sourcewell, its members, and the communities they serve.</p> <p>Examples of marketing materials have been uploaded.</p>	
38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>Latitude Prime leverages a wide range of technologies and digital tools to maximize the effectiveness, precision, and impact of our marketing efforts. Our approach is both data-driven and human-centered, allowing us to reach the right audiences with the right message at the right time—particularly within the public-sector space, where trust, education, and compliance are paramount.</p> <p>At the core of our digital strategy is a robust Customer Relationship Management (CRM) system, which enables us to segment Sourcewell-eligible contacts by region, sector (e.g., K–12 education, municipal government, nonprofit), and historical engagement. This segmentation allows us to customize outreach efforts, monitor the full lifecycle of each interaction, and adjust messaging based on client behavior, interests, and needs.</p> <p>We also deploy targeted email marketing campaigns informed by engagement analytics such as open rates, click-throughs, and conversions. Each campaign is A/B tested to optimize subject lines, content layout, and call-to-action effectiveness. Metadata insights from past campaigns help us refine our audience targeting over time and focus on high-probability leads within the Sourcewell network.</p> <p>Our website is SEO-optimized using relevant keywords that align with public-sector procurement terminology, language access priorities, and cooperative purchasing. These efforts ensure that procurement officers, administrators, and compliance officers searching for language solutions are met with clear, accessible information about our Sourcewell contract and service offerings.</p> <p>To support broader awareness and ongoing engagement, we utilize social media platforms – particularly LinkedIn – as a primary B2B outreach tool. Through a combination of organic posts, sponsored updates, and targeted ad campaigns, we promote contract visibility, share thought leadership content, and invite procurement professionals to attend webinars or schedule consultations. All social campaigns are tracked using platform analytics and linked to landing pages with embedded lead capture forms.</p> <p>In addition, we analyze website traffic behavior through Google Analytics and other digital metrics tools to evaluate the performance of marketing assets, such as our Sourcewell landing page, blog content, and digital brochures. This metadata informs which content performs best, what questions prospective clients are asking, and how they navigate our resources—enabling continuous improvement of our user experience and content relevance.</p> <p>Finally, we use automated scheduling and webinar platforms to manage virtual engagements, including onboarding consultations, training sessions, and live Q&A forums. These tools streamline the user experience for Sourcewell Participating Entities while giving us insight into attendance rates, registration patterns, and follow-up activity.</p> <p>Through this integrated use of technology and data, we are able to enhance outreach precision, increase client engagement, and ensure that our messaging resonates with the unique needs of Sourcewell Participating Entities—whether they are discovering the contract for the first time or seeking deeper support in implementing language access programs.</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 pivotal role in promoting the visibility, accessibility, and credibility of the cooperative purchasing agreements it awards. As a trusted procurement authority, Sourcewell's endorsement carries significant weight with public agencies—instilling confidence that the agreement has been competitively solicited, thoroughly vetted, and structured in full compliance with applicable procurement laws. For many agencies, Sourcewell is not just a contracting mechanism – it is a procurement partner.</p> <p>Sourcewell's promotion of awarded contracts enhances legitimacy and expedites adoption. Through its website listings, cooperative education resources, participation in trade events, and direct communication with Participating Entities, Sourcewell helps bridge the gap between contract availability and contract utilization. Its presence at national and regional events – alongside vendors – creates a platform for trust-building, awareness, and conversation. This is especially valuable in sectors like K–12 education, municipal government, and nonprofit services, where internal procurement staff are often stretched thin and need straightforward, compliant options.</p> <p>While Latitude Prime understands that the primary responsibility for marketing and outreach rests with the awarded supplier, Sourcewell's support plays a critical strategic role. One of the most impactful tools Sourcewell could provide to vendors is a comprehensive buyer's list of all Participating Entities, including primary points of contact with email addresses and telephone numbers. This resource would allow vendors to conduct focused, compliant "warm calling" campaigns—reaching out not as an unknown supplier, but as a Sourcewell-awarded provider offering real value under a pre-approved contract.</p> <p>Having access to this buyer contact information – especially with permission for targeted email campaigns (with opt-out functionality per CAN-SPAM regulations) – would dramatically increase the efficiency and success rate of vendor outreach. It would also ensure that Participating Entities are receiving relevant, actionable information tailored to their sector and needs. This type of access would foster deeper engagement, accelerate onboarding, and reinforce the central role of Sourcewell in facilitating meaningful procurement partnerships.</p> <p>At Latitude Prime, we are fully committed to working in lockstep with Sourcewell to amplify contract adoption. We believe this collaboration—combining our proactive marketing and onboarding infrastructure with Sourcewell's respected platform and member network—will lead to a highly successful cooperative agreement that benefits not only our organizations, but the thousands of agencies and communities we serve together.</p> <p>We will seamlessly integrate the Sourcewell-awarded agreement into our existing sales process, which is already designed to support large-scale contracts with public sector and government clients. Our company has a strong history of successfully incorporating cooperative and statewide contracts, and we are prepared to bring that same level of professionalism and efficiency to Sourcewell and its Participating Entities.</p> <p>Experienced Sales Leadership and National Coverage Our Sales Director leads a national team of account managers and representatives who are highly experienced in public sector procurement. Upon contract award, we will train our sales team on the specifics of the Sourcewell agreement, including eligibility, pricing, and contract terms. A dedicated Sourcewell sales lead will oversee contract utilization, serve as a liaison for participating agencies, and ensure smooth coordination across our team.</p> <p>Proven Success with Government Contracts We have a strong record of integrating government contracts into our operations. Our current State of Minnesota contract (Contract number 269840) has allowed us to provide streamlined procurement, standardized pricing, and excellent service to a wide range of state and local agencies. We also hold active contracts with Connecticut, Oregon, Washington, Pennsylvania, and Oklahoma, as well as with several local government entities. These contracts demonstrate our ability to navigate various procurement systems and deliver compliant, responsive service across jurisdictions.</p> <p>CRM Integration and Contract Management Our internal CRM system will be configured to track Sourcewell-related opportunities and engagements. This enables us to monitor usage, evaluate contract performance, and generate accurate reporting for Sourcewell and its members as needed. This structure ensures that Sourcewell members receive efficient service, transparent communication, and timely support throughout the procurement lifecycle.</p> <p>Marketing, Outreach, and Education We will promote the Sourcewell contract through coordinated marketing efforts, including email campaigns, webinars, participation in Sourcewell-hosted events, and updates to our website and sales materials. We will clearly present the Sourcewell agreement as a competitively awarded, procurement-compliant option for eligible agencies.</p> <p>Streamlined Quoting and Procurement Support All proposals and quotes provided to Sourcewell members will include contract pricing and reference the Master Agreement. Our team is experienced in guiding procurement officers through cooperative contract use and will provide direct assistance from inquiry to onboarding.</p> <p>With our successful execution of the State of Minnesota contract and our active relationships with other state/local/municipal governments, we are confident in our ability to integrate the Sourcewell agreement into our sales process with professionalism, efficiency, and national scalability.</p>
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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>Yes, our Solutions are available through both e-Procurement and e-Commerce ordering processes. We support a variety of electronic purchasing workflows and have successfully integrated with the procurement systems used by government and public sector clients.</p> <p>We utilize a professional Translation Management System (TMS) specifically designed for language service providers. Our TMS serves as our secure, web-based client portal and enables Sourcewell members to:</p> <ul style="list-style-type: none">• Submit and manage service requests online• Access contract-specific pricing and real-time project updates• Communicate directly with our team through integrated messaging• Upload and retrieve documents in a secure environment• View order history and generate usage reports for internal tracking <p>Our TMS automates key aspects of the project lifecycle – including quoting, scheduling, vendor assignment, and invoicing – while maintaining full transparency for the client. This system is customizable and scalable, making it ideal for public sector entities seeking streamlined, compliant language service procurement.</p> <p>For billing and payment, we use Clover, a cloud-based e-invoicing platform that supports digital invoicing and online payments, including ACH, credit card, and purchase orders. This dual-platform system allows for seamless procurement and financial processing.</p> <p>Example of Use by Public Sector Client:</p> <p>One of our long-standing state agency clients uses our Translation Management System (TMS) to manage translation and interpretation services across more than 15 departments, for the Minnesota Department of Health, including public health, human services, and emergency management. Each department has its own login credentials and cost center tracking. Requests are routed automatically to the appropriate project manager, and services are delivered through the same centralized platform. This setup has improved efficiency, ensured contract compliance, and reduced administrative overhead across multiple departments.</p> <p>Our TMS automates key aspects of the project lifecycle – including quoting, scheduling, vendor assignment, and invoicing – while maintaining full transparency for the client. This system is customizable and scalable, making it ideal for public sector entities seeking streamlined, compliant language service procurement.</p> <p>In addition to our TMS, we can integrate with agency-preferred e-Procurement systems such as Ariba, Coupa, Jaggaer, and Bonfire. We are also able to create punchout catalogs or other customized workflows to meet the needs of participating Sourcewell members.</p> <p>Our e-Procurement solutions are fully scalable and can be configured for individual schools, agencies, or multi-entity structures, making them well-suited for Sourcewell's cooperative purchasing framework.</p> <p>Furthermore, our team provides onboarding and ongoing support to ensure that each agency experiences a smooth, user-friendly, and compliant ordering process from start to finish.</p>
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Table 5A: Value-Added Attributes (100 Points, applies to Table 5A and 5B)

Line Item	Question	Response *
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<p>41</p>	<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>Latitude Prime is committed to ensuring that every Sourcewell Participating Entity is fully supported – not just in service delivery, but in education and system accessibility. As part of our standard implementation and onboarding process, we provide a comprehensive training program that is entirely free of charge and designed to make it easy for users to access and navigate our systems with confidence.</p> <p>Our training offerings include live webinars, instructional slide presentations, digital user guides, and recorded video walkthroughs, all of which are tailored to the specific needs of Sourcewell Participating Entities. These resources cover how to utilize our online customer portal, how to access and use our Over-the-Phone Interpretation (OPI) and Video Remote Interpretation (VRI) platforms, how to submit requests for document translation, and how to manage service preferences and billing through our centralized client interface.</p> <p>Every new Participating Entity will receive this training as part of the standard onboarding process, delivered by a senior member of our Client Services team or designated Account Executive. Training is scheduled at the convenience of the client and is offered multiple times throughout the year to ensure continuous access, including:</p> <ul style="list-style-type: none"> • Initial live training session at the time of account setup • Quarterly refresher webinars open to all Sourcewell clients • Recorded sessions available on-demand for those unable to attend in person • Printable and digital user guides with screenshots and clear instructions • Language identification cards and other practical reference tools for frontline users <p>Our OPI and VRI platforms are designed to be highly intuitive and user-friendly, but we understand that every organization has different workflows and levels of comfort with technology. That's why we include step-by-step instructional materials that walk users through login procedures, system features, call initiation, interpreter selection, and troubleshooting. These materials are available in multiple formats and can be customized upon request.</p> <p>In addition, we offer optional topical trainings on specific language access best practices, compliance standards (e.g., HIPAA, FERPA, Title VI), or industry-specific scenarios (e.g., educational IEP meetings, legal depositions, public health outreach). These trainings are also offered at no cost and can be scheduled for individual teams, departments, or full staff audiences.</p> <p>Whether an agency is new to cooperative purchasing or seasoned in language access planning, our goal is to ensure that every Sourcewell Participating Entity has the tools, training, and support necessary to succeed. We don't just offer services – we empower our clients to use them confidently and effectively from day one.</p> <p>Benefits to Sourcewell Participating Entities:</p> <p>This robust, no-cost training program directly supports Sourcewell's mission to provide its Participating Entities with efficient, compliant, and user-friendly procurement solutions that reduce administrative burden and increase access to high-quality services. By offering standardized training as part of our onboarding and ongoing account management process, we eliminate the typical learning curve that agencies face when adopting a new vendor system – saving time, increasing user confidence, and accelerating contract adoption.</p> <p>Participating Entities benefit from greater autonomy and operational readiness, as their staff are equipped to place orders, access interpreters, and manage services independently and with ease. This reduces service interruptions, enhances day-to-day efficiency, and minimizes support requests – particularly valuable for smaller agencies that may not have dedicated procurement or IT personnel.</p> <p>The quarterly and on-demand nature of our training ensures continuity even as staff change or expand. For school districts, healthcare providers, or city departments with rotating teams or seasonal turnover, this flexible and recurring training model guarantees that the knowledge doesn't disappear when a key employee leaves.</p> <p>In short, our free and accessible training model ensures that Participating Entities can immediately begin extracting value from the Sourcewell contract, without barriers, confusion, or delays. It reinforces Sourcewell's value proposition of simplifying procurement while empowering agencies with the tools and confidence they need to serve their communities more effectively.</p>
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42	Describe any technological advances that your proposed Solutions offer.	<p>Latitude Prime offers a robust suite of technologically advanced solutions that blend efficiency, flexibility, and quality – designed specifically to meet the complex demands of modern private and public-sector language services. While we operate with the attentiveness and responsiveness of a small business and our primary focus is on traditional human translation, we have invested in a state-of-the-art digital infrastructure that rivals much larger providers and distinguishes us from most small and mid-sized language service companies in the industry.</p> <p>At the core of our operations is a fully integrated Workflow Management (WFM) architecture, which seamlessly connects all our business functions into a centralized, secure platform. This infrastructure supports the entire lifecycle of every project, from intake and scheduling to delivery, invoicing, and client feedback. For Sourcewell Participating Entities, this means faster turnaround times, greater transparency, and the ability to track service performance at every stage.</p> <p>This ecosystem includes:</p> <ul style="list-style-type: none"> • A Translation Management System (TMS) that automates project intake, linguist assignment, version control, and delivery. It supports a wide range of file types and integrates directly with our Translation Memory (TM) tools and CAT (Computer-Assisted Translation) environments to ensure consistency and reduce costs – particularly for clients with recurring content such as public notices, school materials, or healthcare documents. • An Interpreter Management System (IMS) designed to streamline the scheduling and deployment of qualified interpreters for both on-site and remote assignments. This tool includes calendar-based booking, automated confirmations, and real-time availability tracking – crucial for public agencies that need to coordinate multiple services quickly and efficiently. • A proprietary OPI/VRI platform that enables high-quality, secure Over-the-Phone Interpretation (OPI) and Video Remote Interpretation (VRI). Our remote interpretation system is fully compliant with HIPAA and the HI-TECH Act, ensuring that sensitive information handled by schools, health departments, and government agencies remains protected while enabling fast, on-demand access to interpreters across hundreds of languages. • An advanced CRM (Customer Relationship Management) system that enables our sales, service, and support teams to provide personalized care to each client. The CRM tracks service preferences, historical requests, invoicing protocols, and key contacts for every Participating Entity, enabling a level of customization and attentiveness that larger, more transactional vendors often cannot deliver. • Integration with the Phrase platform, one of the industry's leading localization technologies, allows us to offer AI-supported Machine Translation Post-Editing (MTPE) workflows. For our clients who prefer to leverage AI-based translation – such as for large-scale, low-sensitivity content – we can provide a cost-effective, expedited alternative supported by human linguistic review. Phrase also enhances project management, glossary enforcement, and multilingual quality assurance through its intelligent automation tools. • Compatibility with a variety of Computer-Assisted Translation (CAT) tools, including Trados, MemoQ, and Wordfast, ensures that we can align with client-specific workflows and maintain terminology integrity across multiple languages, departments, or years of engagement. • Real-time integration with our accounting and billing systems ensures complete transparency in invoicing and cost tracking, with the ability to generate itemized reports, service summaries, and usage logs on demand through our online portal. <p>These technological advancements are not abstract – they are already embedded in our daily operations and actively benefit our clients. They allow us to:</p> <ul style="list-style-type: none"> • Maintain high service reliability even during peak demand periods or emergencies, • Reduce costs and enhance linguistic consistency through Translation Memory and termbase enforcement, • Provide multi-modal interpretation options to accommodate client preferences, • Monitor quality and performance in real time with integrated client feedback loops, and • Ensure data security, compliance, and process efficiency from intake to delivery. <p>For Sourcewell Participating Entities, this means partnering with a provider that offers not just best-in-class language access services, but a future-ready, technology-enabled platform that can evolve with their needs. Whether it's a school district that needs recurring document translation for IEP forms, a municipality implementing multilingual emergency alerts, or a rural nonprofit requiring secure VRI access, Latitude Prime provides the digital backbone to deliver reliably, consistently, and at scale.</p> <p>In short, our technological foundation is built not just to keep pace with industry standards, but to set them. We are proud to offer Sourcewell a solution that is compliant, configurable, and fully optimized for the demands of modern public-sector service delivery.</p>
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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>Our organization is committed to sustainability as a core value and actively works to reduce our environmental impact through operational practices and service delivery. We recognize the importance of environmental stewardship in both the private and public sectors and are proud to align our efforts with Sourcewell's commitment to responsible procurement.</p> <p>Sustainability Statement We are dedicated to operating in a manner that conserves natural resources, reduces carbon emissions, and promotes long-term environmental health. As a provider of digital-first language solutions, we leverage remote technologies, paperless workflows, and decentralized operations to minimize our footprint while delivering high-quality service to clients across the country.</p> <p>Current "Green" Initiatives We have implemented several sustainability practices throughout our organization, including:</p> <ul style="list-style-type: none"> • LED Lighting: All office spaces are equipped with LED lighting to reduce electricity consumption and improve energy efficiency. • Recycling and Waste Reduction: We maintain structured recycling programs and encourage the use of digital tools over printed materials to reduce paper waste. • Electric Vehicle (EV) Transition: We are gradually transitioning company travel to electric or hybrid vehicles and prioritize sustainable transportation policies. • Remote Work Model: Our remote and hybrid work structure significantly reduces commuting-related emissions and energy use. • Eco-Friendly Purchasing: We favor vendors and suppliers who participate in certified sustainable supply chains and prioritize products with minimal environmental impact. <p>Roadmap and Future Goals As we continue to grow, we are formalizing our sustainability framework and taking additional steps to institutionalize environmentally responsible practices. Our roadmap includes:</p> <ul style="list-style-type: none"> • Pursuing Formal Environmental Certifications: We are actively evaluating and preparing to pursue the following certifications: <ul style="list-style-type: none"> o Green Business Certification (Green Business Bureau or local green business programs) o ISO 14001:2015 (Environmental Management Systems) o LEED for Commercial Interiors (if applicable to office space upgrades) o EPA ENERGY STAR for energy-efficient equipment and building operations • Establishing Baseline Metrics: We are in the process of measuring our current energy use, waste production, and travel emissions to establish benchmarks for continuous improvement. • Developing a Sustainability Policy: A formal policy will guide future procurement, facility upgrades, travel policies, and employee training initiatives. • Publishing an Annual Environmental Impact Summary: Starting in the upcoming year, we plan to report on sustainability efforts, progress toward goals, and impact metrics. <p>Our Solutions are also inherently low-impact, with interpretation and translation services delivered remotely or digitally via platforms like our Translation Management System (TMS), reducing reliance on paper, travel, and physical infrastructure. This positions us as an environmentally aligned partner for Sourcewell and its members.</p> <p>Environmental Impact Summary At Latitude Prime, we are committed to reducing our environmental impact through responsible operations, sustainable service delivery, and continuous improvement. Below is a summary of our current environmental practices and goals as they relate to energy efficiency, waste reduction, and climate-conscious business operations.</p> <p>Current Practices</p> <ul style="list-style-type: none"> • LED Lighting: 100% of office spaces use LED lighting to reduce energy use and extend fixture life. • Paperless Operations: Digital-first workflows, secure file sharing, and cloud-based systems (e.g., TMS) reduce the need for printed materials. • Remote Work Model: Our hybrid and remote work structure minimizes commuting-related emissions and building energy consumption. • Recycling Program: All office locations participate in structured recycling for paper, plastics, and electronics. • Electric & Hybrid Vehicle Use: We are transitioning company travel toward electric and hybrid vehicles to reduce transportation emissions. • Eco-Friendly Procurement: We prioritize vendors and partners that offer sustainable, low-impact products and supply chains. <p>Impact Highlights</p> <ul style="list-style-type: none"> • 300+ languages delivered primarily through digital platforms, minimizing environmental footprint • 99.99% of projects completed electronically, with no paper use or physical delivery • Offices in three regions (Midwest, East Coast, West Coast) allow for minimized travel through regional coverage • Translation Management System enables end-to-end project management without reliance on paper, courier services, or in-person meetings
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44	<p>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>	<p>As a professional language service provider, our Solutions do not involve manufactured equipment or products typically associated with third-party eco-labels such as ENERGY STAR or Cradle-to-Cradle product certifications. However, we are deeply committed to reducing our environmental impact through sustainable operations and energy-efficient practices.</p> <p>While our services are delivered digitally and do not generate physical waste or emissions, we have adopted the following measures in support of environmental sustainability:</p> <ul style="list-style-type: none">• We use ENERGY STAR-rated computers, including MacBook devices, across all departments to minimize energy consumption.• Our offices are equipped with ENERGY STAR-rated Epson printers, supporting energy efficiency and responsible printing practices.• Our Translation Management System allows for paperless workflows, secure cloud-based project delivery, and digital file management, significantly reducing the need for physical materials, in-person meetings, and energy-intensive infrastructure. <p>In addition to our existing initiatives, we are actively working toward the following third-party environmental certifications:</p> <ul style="list-style-type: none">• ISO 14001:2015 – Environmental Management Systems certification (currently in development)• Green Business Certification – from a nationally recognized program• LEED-aligned office practices – for future workspace upgrades <p>Our services are inherently low-impact and designed for digital delivery, but we continue to seek out ways to formalize and expand our sustainability commitments. These efforts reflect our dedication to supporting Sourcewell members with responsible, forward-thinking service.</p>
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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>Latitude Prime brings together the professionalism, scale, and technical capability of a national firm with the responsiveness, warmth, and community-mindedness of a small business. This unique combination makes us especially well-positioned to support the diverse needs of Sourcewell Participating Entities – regardless of size, sector, or geography.</p> <p>At the heart of our business model is a deeply held philosophy: we will do whatever it takes to ensure our clients are satisfied. That guiding principle is reflected in our 100% client satisfaction rate, which has remained consistent across more than a decade of service to hundreds of public- and private-sector organizations. Whether responding to urgent interpretation requests, developing long-term multilingual communications strategies, or helping a small rural school district navigate the complexities of language access, our team leads with professionalism, empathy, and a problem-solving mindset.</p> <p>Unlike many large providers in our industry, we never turn away smaller clients or lower-volume requests. Every agency matters to us – because every community deserves access to high-quality language services. This inclusive mindset is what has earned us the trust of over 500 clients, including federal agencies, state and local governments, public school systems, nonprofit organizations, and Fortune 500 companies. The diversity of our client base is a reflection of our versatility and cultural competency, and it allows us to bring insights and best practices from across sectors to every engagement.</p> <p>While we maintain a "small business attitude" when it comes to our outstanding, professional, and personalized customer service, we have invested heavily in enterprise-grade infrastructure. Our state-of-the-art workflow management architecture integrates all our core operations – including our Translation Management System (TMS), Interpreter Management System (IMS), linguist database, client relationship management (CRM) database, accounting system, and our state-of-the-art remote interpretation platform (for OPI and VRI). This allows us to deliver complex, large-scale projects with efficiency and transparency, without losing the personalized touch that defines our brand.</p> <p>We also offer clients access to the Phrase platform, enabling the use of AI-supported Machine Translation Post-Editing (MTPE) for those who request it. Our TMS also supports an array of Computer-Assisted Translation (CAT) and Translation Memory (TM) tools to ensure linguistic consistency, cost-efficiency, and faster turnaround times, especially important for repeat clients or standardized documents used by school districts, courts, or health departments.</p> <p>What truly sets us apart is our proprietary PrimeCheck™ Quality Management System (QMS), the foundation of our ISO 9001:2015 and ISO 17100:2015 certifications. PrimeCheck™ governs every element of our service delivery – from linguist selection and training to TEP (translation-editing-proofreading) workflows, client feedback collection, and corrective action protocols. For Sourcewell Participating Entities, this means they're not just getting a language services provider – they're getting a quality-driven partner with a proven system of accountability and continuous improvement.</p> <p>We are also proud to be a certified Small and Disadvantaged Business Enterprise, holding SBA 8(a), HUBZone, WOSB, MBE, EDWOSB, and WBE certifications. These credentials are not simply checkboxes – they reflect our core commitment to supplier diversity and inclusive economic development. Many Sourcewell Participating Entities have diversity goals embedded in their procurement policies, and by working with Latitude Prime, they gain a vendor that reflects and advances those values.</p> <p>Furthermore, our geographic reach is truly national. With offices in Minneapolis, MN (headquarters); Washington, D.C.; and San Diego, CA, and a linguist network that spans every U.S. region and time zone, we are capable of delivering consistent service to agencies coast to coast. Whether a Participating Entity is located in a large metropolitan area or a remote rural county, they will receive the same level of support, access, and accountability.</p> <p>Beyond operations, technology, and certifications, we are proud of our reputation within the language services industry. Latitude Prime is a corporate member of the American Translators Association (ATA) and the Association of Language Companies (ALC), where we remain actively engaged in professional development, industry standards, and advocacy. Among our peers, we are known for ethical business practices, on-time payments, and respectful treatment of linguists – evidenced by our 5.0 rating on the ProZ Blue Board, the industry's most prominent translator feedback platform. We also maintain a perfect 5.0 Google Reviews rating, reflecting high client satisfaction across every sector we serve.</p> <p>But perhaps most importantly, Latitude Prime is deeply involved in the local communities we serve. We actively support and donate to charitable organizations, particularly those focused on education, immigrant services, public health, and community development. We believe that language access is more than a transactional service – it's a public good, and our business is a reflection of that mission. For Sourcewell Participating Entities that prioritize community impact, equity, and public service, Latitude Prime is not just a vendor, but a values-aligned partner.</p> <p>In summary, Latitude Prime offers Sourcewell and its Participating Entities:</p> <ul style="list-style-type: none"> • The enterprise systems of a national firm, • The client-first service philosophy of a small business, • The technical excellence of an ISO-certified provider, • The flexibility and responsiveness of a true partner, • The diversity and integrity of a certified 8(a), HUBZone, MBE, WOSB, EDWOSB, and WBE enterprise, • And the community orientation and industry reputation of a company built on trust, quality, and purpose. <p>We are not only ready to serve Sourcewell, we are uniquely built to help its Participating Entities thrive.</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	Certified by Women's Business Enterprise National Council (WBENC)	*
47		Minority Business Enterprise (MBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Certified by the North Central Minority Supplier Development Council (NMSDC), State of Oregon (COBID), CERT Program, Washington State	*
48		Women Business Enterprise (WBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Certified by Women's Business Enterprise National Council (WBENC), Certified by the SBA, Certified by Pennsylvania General Services, CERT Program, Washington State	*
49		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
50		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
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	CERT Program, Pennsylvania General Services, State of Oregon Oregon (COBID), California Unified Certification Program (CUCP)	*
53		Small Disadvantaged Business (SDB)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Certified by numerous states including MNUCP, Pennsylvania General Services, CERT Program, California Unified Certification Program (CUCP)	*
54		Women-Owned Small Business (WOSB)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Certified by Women's Business Enterprise National Council (WBENC), Certified by the SBA as a WOSB and EDWOSB, Certified by Pennsylvania General Services, CERT Program, Washington State	*

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

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *	
55	Describe your payment terms and accepted payment methods.	<p>Our standard payment terms are Net 30 days from the date of invoice. We also offer a Prompt Payment Discount of 2%for invoices paid within 15 days (2%/15 Net 30). We are flexible and willing to work with Sourcwell participating entities to align with their internal billing cycles, procurement protocols, and documentation requirements.</p> <p>We accept the following forms of payment:</p> <ul style="list-style-type: none"> • ACH / EFT (Electronic Funds Transfer) • Checks • Credit Cards (Visa, Mastercard, American Express, Discover) • Purchase Orders (POs) from eligible government and education entities <p>We use the Clover e-invoicing platform, which allows for secure, user-friendly digital invoicing and online payment options. Invoices can be submitted electronically or by mail, depending on the preferences of the participating entity.</p> <p>Our accounting team is experienced in managing complex billing scenarios, including multi-departmental invoicing, contract-based billing, and compliance with public sector financial documentation standards. We also support integration with agency e-procurement systems when needed.</p>	*

56	Describe any leasing or financing options available for use by educational or governmental entities.	<p>As a professional language service provider, our Solutions do not involve equipment or physical assets that would typically be leased or financed. However, we understand the budgeting needs of educational and governmental entities and offer flexible billing structures designed to support predictable, compliant procurement.</p> <p>These include:</p> <ul style="list-style-type: none">• Monthly or quarterly invoicing for ongoing contracts or recurring service engagements• Not-to-exceed pricing models to support multi-year budget planning and grant-based funding• Annualized service agreements with consistent monthly billing to align with fiscal year planning• Deferred start options for projects beginning in a future budget cycle <p>We are open to customizing payment and contract terms based on the needs of each participating entity and will work closely with Sourcewell Participating Entities to structure agreements that meet internal approval, audit, and funding requirements.</p>
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57	<p>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>	<p>Latitude Prime maintains a streamlined, transparent, and flexible documentation process to support all transactions under the Sourcewell cooperative purchasing contract. Our standard transaction documents are designed to be easy to understand, minimize administrative burden for Participating Entities, and align fully with Sourcewell's master agreement terms and conditions.</p> <p>The following transaction documents may be used in the normal course of business:</p> <p>1. Line-Item Project Quotes For each language service request, Latitude Prime issues a that details the scope of work, language pair(s), service type (e.g., translation, interpretation, training, accessibility remediation), estimated turnaround time, and pricing based on the Sourcewell master agreement. These quotes are for informational and approval purposes only and do not require formal signature. They are accompanied by a reference to our standard terms and conditions, which are fully subordinate to and consistent with Sourcewell's master agreement.</p> <p>2. Quote Approval Process To initiate services, Participating Entities may:</p> <ul style="list-style-type: none"> • Reply via email with written approval referencing the quote number; or • Click "Approve" within our secure online portal, where the quote is delivered electronically and tracked for audit and transparency purposes. <p>This approach ensures speed, clarity, and compliance, allowing Participating Entities to authorize projects without unnecessary paperwork or delays.</p> <p>3. Online Portal Documentation Our online portal serves as a central hub where Participating Entities can:</p> <ul style="list-style-type: none"> • View and approve quotes • Submit service requests • Download completed translations • Access invoices • Track service usage and data <p>The platform is intuitive and includes secure login credentials, approval tracking, and audit trails. Access and usage instructions are included in our onboarding materials.</p> <p>4. Standard Terms & Conditions Our standard terms and conditions are attached to each quote or referenced in the online portal. However, under the Sourcewell cooperative agreement, Latitude Prime fully adopts and abides by Sourcewell's Master Agreement Terms and Conditions. Any transaction documents we issue are expressly subordinate to the terms of the Sourcewell contract. We do not require Participating Entities to sign separate terms, agreements, or service orders unless specifically requested by the agency.</p> <p>5. Optional Service Level Agreements (SLAs) While not required, we are open to establishing custom Service Level Agreements (SLAs) at the request of Participating Entities. These can address specific performance metrics such as turnaround times, interpreter response rates, or escalation procedures. All SLAs are provided at no cost and are tailored based on the agency's needs and operational goals.</p> <p>6. Custom Documentation (As Requested) Latitude Prime recognizes that each Participating Entity may have its own internal processes, documentation requirements, or procurement workflows. We are fully prepared to adapt our documentation or develop custom forms (e.g., data use agreements, security questionnaires, or POs) upon request.</p> <p>Uploaded Templates As requested in the RFP, we have uploaded the following standard template documents as part of our proposal:</p> <ul style="list-style-type: none"> • Sample Line-Item Quote (with terms and conditions) • Online Portal Approval Screenshot/Walkthrough <p>All of these documents are customizable upon request and available in digital format for easy access by Sourcewell Participating Entities.</p>
58	<p>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>	<p>Yes, Latitude Prime fully accepts the P-Card (Purchasing Card) procurement and payment process. We recognize that many Sourcewell Participating Entities prefer this method for its convenience, speed, and administrative efficiency.</p> <p>There is no additional cost or processing fee associated with using a P-Card. Participating Entities that choose to pay via P-Card will receive the same pricing, service levels, and terms as those using other payment methods. We are committed to making procurement as seamless and flexible as possible for all Sourcewell members.</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>Latitude Prime employs a line-item pricing model that reflects Sourcewell-exclusive discounts based on standard commercial (MSRP) rates. Each service listed in our pricing catalog is itemized individually, with a clear breakdown of rates, service descriptions, and discount levels where applicable.</p> <p>Our pricing incorporates:</p> <ul style="list-style-type: none"> • Standard (MSRP) pricing, based on our commercial rate schedule • Sourcewell discounted pricing, typically ranging from 10% to 25% below MSRP, depending on service type, volume, and project complexity • Optional volume-based discounts for high-volume or long-term engagements • CAT/TM-based discounts for translation projects containing previously translated or repetitive content, including reduced rates for 100% matches and fuzzy matches <p>We do not operate under product SKUs in the traditional retail sense. However, each core service offering is consistently defined and categorized, allowing for easy reference and invoicing. The attached Latitude Prime Pricing Catalog includes line-item pricing for all services we wish Sourcewell to consider, including:</p> <ul style="list-style-type: none"> • Translation (per word) • Interpretation (hourly or per minute) – On-site interpretation is charged per hour, while OPI and VRI services are charged per minute. • Transcription (per audio hour or labor hour) • Multilingual Desktop Publishing (per hour) • Language Testing (per test) • Foreign Language Voiceover & Subtitling (per project or per minute) • Section 508 Compliance & Remediation (per hour) • Consulting & Staffing (hourly or per task order) <p>The pricing catalog also outlines rush fees, minimum charges (where applicable), and cancellation policies specific to interpretation services.</p> <p>Our pricing structure is transparent, flexible, and designed to meet the diverse and evolving needs of Sourcewell's Participating Entities.</p> <p>Please see our attached pricing catalog for more information.</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>Latitude Prime's pricing proposal for Sourcewell reflects significant discounts from our standard commercial/MSRP rates. Discounts vary by service category but generally fall within the following range:</p> <p>10% to 25% below standard commercial pricing (MSRP), depending on service type, volume, and contract terms.</p> <p>These discounts are made possible through the cooperative purchasing advantages offered by Sourcewell, which eliminate the need for costly and time-consuming procurement processes, allowing us to pass meaningful savings on to participating entities. The pricing structure outlined in this proposal is exclusive to Sourcewell's Participating Entities and reflects our commitment to providing cost-effective, high-quality language services across all modalities.</p>

61	<p>Describe any quantity or volume discounts or rebate programs that you offer.</p>	<p>Latitude Prime offers volume-based pricing discounts for educational institutions and government entities that require high-volume or long-term language services. These discounts are particularly applicable to large or recurring translation projects, especially those involving a single document, single language, and single subject area – conditions that enable us to optimize linguist assignment, streamline quality assurance workflows, and efficiently manage terminology consistency. This targeted approach allows us to deliver cost savings without compromising quality or turnaround.</p> <table border="1"> <thead> <tr> <th>Tier</th><th>Threshold Amount</th><th>Additional Discount</th></tr> </thead> <tbody> <tr> <td>1</td><td>\$100,000 - \$249,000</td><td>1%</td></tr> <tr> <td>2</td><td>\$250,000 - \$499,000</td><td>2%</td></tr> <tr> <td>3</td><td>\$500,000 +</td><td>3%</td></tr> </tbody> </table> <p>In addition to volume-based pricing, Latitude Prime provides cost savings through the use of Computer-Assisted Translation (CAT) tools and Translation Memory (TM)—which are often misunderstood as machine translation. To be clear, CAT/TM is not machine translation. Rather, it is specialized software that supports professional human translators by identifying previously translated segments within a document.</p> <p>When a new project contains repetitive or recurring content, the system flags exact matches (previously translated verbatim) and partial matches (known as “fuzzy matches”) from a client-specific Translation Memory. These matched segments are recycled and reused – saving time and ensuring consistency in style, terminology, and tone.</p> <p>Because these sections require less time to review and revise, we apply discounted rates based on the degree of match:</p> <ul style="list-style-type: none"> • 100% Matches / Repetitions receive the highest discount • Fuzzy Matches receive partial discounts • New or unmatched content is billed at the standard rate <p>This process significantly reduces costs for Sourcewell members while enhancing linguistic consistency across documents – especially for long-term or recurring projects with policy language, technical terminology, or standardized formatting.</p> <p>We are also open to discussing custom pricing structures or rebate models based on aggregate usage, multi-agency participation, or long-term contract terms under the Sourcewell agreement. Our goal is to ensure cost-effectiveness, transparency, and scalability for all participating entities.</p>	Tier	Threshold Amount	Additional Discount	1	\$100,000 - \$249,000	1%	2	\$250,000 - \$499,000	2%	3	\$500,000 +	3%
Tier	Threshold Amount	Additional Discount												
1	\$100,000 - \$249,000	1%												
2	\$250,000 - \$499,000	2%												
3	\$500,000 +	3%												
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>Latitude Prime understands that from time to time, Sourcewell Participating Entities may require language-related services, technologies, or project types that fall outside the core scope of contracted offerings. We refer to these as “sourced,” “open market,” or “non-contracted items,” and we are fully prepared to support these needs in a transparent, flexible, and cost-effective manner.</p> <p>Our standard practice for facilitating these open-market items is to provide customized quotes on a per-request basis, with clear line-item pricing and scope definitions. Each quote will be provided promptly and will include full cost transparency, with no hidden fees, markups, or administrative surcharges. We offer the following options for open-market items:</p> <ul style="list-style-type: none"> • At Cost: For pass-through expenses such as language-specific formatting software, third-party accessibility audits, or certain technology licenses, we can provide the item at cost, with documentation provided as needed. • At Cost Plus a Fixed Percentage: In some cases, where administrative handling, coordination, or integration is required, we may apply a cost-plus model, typically capped at 10% over base cost, depending on complexity. This percentage, if applicable, will always be disclosed and justified in the quote. • Flat Fee or Custom Rate: For certain non-standard requests (e.g., on-site linguistic consulting, multilingual voiceover production, or integration with third-party portals), we may propose a flat fee or hourly rate, to be quoted individually and approved by the Participating Entity in advance. <p>Regardless of the method used, every open market item quote will be clearly identified as non-contracted, and approval will be requested from the Participating Entity before work begins. These services will still be delivered with the same level of quality assurance, responsiveness, and client support that define our standard offerings.</p> <p>There are no fees associated with simply sourcing or quoting open market items. We do not charge for time spent researching, preparing, or issuing estimates for non-standard service requests. We consider this part of our commitment to client responsiveness and flexibility.</p> <p>This approach ensures that Sourcewell Participating Entities can confidently rely on Latitude Prime for comprehensive language access solutions – even when needs extend beyond the core contract – without sacrificing compliance, transparency, or value.</p>												

63	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	<p>Latitude Prime does not impose any additional charges beyond those clearly identified in our pricing submission. There are no hidden fees or supplemental costs associated with the total cost of acquisition. Specifically:</p> <ul style="list-style-type: none"> • We do not charge for pre-delivery inspection, installation, setup, mandatory training, initial inspection, or onboarding. • All standard training, account setup, and client support services are provided free of charge as part of our implementation process. • No third-party vendors or subcontractors impose additional fees on our behalf. <p>All services will be delivered in accordance with the pricing and terms outlined in our response and governed by the Sourcewell Master Agreement. This approach ensures full transparency, predictable budgeting, and maximum value for Sourcewell Participating Entities.</p>	*
64	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>Because Latitude Prime provides primarily digital language services – including interpretation, translation, testing, and training – no freight, delivery, or shipping costs are typically incurred in the standard course of service to Sourcewell Participating Entities. The vast majority of our deliverables are transmitted securely via our online portal, email, or encrypted file transfer systems.</p> <p>In the rare event that a Participating Entity specifically requests physical delivery of materials – such as hard copies of translated documents, CD-ROMs, USB flash drives, or printed training guides – Latitude Prime will accommodate the request and arrange shipment via FedEx or another standard courier service. In such cases, the actual shipping cost (e.g., standard FedEx rate) will be charged to the client at cost, with no markup or handling fee.</p> <p>All shipping-related expenses, if applicable, will be clearly itemized in the project quote and approved by the Participating Entity in advance. This ensures full transparency and alignment with each agency's preferred delivery and documentation protocols.</p>	*
65	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	Please see the response to Question #64 above.	*
66	Describe any unique distribution, delivery, or deployment methods or options for the goods and services offered in your proposal.	<p>Latitude Prime offers a flexible and scalable delivery model that makes it easy for Sourcewell Participating Entities to access our services quickly and securely – without unnecessary complexity or setup.</p> <ul style="list-style-type: none"> • Online Portal Access: Submit requests, approve quotes, track projects, and download deliverables through our secure, 24/7 client portal. • Instant Interpreter Access: Our remote interpretation platforms (OPI/VRI) connect users to qualified interpreters in seconds – accessible by phone, computer, or mobile device. • Email & Secure FTP Delivery: Upon request, we also deliver completed files via secure email or encrypted File Transfer Protocol (FTP), depending on the client's preference or IT requirements. • Nationwide Reach: We provide both remote and on-site services across the U.S. through a trusted national network of vetted linguists. • Physical Delivery (Optional): For clients who prefer hard copies, flash drives, or CDs, we offer physical delivery at cost (e.g., FedEx), with no markup. • Custom Workflows: We tailor our ordering and delivery process to each Participating Entity's operational structure, allowing either centralized or department-level access. <p>Bottom line: Our delivery options are designed for speed, security, and simplicity – giving Sourcewell Participating Entities reliable, hassle-free access to the language services they need, in whatever format works best for them.</p>	*
67	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>Latitude Prime employs a robust internal compliance framework through our ISO 9001:2015 and ISO 17100:2015 Certified PrimeCheck™ Quality Management System (QMS). This system includes regular internal audits of all major business functions – including operations, project management, production, quality control, sales and marketing, IT, administration, and invoicing – to ensure full alignment with contract terms and performance standards.</p> <p>To specifically ensure Sourcewell Participating Entities receive proper contract pricing, we follow a dual-verification process:</p> <ol style="list-style-type: none"> 1. Initial Pricing Review: Each quote is reviewed and approved by the assigned Project Manager, who selects the appropriate Sourcewell pricing tier before submission. 2. Pre-Invoice Validation: Prior to issuing any invoice, our Accounting Department re-verifies that the correct pricing and terms have been applied based on the Sourcewell agreement. <p>This layered, systematic approach ensures continuous contract compliance, pricing accuracy, and full accountability—while reinforcing our ongoing commitment to transparency and quality for every Sourcewell Participating Entity we serve.</p>	*

68	If you are awarded an agreement, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the agreement.	<p>If awarded a Sourcewell agreement, Latitude Prime will monitor performance through our PrimeCheck™ QMS, which includes ongoing tracking of key internal metrics to ensure high service quality and contract success.</p> <p>A few of the most relevant Key Performance Indicators (KPIs) we will track include:</p> <ul style="list-style-type: none"> On-Time Delivery Rate – Percentage of projects delivered by or before the agreed-upon deadline. Client Satisfaction Score – Based on post-project feedback, surveys, and our ongoing 100% Client Satisfaction Rate. Quality Assurance Scores – Accuracy and linguistic quality ratings from our internal QA reviews. Sourcewell Quote Conversion Rate – Percentage of issued quotes to Participating Entities that convert into approved projects. Utilization Across Sourcewell Agencies – Number and diversity of Participating Entities engaging our services. Response Time to Requests – Average time taken to respond to project inquiries and quote requests. Compliance Checks Passed – Number of internal audits with zero non-conformities related to pricing or contract adherence. <p>These KPIs help us continuously evaluate our performance, identify areas for improvement, and ensure we deliver consistent value to Sourcewell and its Participating Entities throughout the life of the agreement.</p>	*
69	Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The propose an Administrative Fee will be payable to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.	N/A	*

Table 6B: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments	
70	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.	Please see attached Price List proposal	*

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

Line Item	Question	Response *	
71	Provide a detailed description of all the Solutions offered in the proposal.	<p>Latitude Prime offers a comprehensive suite of professional language services tailored to meet the diverse needs of Sourcewell and its Participating Entities. All solutions are available in 300+ languages and dialects, including rare and indigenous languages, ensuring full inclusion and equitable access for the communities Sourcewell serves.</p> <p>Our services are built to be scalable, responsive, and client-centric – making it easy for Participating Entities of all sizes to communicate clearly, accurately, and with cultural sensitivity across any language. Furthermore, all our services are guided by our ISO 9001:2015 and ISO 17100:2015 Quality Management System (QMS), PrimeCheck™.</p> <p>Written Translation Services Latitude Prime delivers accurate, culturally appropriate written translation services across 300+ languages and dialects, and a wide range of technical sectors, including government, education, public health, social services, human resources, advertising & marketing, business & finance, and legal domains. Every project undergoes our rigorous TEP (Translation, Editing, and Proofreading) process, which is fully aligned with ISO 17100:2015 and ASTM F2575-23 - Standard Practice for Language Translation standards and executed by qualified linguists with relevant subject-matter expertise. Between 2024 and 2025 (YTD), we have translated millions of words of content, covering well over 125 languages.</p> <p>Our client-centric approach emphasizes responsiveness, flexibility, and collaboration, ensuring that every Participating Entity receives tailored support, fast turnaround times, and the assurance of complete linguistic and technical accuracy. Benefit: Participating Entities can confidently communicate across languages with documents that meet the highest standards of clarity, compliance, and accuracy – whether it's an official government notice, health information flyer, legal document, or educational material. Our team specializes in a variety of technical subject areas, enabling entities to serve diverse communities with professionalism and care.</p> <p>Interpretation Services (On-Site & Remote) Interpretation is one of Latitude Prime's core competencies, helping Sourcewell Participating Entities provide real-time communication across public services, healthcare, education, and beyond, in 300+ languages. We offer three flexible modalities:</p> <ul style="list-style-type: none"> On-Site Interpretation – Certified, professional interpreters for scheduled appointments, meetings, and events, in both consecutive and simultaneous modes. Benefit: Best for high-stakes or sensitive settings where in-person presence improves trust and clarity. Over-the-Phone Interpretation (OPI) – 24/7/365 on-demand access to professional interpreters, with typical connection times under 30 seconds, and a 99.99% uptime. Accessing an OTP interpreting is as easy as dialing a toll-free number. Benefit: Immediate, cost-effective support for high-volume, day-to-day language needs. Video Remote Interpretation (VRI) – Secure, on-demand video interpretation in 100+ languages, 	

including ASL. Fully HIPAA-, HITECH-, and ADA-compliant.
Benefit: Ideal for interactions requiring visual cues or for Deaf/hard-of-hearing users.

Scheduling is simple, and access is seamless. Our online portal and interpreter systems are intuitive and user-friendly – with step-by-step instructions and minimal training needed. Accessing a qualified interpreter in over 300 languages is as simple as clicking a button in our app or dialing a number.

All interpretation services are supported by our ISO 9001:2015 & ISO 17100:2015 Certified PrimeCheck™ QMS, as well as being aligned with ISO 18841:2018 and ASTM F2089, Standard Practice for Language Interpreting standards. Having continuously developed and refined these systems and processes over more than a decade, we can confidently ensure that every interpretation interaction is accurate, professional, and fully aligned with the needs of Sourcewell's Participating Entities.

Transcription Services
We offer transcription of audio and video recordings into written form, available as standard verbatim or intelligent (cleaned-up) transcripts. Transcriptions can also be translated into any target language (at an additional cost), and we work with multiple file formats and platforms. This service includes time-stamping, speaker labeling, and formatting upon request.
Benefit: Ideal for public meetings, legal proceedings, recorded interviews, educational content, and accessibility – allowing Participating Entities to repurpose audio and video into searchable, usable, and translatable text formats.

Proofreading & Editing
Available as a standalone service, we edit both translated and original source-language content to ensure grammatical precision, style consistency, and cultural appropriateness and nuance.
Benefit: Improves the quality of communications, reducing reputational and legal risks, especially in high-profile or public-facing materials.

Multilingual Desktop Publishing (DTP)
Our DTP team preserves original design and layout across languages and scripts, ensuring translated materials maintain their visual integrity and professionalism. We support a wide range of publishing tools and file types, such as Adobe InDesign, Illustrator, Framemaker, Pagemaker, Quark Xpress, Vizio, PowerPoint, AutoCAD, and many more.
Benefit: Enhances the presentation of multilingual brochures, forms, reports, and community-facing documents – critical for outreach and public engagement.

Language Testing
We provide tailored language assessments to evaluate the fluency of bilingual staff and job candidates. Tests are available in reading, writing, listening, speaking, and other specialized contexts, and can be conducted remotely or in person. We currently offer testing in 100+ languages, with more language tests being added regularly.
Benefit: Helps Participating Entities ensure qualified, competent language support for internal teams and service delivery.

Section 508 Compliance & Document Remediation
Latitude Prime remediates digital documents (PDFs, Word, Excel, PowerPoint, etc.) to comply with Section 508 of the Rehabilitation Act and WCAG 2.1 AA standards. Deliverables are tested for compatibility with screen readers and accessibility tools.
Benefit: Ensures equal access for individuals with disabilities and guarantees legal compliance with federal accessibility regulations.

Program Implementation
Each Sourcewell Participating Entity receives tailored onboarding support, including training webinars, user guides, step-by-step instructional materials, and one-on-one support as needed – all at no additional cost.
Benefit: Delivers a seamless and supported implementation experience, minimizing effort for internal teams and accelerating time-to-value.

Ongoing Program Management & Support
Every account is assigned a dedicated Project Manager and gains access to our secure online portal for service requests, quote approvals, file delivery, and real-time status tracking. We also provide quarterly check-ins, custom reporting, and support during standard business hours, unless it is an emergency..
Benefit: Streamlines communication, enhances responsiveness, and ensures personalized service regardless of project size or frequency, all at no additional cost.

Custom & Value-Added Services
We also offer voiceover, subtitling, cultural consulting, AI-supported MTPE (Machine Translation Post-Editing), glossary development, staffing solutions, and workflow consulting – scalable to the unique needs of each Participating Entity.
Benefit: Adds flexibility and long-term value for evolving language access needs, without requiring multiple vendors or fragmented solutions.

In summary, Latitude Prime delivers end-to-end, high-quality language access solutions, rooted in certified quality control and responsive customer service. Our proven track record with public sector, education, nonprofit, and commercial clients alike ensures that Sourcewell Participating Entities receive the highest level of support, accessibility, and professional results—regardless of size, complexity, or budget.

72	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<p>Proposed Subcategories for Language Services (including both “core” and “ancillary services”):</p> <ol style="list-style-type: none"> 1. Written Translation <ul style="list-style-type: none"> • Document Translation (General, Legal, Medical, Technical) • Machine Translation Post-Editing (MTPE) • Certified and Notarized Translations • Translation Memory (TM) Optimization • Terminology Management and Glossary Development 2. Interpretation <ul style="list-style-type: none"> • On-Site Interpretation (Consecutive and Simultaneous) • Over-the-Phone Interpretation (OPI) • Video Remote Interpretation (VRI) • Conference Interpretation & Equipment Support • ASL and Other Sign Language Services 3. Localization <ul style="list-style-type: none"> • Website Localization (Static and Dynamic Content) • Multimedia Localization (Subtitling, Voiceover, Dubbing) • eLearning Localization (LMS Integration, SCORM-compliant modules) • Software & App Localization (UI/UX String Translation, QA) • Marketing Collateral Localization (Brochures, Presentations) 4. Transcription <ul style="list-style-type: none"> • Monolingual Audio Transcription • Bilingual Transcription with Translation • Legal, Medical, and Law Enforcement Transcription 5. Desktop Publishing & Visual Language Services <ul style="list-style-type: none"> • Multilingual Desktop Publishing (DTP) – Adobe InDesign, Illustrator, etc. • Formatting for Bidirectional Languages (Arabic, Hebrew, etc.) • Multilingual Typesetting for Print and Digital Media 6. Language Testing & Evaluation <ul style="list-style-type: none"> • Language Proficiency Testing (Speaking, Listening, Reading, Writing) • Interpreter and Translator Screening • Role-based Scenario Testing (e.g., medical, legal, customer service) • Alignment to ACTFL, CEFR, ILR frameworks 7. Accessibility & Compliance <ul style="list-style-type: none"> • Section 508 Compliance and Document Remediation • Captioning and Subtitle File Creation (SRT, VTT) • Plain Language & Readability Review 8. Consulting & Staffing Solutions <ul style="list-style-type: none"> • Linguist Staffing (Short- and Long-Term Placement) • Language Access Planning & Policy Consulting • Multilingual Communications Strategy • Cultural Competency Training
73	Describe any industries that you specialize in.	<p>Latitude Prime specializes in a wide range of industries and technical subject areas, with deep experience supporting both public- and private-sector clients. Key areas of specialization include:</p> <p>Education and eLearning Legal Medical/Healthcare & Insurance Life Sciences Federal, state, and local government Public information and community outreach Human resources and employee communications Engineering, software, and information technology Advertising, marketing, and market research Business, finance, and compliance Defense, intelligence, and law enforcement Travel, tourism, and hospitality</p> <p>We also support numerous sub-specialties within these sectors and can accommodate complex, technical, or highly regulated content.</p> <p>With a global network of over 10,000 vetted linguists covering 300+ languages, Latitude Prime has the flexibility and subject-matter expertise to manage virtually any language project, whether translation, interpretation, localization, or more. If a highly specialized request falls outside our existing team's expertise, our robust recruiting system allows us to identify and onboard qualified linguists to meet the need quickly.</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>Latitude Prime is deeply committed to helping Sourcewell Participating Entities meet and exceed ADA standards for effective communication and accessibility. Our services include:</p> <ul style="list-style-type: none"> • Qualified Sign Language Interpreting: We provide both on-site and video remote interpretation (VRI) in American Sign Language (ASL) through certified interpreters who meet all ADA and RID (Registry of Interpreters for the Deaf) requirements. VRI services are available 24/7/365 and are fully ADA-, HIPAA-, and HITECH-compliant – ensuring secure and reliable communication in healthcare, education, and public service environments. • Accessible Digital Content & Section 508 Compliance: We offer digital document remediation and accessibility services to ensure that websites, PDFs, and other electronic content meet Section 508 and WCAG 2.1 accessibility standards. Our remediation experts adjust formatting, tagging, alt text, and reading order so screen readers and assistive technologies can access content. <p>Benefit to Sourcewell Participating Entities: These services empower Participating Entities to serve all individuals equitably, regardless of hearing or vision ability, ensuring legal compliance while fostering inclusivity across programs and services. Our team offers consultative support to help clients navigate evolving accessibility requirements with confidence.</p> <p>ADA Accommodations and Accessibility in Language Services</p> <p>We are fully committed to helping public sector clients meet their responsibilities under the Americans with Disabilities Act (ADA) and Section 508 of the Rehabilitation Act, ensuring equitable access to language services, training, and testing environments for individuals with disabilities. Our approach emphasizes both physical and digital accessibility, incorporating assistive technology best practices and inclusive design principles into all service delivery.</p> <p>Key Accessibility Accommodations:</p> <ul style="list-style-type: none"> • American Sign Language (ASL) interpretation for virtual and in-person settings • Live captioning and closed-captioned recordings for training sessions, webinars, and meetings • Accessible digital documents that are fully compatible with screen readers, keyboard navigation, and assistive input devices • Alternative formats such as large print, audio versions, or simplified layouts for training materials and tests • Testing accommodations including extended time, individualized pacing, and alternate environments for those with sensory, cognitive, or physical needs <p>Section 508 Digital Compliance:</p> <p>Our digital materials and learning platforms adhere to the Web Content Accessibility Guidelines (WCAG) 2.1, Level AA, in compliance with Section 508 standards. This includes:</p> <ul style="list-style-type: none"> • Logical heading structures and alt text for images • Color contrast and font size best practices • Keyboard-only navigation capability • Compatibility with popular screen reader software (e.g., JAWS, NVDA, VoiceOver) • Accessible PDFs and form fields for fillable documents and assessments <p>Example:</p> <p>We recently partnered with a state public health department to deliver a virtual multilingual training program for frontline personnel, several of whom required accessibility accommodations. Working in collaboration with the client's compliance and HR teams, we delivered:</p> <ul style="list-style-type: none"> • ASL interpreters for all synchronous sessions • Fully captioned video content and accessible transcripts • Screen-reader-optimized materials and structured digital handouts • Extended time for knowledge checks and evaluations • On-demand tech support for accessibility tool integration <p>This ensured not only ADA and Section 508 compliance, but also inclusive participation and a positive learner experience across departments.</p> <p>Our team proactively assesses accessibility needs during onboarding and is trained in ADA/Section 508 requirements to ensure that all Sourcewell Participating Entities receive services that meet federal accessibility standards from the outset.</p>
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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>We maintain robust measures to ensure both redundancy and security across all platforms used to deliver language services to Sourcewell members. These measures are designed to protect client data, ensure operational continuity, and support compliance with federal and state data security standards.</p> <p>Redundancy and Service Continuity</p> <ul style="list-style-type: none"> • Multi-Channel Service Delivery: Services are available via phone, video, and secure cloud-based portals. If one channel experiences a disruption, we can seamlessly reroute services through an alternate platform to maintain uninterrupted delivery. • Redundant Infrastructure: Our systems operate on high-availability, geo-redundant cloud environments, with automated backups and failover capabilities that ensure system uptime and data protection in the event of technical interruptions. • Service Continuity Protocols: We maintain detailed business continuity and disaster recovery plans, and our linguist and project management teams are distributed across time zones to minimize the risk of regional disruptions impacting service. • Scalable Workforce Model: Our network of over 10,000 linguists and nationwide project staff ensures that capacity can be scaled rapidly in response to demand spikes or unexpected staff unavailability. <p>Security and Data Protection</p> <ul style="list-style-type: none"> • Secure File Transfer Platform: All document sharing with clients occurs via a dedicated, private-cloud file system that includes built-in encryption, granular access controls, and secure client portals. Clients can upload and retrieve documents without exposing sensitive data to third-party file-sharing tools. • End-to-End Encryption: All communication channels, including interpretation sessions, chat messages, and document transmissions, are encrypted using industry-standard protocols such as TLS 1.2 and AES-256. • HIPAA, FERPA, and Section 508 Compliance: We serve healthcare and educational institutions nationwide and maintain strict adherence to relevant federal privacy and accessibility laws. • Access Control and Audit Trails: User access to sensitive information is role-based and logged, with comprehensive audit trails to support accountability and compliance audits. • ISO Certifications: Our organization is certified under ISO 9001:2015 (Quality Management) and ISO 17100:2015 (Translation Services), both of which include standards for data protection, document control, and secure workflows. • Routine Security Reviews: We regularly assess system vulnerabilities, conduct penetration testing, and update security protocols to reflect emerging best practices in cybersecurity. <p>Our integrated approach ensures that Sourcewell members can rely on us for secure, scalable, and uninterrupted delivery of language services, even under challenging conditions.</p>
76	Describe your company's capabilities for integration with client-facing systems (e.g., virtual meeting platforms, administrative systems, and emergency communication technologies).	<p>We maintain robust measures to ensure both redundancy and security across all platforms used to deliver language services to Sourcewell members. These measures are designed to protect client data, ensure operational continuity, and support compliance with federal and state data security standards.</p> <p>Redundancy and Service Continuity</p> <ul style="list-style-type: none"> • Multi-Channel Service Delivery: Services are available via phone, video, and secure cloud-based portals. If one channel experiences a disruption, we can seamlessly reroute services through an alternate platform to maintain uninterrupted delivery. • Redundant Infrastructure: Our systems operate on high-availability, geo-redundant cloud environments, with automated backups and failover capabilities that ensure system uptime and data protection in the event of technical interruptions. • Service Continuity Protocols: We maintain detailed business continuity and disaster recovery plans, and our linguist and project management teams are distributed across time zones to minimize the risk of regional disruptions impacting service. • Scalable Workforce Model: Our network of over 10,000 linguists and nationwide project staff ensures that capacity can be scaled rapidly in response to demand spikes or unexpected staff unavailability. <p>Security and Data Protection</p> <ul style="list-style-type: none"> • Secure File Transfer Platform: All document sharing with clients occurs via a dedicated, private-cloud file system that includes built-in encryption, granular access controls, and secure client portals. Clients can upload and retrieve documents without exposing sensitive data to third-party file-sharing tools. • End-to-End Encryption: All communication channels, including interpretation sessions, chat messages, and document transmissions, are encrypted using industry-standard protocols such as TLS 1.2 and AES-256. • HIPAA, FERPA, and Section 508 Compliance: We serve healthcare and educational institutions nationwide and maintain strict adherence to relevant federal privacy and accessibility laws. • Access Control and Audit Trails: User access to sensitive information is role-based and logged, with comprehensive audit trails to support accountability and compliance audits. • ISO Certifications: Our organization is certified under ISO 9001:2015 (Quality Management) and ISO 17100:2015 (Translation Services), both of which include standards for data protection, document control, and secure workflows. • Routine Security Reviews: We regularly assess system vulnerabilities, conduct penetration testing, and update security protocols to reflect emerging best practices in cybersecurity. <p>Our integrated approach ensures that Sourcewell members can rely on us for secure, scalable, and uninterrupted delivery of language services, even under challenging conditions.</p> <p>75. Describe your company's capabilities for integration with client-facing systems (e.g., virtual meeting platforms, administrative systems, and emergency communication technologies).</p> <p>Our technology infrastructure is designed to seamlessly integrate with a wide range of client-facing platforms, allowing Sourcewell members to incorporate language services into their existing workflows with minimal disruption and maximum efficiency. We have extensive experience supporting public sector clients with integration across virtual meeting, administrative, and emergency communication systems.</p> <p>Virtual Meeting Platforms</p> <p>We regularly provide language access services—both spoken and signed—within commonly used platforms such as:</p> <ul style="list-style-type: none"> • Zoom (including Zoom for Government and Zoom with interpretation channels) • Microsoft Teams • Google Meet • Webex

		<ul style="list-style-type: none"> BlueJeans <p>Our interpreters are trained in platform-specific protocols, and our internal team coordinates technical setup and pre-event testing when needed. We can provide simultaneous, consecutive, or relay interpretation based on event requirements.</p> <p>Administrative & Case Management Systems Our secure, cloud-based Translation Management System (TMS) can integrate with or operate alongside:</p> <ul style="list-style-type: none"> Public sector procurement portals Case management systems (e.g., social services, education, or healthcare) Document management systems with secure upload/download and metadata tagging eProcurement platforms for streamlined billing and usage tracking <p>Clients can also use our API (available upon request) to automate service requests and receive real-time updates directly within their internal systems.</p> <p>Emergency Communication Technologies We support rapid deployment of language services in emergency response environments, including:</p> <ul style="list-style-type: none"> On-demand phone and video interpretation accessible from emergency dispatch centers Pre-scheduled multilingual support for coordination briefings and press conferences SMS/email translation workflows for time-sensitive public alerts Secure file handling and expedited protocols for emergency messaging <p>Our teams are trained to respond under urgent conditions, ensuring speed, clarity, and compliance with relevant data security requirements.</p> <p>Use Case – School District Emergency Alert System</p> <p>We partnered with a large, urban school district to ensure effective multilingual communication during critical safety incidents, including school closures, severe weather, and public health emergencies.</p> <p>Challenge: The district needed to rapidly notify families who spoke over a dozen different languages through its emergency alert system, which distributed messages via text, email, and recorded calls.</p> <p>Solution: Our team worked closely with the district's communications and IT departments to establish an integrated workflow that:</p> <ul style="list-style-type: none"> Received source messages through a secure client portal Delivered same-day translations in 12+ languages Returned localized content in formats compatible with the district's alert platform Ensured Section 508 compliance for all digital outputs Provided on-call interpreters for live follow-up calls and press briefings <p>Impact: The integration resulted in faster, more inclusive communications with multilingual families and reinforced the district's compliance with ADA, Title VI, and state-level language access mandates.</p> <p>This example reflects our ability to adapt to client infrastructure and mission-critical communication needs, an essential capability for Sourcewell members serving diverse populations.</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	Describe how many languages you support for interpretation. Provide a list of the languages you support and attach it to your proposal. Label the document "7B - Interpretation".	<p>Latitude Prime currently provides interpretation services in:</p> <ul style="list-style-type: none"> 300+ languages for both On-Site and Over-the-Phone Interpretation (OPI) 100+ languages, including American Sign Language (ASL), for Video Remote Interpretation (VRI) <p>These extensive language offerings ensure that Sourcewell Participating Entities can reliably serve linguistically diverse communities across all sectors – healthcare, education, public services, emergency response, and more – anytime, anywhere.</p>	*
78	Describe your operational model for ensuring 24/7/365, on-demand, service availability. 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>Latitude Prime maintains full 24/7/365 operational coverage, including all U.S. time zones and national holidays, to ensure uninterrupted service for Sourcewell Participating Entities.</p> <p>We support this through a distributed staffing model and office locations across the East Coast (Washington, D.C.), Midwest (Minneapolis HQ), and West Coast (San Diego). This geographic footprint allows us to maintain seamless operations across time zones, with staggered shift coverage, overnight and weekend teams, and dedicated after-hours support.</p> <p>All on-demand services – including OPI and VRI – are continuously monitored by live support personnel to guarantee real-time availability. In the event of emergencies, outages, or surge demand, our redundant systems and staffing protocols ensure uninterrupted access to qualified linguists and client services.</p> <p>Benefit to Sourcewell Participating Entities: Whether during routine operations, urgent needs, or holiday periods, Participating Entities can count on Latitude Prime for responsive, reliable, and around-the-clock language access, tailored to their specific service environments.</p>	*

79	<p>Describe the interpreter testing, screening, and evaluation process for:</p> <p>1. Spoken Language Interpreters</p> <p>2. American Sign Language (ASL) Interpreters</p>	<p>Spoken Language Interpreters</p> <p>At Latitude Prime, we understand that the integrity and effectiveness of our interpretation services depend entirely on the quality of the interpreters we deploy. That's why our interpreter screening, testing, and evaluation process is one of the most rigorous and comprehensive in the industry—and is central to our ISO 9001:2015 and ISO 17100:2015 Certified QMS, PrimeCheck™. This process also aligns closely with ISO 18841:2018 for interpreting services and ASTM F2089 and F2575 guidelines for quality assurance in language service delivery.</p> <p>We begin by recruiting only experienced, professional interpreters with documented sector expertise – whether in healthcare, education, legal, government, military, or community settings. A minimum of three years of professional interpreting experience is required, along with a bachelor's degree in a relevant field such as interpretation, foreign language, linguistics, public health, or legal studies. Candidates must also possess certifications from nationally recognized bodies such as CCHI, NBCMI, ALTA, ACTFL, or State/Federal Court Systems, and, when applicable, must have completed a 40-hour accredited medical interpreter training program.</p> <p>Throughout the recruitment process, each interpreter candidate is continuously monitored and tracked at every phase. This includes screening of qualifications, document verification, interviews, proficiency testing, and background checks. Our state-of-the-art Applicant Tracking System (ATS) captures all relevant data, including resumes, credentials, certifications, security clearances, and testing results. Once onboarded, active interpreters' master files remain securely stored in the ATS and are regularly updated to ensure continued compliance and performance monitoring.</p> <p>The evaluation process includes a detailed résumé and reference review, a structured interview with a senior linguist or subject matter expert, and often a skills-based assessment—either conducted internally or through vetted third-party evaluators. These assessments may include consecutive and simultaneous interpretation tasks, memory retention tests, and domain-specific scenarios to evaluate terminology accuracy, ethical decision-making, and communication style.</p> <p>Qualified interpreters are then entered into our Interpreter Management System (IMS), which is fully integrated into our broader workflow and quality control systems. Ongoing performance is monitored through our PrimeCheck™ QMS, which includes client feedback, quarterly reviews, random session audits, and incident tracking when applicable. Interpreters who fail to meet expectations are promptly flagged, counseled, retrained, or removed from assignments to maintain the high standards expected by our clients.</p> <p>For Sourcewell Participating Entities, this means every interpreter – whether on-site, over-the-phone, or via secure video – is fully vetted, professionally qualified, and consistently monitored to ensure reliable, culturally competent, and high-quality communication. Our rigorous approach to interpreter recruitment and quality assurance guarantees that Participating Entities will always receive professional service from interpreters who are experienced, certified, and aligned with their mission to serve diverse communities.</p> <p>American Sign Language (ASL) Interpreters</p> <p>Latitude Prime applies the same rigorous, quality-driven approach to American Sign Language (ASL) interpreter recruitment and evaluation as we do for spoken language interpreters – ensuring that all ASL assignments are staffed by certified, professional interpreters who meet the highest industry standards.</p> <p>Our ASL interpreters are required to hold active certifications from nationally recognized bodies, such as the Registry of Interpreters for the Deaf (RID) or state-level qualifications where applicable. In addition to certification, interpreters must demonstrate at least three years of professional experience in ASL interpretation – particularly in settings relevant to our clients, including education, healthcare, legal proceedings, and public services.</p> <p>All ASL interpreter candidates undergo a multi-phase screening process that includes résumé review, reference checks, video-based skills assessments, and structured interviews with experienced staff. During the evaluation, we assess both technical proficiency and ethical understanding, including adherence to RID's Code of Professional Conduct and ADA compliance standards.</p> <p>As with spoken language interpreters, each ASL interpreter is tracked and evaluated through our Applicant Tracking System (ATS), which stores all credentials, certifications, and relevant performance history. This ensures that only qualified, vetted interpreters are assigned to Sourcewell Participating Entities – and that their credentials are continuously monitored for compliance and quality assurance.</p> <p>Benefit to Sourcewell Participating Entities: Our robust ASL vetting process ensures that all individuals—regardless of hearing status – receive accurate, respectful, and fully accessible communication across any interaction. Whether for in-person meetings, classroom instruction, healthcare appointments, or public events, our certified ASL interpreters enable full participation and equity for Deaf and hard-of-hearing individuals.</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>We currently support translation in 300+ languages and regional varieties/dialects.</p>

81	Describe the translator testing, screening, and evaluation process.	<p>At the core of Latitude Prime's ability to deliver high-quality language services is the exceptional caliber of our linguists. We exclusively work with certified, professional translators and interpreters who are also subject matter experts (SMEs) in specialized domains such as legal, medical, technical, and government. Our minimum qualifications meet or exceed the rigorous standards as outlined in ASTM F2575-14 (Standard Guide for Quality Assurance in Translation) and ISO 17100:2015 (Translation Services Standard).</p> <p>Importantly, we only work with human translators, editors, and reviewers. Machine Translation Post-Editing (MTPE) is not used as part of our standard translation process – unless specifically requested by a client for a defined use case – and even then, it is always paired with professional post-editing by certified linguists.</p> <p>Below is a detailed overview of our rigorous, multi-phase, and ISO 17100:2015-aligned recruitment and vetting process:</p> <p>Step 1: Pre-Screening & English Assessment We begin by reviewing resumes and credentials to ensure all candidates meet our minimum requirements:</p> <ul style="list-style-type: none"> • A minimum of three (3) years of professional translation and/or interpretation experience. • A Bachelor's degree in linguistics, translation, or a related technical field (e.g., legal, business, healthcare). • Professional certification from an accredited body (e.g., ATA, DLPT, ALTA, ACTFL, Federal or State Court Systems, U.S. Department of State). • Work authorization and, where required, the ability to obtain or maintain a security clearance. <p>Step 2: Reference Check & Interview We conduct a minimum of two (2) professional reference checks – recent and relevant to the linguist's experience in translation and/or interpretation. This is followed by a structured interview that assesses subject matter expertise, communication skills, and cultural competency.</p> <p>Step 3: Foreign Language & Terminology Testing Prospective translators complete a written translation test aligned to their subject matter specialty (e.g., legal, medical, technical). Each test is evaluated by a senior editor using a scoring system based on a hybrid of the SAE J2450 Translation Quality Metric and LISA QA Metric. This ensures objective, standards-based evaluation of translation accuracy, grammar, terminology usage, and overall quality.</p> <p>Step 4: Contracting & Code of Ethics Candidates who pass the evaluation phase must complete our Independent Contractor Agreement, which includes a strict non-disclosure clause, as well as our Translator & Interpreter Code of Ethics. This reinforces confidentiality, impartiality, professionalism, and cultural sensitivity.</p> <p>Step 5: Onboarding & QA Monitoring Successful linguists are added to our secure Translator Database, which maintains detailed records of credentials, project performance, evaluations, certifications, and client feedback. All new linguists are onboarded under a probationary status, during which their first several assignments are closely monitored by our Quality Assurance/Quality Control (QA/QC) team. Feedback is provided until the linguist has demonstrated consistent, high-quality performance.</p> <p>Cultural Competency & Professional Ethics Latitude Prime places a strong emphasis on cultural competency. We seek linguists who demonstrate an ability to navigate and communicate effectively across cultures—an essential component of high-quality interpretation and translation services. During the interview and reference phases, we evaluate a candidate's real-world experience working with diverse populations and their sensitivity to linguistic and cultural nuance.</p> <p>Our strict Code of Ethics further ensures that our linguists maintain professionalism, avoid conflicts of interest, and provide ethical, impartial service in every engagement.</p> <p>In summary, our linguist recruitment and screening process is fully aligned with ISO 17100:2015 standards, ensuring linguistic accuracy, consistency, and accountability. On average, only about 15% of applicants successfully pass our multi-step process – underscoring our commitment to quality over quantity.</p> <p>For Sourcewell's Participating Entities, this means peace of mind: access to a pre-vetted, highly qualified pool of language professionals who are capable of delivering accurate, culturally appropriate, and mission-ready translation and interpretation services. This ensures optimal communication outcomes and long-term value across every project and engagement.</p>
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82	Describe how you ensure that localized materials are culturally appropriate, accessible, and relevant.	<p>At Latitude Prime, we ensure that all localized materials are culturally appropriate, fully accessible, and directly relevant to the communities they serve by embedding rigorous quality assurance and cultural review processes throughout every phase of the localization lifecycle. Our approach is grounded in our ISO 9001:2015 and ISO 17100:2015 Certified PrimeCheck™ QMS, and powered by state-of-the-art localization platforms, linguist expertise, and accessibility remediation tools.</p> <p>For Sourcewell and its Participating Entities, this means that every brochure, form, website, training guide, or outreach document we localize is not only linguistically accurate, but also culturally resonant, legally compliant, and equitable to users of all backgrounds and abilities – including those with disabilities or Limited English Proficiency (LEP).</p> <p>How We Ensure Cultural Appropriateness, Accessibility, and Relevance</p> <p>Cultural Appropriateness</p> <ul style="list-style-type: none"> • All translations are performed by native-speaking, in-country linguists who understand regional nuances, idiomatic expressions, and local sensitivities. • We conduct a cultural adaptation review during the content planning phase to flag culturally inappropriate imagery, metaphors, or references and recommend modifications tailored to the target audience. • We draw on a global network of Subject Matter Experts (SMEs) to ensure terminology aligns with sector-specific norms across public sector, healthcare, education, infrastructure, and legal domains. <p>Accessibility</p> <ul style="list-style-type: none"> • All digital content is made fully accessible in compliance with Section 508 and WCAG 2.1 AA standards. • We perform both automated and manual accessibility remediation using industry tools (e.g., CommonLook, Adobe Acrobat Pro, PAC), including: <ul style="list-style-type: none"> o Accurate tagging for screen readers o Logical reading order and navigation o Alt text for non-text elements o Contrast checks and keyboard accessibility • Accessibility reviews are fully integrated into our DTP and engineering workflows – not added as an afterthought. <p>Relevance</p> <ul style="list-style-type: none"> • All localized materials undergo a target audience relevance review, which considers tone, vocabulary level, and context-specific messaging. • Terminology management is central: we create and maintain custom glossaries and style guides to ensure consistency across departments and jurisdictions within Sourcewell's network. • Our QA teams verify that content aligns with local expectations, literacy levels, and practical use cases for each Participating Entity. <p>Standard Localization Workflow with Integrated Quality Control</p> <p>Each Sourcewell Participating Entity's project follows a structured, ISO 17100-aligned workflow with built-in QA at every stage:</p> <ol style="list-style-type: none"> 1. Scoping & Cultural/Accessibility Review <ul style="list-style-type: none"> o Analysis of tone, imagery, and functional needs. o Accessibility requirements assessed (508/WCAG). o Risks flagged for remediation or adaptation. 2. Terminology Management <ul style="list-style-type: none"> o Glossaries created/updated with Participating Entity input. o Cultural equivalency and plain-language validation. 3. Translation by Certified Linguists <ul style="list-style-type: none"> o Native, certified translators with SME expertise. o Region-specific localization for relevance and clarity. 4. Editing & Proofreading (TEP Process) <ul style="list-style-type: none"> o Reviewed by separate linguists for accuracy, tone, and clarity. o Style, grammar, and formatting consistency checked. 5. Linguistic Quality Assurance (LQA) <ul style="list-style-type: none"> o Evaluated using SAE J2450 and LISA QA models. o Only linguists scoring above QA benchmarks enter production pool. 6. Desktop Publishing (DTP) & Accessibility Remediation <ul style="list-style-type: none"> o Formats adapted to maintain layout, structure, and readability. o 508 compliance tools applied and tested for usability. 7. Final Review & Delivery <ul style="list-style-type: none"> o QC checklist reviewed by QA lead. o Client-specific formatting preferences and brand consistency validated. o Secure delivery with optional bilingual and back-translation files. <p>Why This Matters for Sourcewell</p> <p>For Sourcewell and its Participating Entities, our rigorous process ensures:</p> <ul style="list-style-type: none"> • High trust in final deliverables that are immediately usable by diverse audiences—no rewrites or post-processing required. • Fewer complaints or misunderstandings from end-users due to culturally inaccurate or inaccessible content. • Better community engagement and inclusion, especially for LEP and disabled populations. • Legal and regulatory risk mitigation through Section 508 and WCAG 2.1 AA compliance. • Consistent, high-quality outcomes across all public-facing and internal communications. <p>In summary, Latitude Prime's culturally adaptive, accessibility-first localization model ensures that every translated deliverable serves not just as a word-for-word conversion – but as a functional, relevant, and fully inclusive communication tool. By combining deep cultural expertise, advanced technology, and strict quality standards, we help Sourcewell and its Participating Entities reach, engage, and serve diverse communities with confidence and clarity.</p>
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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>Latitude Prime utilizes a tightly integrated translation management architecture built around two of the most advanced platforms in the industry: Plunet BusinessManager and Phrase TMS (formerly Memsource). Together, they form the backbone of our workflow—from project intake to linguist assignment, quality control, client communication, and secure delivery. This ecosystem enables us to deliver consistent, high-quality, and culturally appropriate translations at scale, tailored to the diverse needs of Sourcewell and its Participating Entities.</p> <p>Plunet serves as our centralized operations hub. It manages every aspect of the project lifecycle: request intake, client communication, workflow assignment, linguist qualifications, timelines, invoicing, and reporting. Sourcewell clients benefit directly from Plunet's secure Client Portal, which allows designated agency staff to submit translation requests, approve quotes, check project statuses, download deliverables, and access reporting – all in real-time and in compliance with internal approval workflows. This level of transparency and control is especially valuable for managing multiple departments and stakeholders across Sourcewell's broad network.</p> <p>A key feature of our implementation of Plunet is the QualityManager module, which enables us to track, evaluate, and score every linguist across a range of performance indicators. Accuracy, consistency, formatting, terminology use, and adherence to project instructions are continuously assessed. Each translator's historical QA data is stored and analyzed, ensuring that only the most qualified and consistently high-performing linguists are assigned to Sourcewell projects. Underperforming vendors are flagged and removed from active status, while top performers are prioritized for future assignments – creating a continuous feedback loop of quality improvement.</p> <p>On the production side, Phrase TMS allows us to execute the actual translation, editing, and proofreading (TEP) workflow with built-in automation and advanced linguistic quality assurance (LQA) tools. Every project benefits from translation memory (TM) technology, which allows previously approved translations to be reused intelligently – ensuring consistency and reducing turnaround times. Our terminology management system ensures that critical terms, brand language, or legal phrases remain uniform across all deliverables, no matter the language or volume. Real-time linguistic QA checks flag errors as the linguist works, preventing issues before they reach the editing or final proofreading stage.</p> <p>In addition, Phrase's cloud-based infrastructure supports secure, role-based access, meaning only authorized personnel can view or edit project files. For Sourcewell's more sensitive content or confidential communications, this level of security ensures full compliance with data privacy regulations, including GDPR and HIPAA. The system also supports Section 508 accessibility tagging and remediation workflows, allowing us to deliver content that meets federal accessibility standards for individuals with disabilities.</p> <p>All workflows are ISO 17100:2015- and ISO 9001:2015-aligned. A typical project begins with client intake in Plunet, followed by TEP (translation, editing, and proofreading) stages in Phrase, where automated and manual QA reviews are applied at each step. A senior linguist or QA lead conducts a final review using established metrics such as SAE J2450 and LISA QA. Once approved, files are delivered securely through Plunet's client portal, with a post-project evaluation logged in the system for accountability and future reference.</p> <p>This seamless integration of project management and linguistic production platforms enables us to deliver more than just translation – it allows us to provide translated and localized content that is consistent, compliant, and impactful.</p> <p>In conclusion, for Sourcewell and its Participating Entities, our TMS infrastructure offers far more than workflow automation – it delivers peace of mind. Plunet and Phrase work together to ensure that every project is handled with maximum efficiency, transparency, and accountability. Sourcewell benefits from centralized request management, real-time status tracking via an online portal, linguist performance monitoring, and streamlined communication across departments. Our robust QA mechanisms, both human and automated, ensure that the final deliverables are not only linguistically accurate, but also culturally appropriate, Section 508 compliant, and tailored to the unique context of each entity's communication needs.</p> <p>By combining cutting-edge technology with human expertise, and aligning every phase of our work with international quality standards, Latitude Prime offers a localization experience that is reliable, scalable, and built for long-term value – ensuring Sourcewell can serve its diverse communities with clarity, accessibility, and confidence.</p>
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Table 7D: Depth and Breadth of Offered Solutions - LANGUAGE TESTING AND TRAINING

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

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

Line Item	Category or Type	Comments *
84	Describe how your language testing is administered (e.g., onsite, remote, ID verification required).	<p>Latitude Prime administers language proficiency testing primarily through a secure, web-based platform that allows candidates to complete assessments anytime, anywhere.</p> <p>Most of our testing is conducted via a pre-recorded Interactive Voice Response (IVR) system, which is available 24/7 and accessible from any standard phone line or device. This asynchronous testing method is user-friendly, efficient, and ideal for large-scale or decentralized candidate pools.</p> <p>For clients requiring identity verification or additional security measures, we also offer remote proctoring services through integrated video monitoring and secure browser controls. This option ensures test integrity and candidate authentication and is available for an additional fee.</p> <p>Our flexible delivery options enable agencies to select the testing format that best meets their operational, compliance, and security requirements-whether for telephonic interpreters, bilingual staff screening, or pre-employment assessments.</p>
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).	<p>Latitude Prime ensures the reliability, consistency, and accuracy of all language testing results through a rigorous human-based evaluation process.</p> <p>Every test is reviewed and scored by qualified human raters who are native speakers of the target language and trained in professional language assessment methodologies. This approach allows for nuanced evaluation of pronunciation, grammar, syntax, fluency, and comprehension - components that are often missed or misjudged by automated tools.</p> <p>We do not rely on artificial intelligence (AI) to score tests, as we believe human evaluators provide the highest level of linguistic and cultural sensitivity - especially when assessing real-world communication skills in context. Additionally, we offer the ability to align test results to widely recognized language proficiency frameworks, including the American Council on the Teaching of Foreign Languages (ACTFL) scale and the Common European Framework of Reference for Languages (CEFR). Upon request, we can map results to either scale, allowing agencies to maintain consistency with internal HR requirements, federal standards, or other programmatic benchmarks.</p> <p>This combination of native-speaker evaluators and scalable, standards-aligned reporting ensures clients receive high-quality, dependable results they can trust.</p>
86	Describe how your language training programs are adapted to the specific operations needs and contexts of public sector clients.	N/A - We are not offering language training services at this time.

Exceptions to Terms, Conditions, or Specifications Form

Only those Proposer Exceptions to Terms, Conditions, or Specifications that have been accepted by Sourcwell have been incorporated into the contract text.

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 Sourcwell 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 Sourcwell.
3. Sourcwell may reject any response where any document(s) cannot be opened and viewed by Sourcwell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as "Marketing Plan."

- [Pricing](#) - Price Catalog.pdf - Monday August 11, 2025 14:28:54
- [Financial Strength and Stability](#) - Financial Strength and Stability.zip - Thursday August 07, 2025 23:07:32
- [Marketing Plan/Samples](#) - Marketing Plan - Samples.zip - Monday August 11, 2025 14:29:12
- [WMBE/MBE/SBE or Related Certificates](#) - WMBE MBE SBE or Related Certifications.zip - Monday August 11, 2025 14:29:47
- [Standard Transaction Document Samples](#) - Standard Transaction Document Samples.zip - Monday August 11, 2025 14:31:48
- Requested Exceptions (optional)
- [Upload Additional Document](#) - Upload Additional Documents.zip - Monday August 11, 2025 14:41:05

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT OF COMPLIANCE

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

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

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

3. The Proposer certifies that:

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

(i) Those prices;

(ii) The intention to submit an offer; or

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

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

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

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

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

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

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

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

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

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

- Elle Jahansouz, CEO/President, Latitude Prime LLC (DBA Latitude Prime)

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

☒ Yes ☐ No

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

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

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