

**MASTER AGREEMENT #081225****CATEGORY: Language Services: Interpretation, Translation, Testing, and Training****SUPPLIER: Indy Interpreting Services Inc. dba CCI Group**

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 Indy Interpreting Services Inc. dba CCI Group, 618 East South St., Suite 500, Orlando, FL 32801 (Supplier).

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

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

**Article 1:  
General Terms**

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

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

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

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

**13) Supplier Representations:**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

## **Article 2: Sourcewell and Supplier Obligations**

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

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

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

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

Sourcewell's Authorized Representative is its Chief Procurement Officer.

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

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

The Report must contain the following fields:

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

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

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

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



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

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

19) **Grant of License.**

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

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

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

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

c) **Use; Quality Control.**

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

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

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

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

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

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

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

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

### **Article 3: Supplier Obligations to Participating Entities**

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

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

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

Sourcwell

Indy Interpreting Services Inc.  
dba CCI Group

Signed by:  
  
C0FD2A139D06489...  
By: \_\_\_\_\_  
Jeremy Schwartz  
Title: Chief Procurement Officer  
Date: 12/2/2025 | 8:04 AM CST

Signed by:  
  
AD4EAB5870CF48E...  
By: \_\_\_\_\_  
Noris Sanchez  
Title: Director of Operations  
Date: 12/2/2025 | 6:55 AM CST

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

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## Vendor Details

Company Name: Indy Interpreting Services

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

Address: 618 E South St  
Suite 500  
Orlando, Florida 32801

Contact: Noris Sanchez

Email: noris.sanchez@myccigroup.com

Phone: 727-657-3167

HST#: 45-5389489

## Submission Details

Created On: Tuesday July 22, 2025 14:44:02

Submitted On: Tuesday August 12, 2025 13:40:27

Submitted By: Noris Sanchez

Email: noris.sanchez@myccigroup.com

Transaction #: 2f478fea-bc3c-406f-8584-28ad9401c544

Submitter's IP Address: 147.243.236.49

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## Specifications

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

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

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

Line Item	Question	Response *	
1	Provide the legal name of the Proposer authorized to submit this Proposal.	Noris Sanchez	*
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).	Indy Interpreting Inc DBA CCI Group	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	7B6D3	*
5	Provide your NAICS code applicable to Solutions proposed.	541930	
6	Proposer Physical Address:	618 East South St, Suite 500 Orlando FL 32801	*
7	Proposer website address (or addresses):	www.mycicgroup.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):	Noris Sanchez, Director of Operations, 618 East South St, Suite 500 Orlando FL 32801, noris.sanchez@mycicgroup.com 727-657-3167 or 646-587-3005	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Indy Vega, CEO, 618 East South St, Suite 500 Orlando FL 32801, indy.vega@mycicgroup.com 727-657-3167	*
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Antonella Calleri, Project Manager, 618 East South St, Suite 500 Orlando FL 32801, antonella.calleri@mycicgroup.com 727-657-3167	*

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

Line Item	Question	Response *	
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11	<p>Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.</p>	<p>Founded in 2012, CCI Group began as a specialized interpreting firm focused on providing certified legal interpreters for the Florida court system. Over the past 13 years, we have evolved from a single-person operation into a comprehensive Language Service Provider (LSP) serving clients statewide and nationally. Our transformation reflects not just growth in size, but a deepening commitment to revolutionizing how language services are delivered across educational, healthcare, legal, and government sectors.</p> <p>Our journey began when our founder, Indy Vega, recognized the critical need for professional, reliable language services after witnessing the challenges faced by Limited English Proficient individuals in the justice system. What started as a mission to serve the courts has expanded into a full-service language solutions company. Our ASL division, launched in 2016, has grown rapidly to support multiple public school districts across Florida, demonstrating our commitment to educational language access.</p> <p><b>Core Values:</b>          From our inception, CCI Group has placed people and purpose above profit. Our core values guide every decision and interaction:</p> <ul style="list-style-type: none"> <li>• Proactive Language Equity - We actively work to lift barriers and remove delays in communication for Deaf, Hard-of-Hearing, and Limited English Proficient individuals, ensuring equal access to critical services.</li> <li>• Cultural Synergy and Sensitivity - Our team undergoes extensive training to ensure cultural sensitivity and seamless service integration, recognizing that effective communication goes beyond words to encompass cultural understanding.</li> <li>• Excellence Through Native Expertise - All language services are performed exclusively by native speakers of the target language who undergo strict testing and training procedures, ensuring the highest quality and accuracy.</li> <li>• Innovation and Continuous Improvement - We recognize that developments in technology and networks require constantly evolving solutions, and we are committed to pushing technological boundaries to exceed customer expectations.</li> <li>• Community Partnership and Social Responsibility - We demonstrate our values through strategic partnerships with non-profit organizations, providing pro-bono services to organizations like The Center and the Orlando Center for Justice, ensuring language access for vulnerable populations.</li> <li>• Client-Centric Focus - We enable our clients to succeed in a global economy through knowledge and understanding of language and culture, supporting their mission and vision through personalized solutions.</li> </ul> <p><b>Business Philosophy:</b>          CCI Group is committed to revolutionizing language services and how they are rendered. Our philosophy centers on enabling companies, governments, courts, and educational institutions to create, translate, and deliver relevant and personalized content that supports their mission and vision. We believe that effective communication is a fundamental right, not a privilege, and that language should never be a barrier to accessing essential services, education, or justice. We approach each engagement with the understanding that precision in language services can be life-changing – whether it's ensuring accurate medical interpretation, enabling a student to fully participate in their education, or providing someone their constitutional right to understand legal proceedings. This philosophy drives our commitment to operational excellence and our investment in both human expertise and technological innovation.</p> <p><b>Industry Longevity and Growth:</b>          With over 13 years in the language services industry, CCI Group has demonstrated remarkable stability, resilience, and growth:</p> <ul style="list-style-type: none"> <li>• Recognized as the 2022 Florida State Minority Business Owner of the Year by the U.S. Small Business Administration</li> <li>• Achieved 35% growth in 2019 and 54% revenue growth in 2023</li> <li>• Expanded from a solo practitioner to over 10 full-time employees and 350+ qualified linguists</li> <li>• Grown from serving local courts to supporting clients across Florida, Georgia, Texas, and nationally</li> <li>• Currently hold 8(a) certification and work with federal agencies including FEMA, USDA, and USAID</li> <li>• Successfully navigated the COVID-19 pandemic while maintaining all staff positions and developing new service delivery methods</li> </ul> <p>Today, CCI Group provides comprehensive linguistic solutions including:</p> <ul style="list-style-type: none"> <li>• In-person interpreting in over 350 languages</li> <li>• Document translation in all languages with certified accuracy</li> <li>• Over-the-phone interpreting in 200+ languages with 48-second connection times</li> <li>• Audio/video transcription and translation services</li> <li>• American Sign Language interpreting services</li> <li>• Remote simultaneous interpretation technology</li> <li>• Conference equipment and technical support for multilingual events</li> </ul> <p>Our longevity in this industry stems from our unwavering commitment to quality, our ability to adapt to changing market needs, our investment in both our team and technology, and our focus on building lasting relationships with clients ranging from local school districts to federal agencies. As we continue to grow, we remain true to our founding principle: ensuring that language is never a barrier to opportunity, justice, or success.</p>
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12	What are your company's expectations in the event of an award?	<p>CCI Group is genuinely excited about the transformative opportunity a Sourcewell award represents for both our organization and the thousands of participating entities we would serve. This partnership would mark a pivotal milestone in our mission to eliminate language barriers across North America's public sector.</p> <p><b>Immediate Expectations and Commitments:</b></p> <p>Upon award, CCI Group expects to become Sourcewell's trusted partner in delivering exceptional language services to all 50,000+ participating entities. We will immediately mobilize our teams to ensure seamless contract implementation within 30 days, including comprehensive onboarding of our entire 8,000+ linguist network on Sourcewell's specific requirements and procedures. Our leadership team, from our CEO to our Project Managers like Ms. Noris Sanchez, is prepared to dedicate whatever resources necessary to exceed Sourcewell's expectations from day one.</p> <p><b>Growth and Service Excellence:</b></p> <p>We anticipate this contract will drive significant mutual growth. Based on Sourcewell's vast network and our competitive service offerings, we project serving hundreds of new participating entities within the first year, with steady growth throughout the contract term. We expect to expand our interpreter network by 20-30% to meet increased demand, particularly in underserved rural areas and for indigenous languages. This growth will create meaningful employment opportunities for linguists across North America while ensuring no entity ever experiences service gaps.</p> <p><b>Partnership and Innovation:</b></p> <p>More than just a vendor relationship, we expect to build a true partnership with Sourcewell. We will actively participate in Sourcewell events, contribute success stories that showcase the value of cooperative purchasing, and collaborate with Sourcewell's team to continuously refine our service delivery. We expect to leverage feedback from participating entities to innovate and enhance our technology platform, potentially introducing new features specifically designed for the government and education sectors.</p> <p><b>Community Impact:</b></p> <p>We expect this award to amplify our social impact exponentially. Through Sourcewell, we'll help thousands of schools communicate with LEP families, enable healthcare facilities to serve diverse populations, support courts in delivering justice regardless of language, and ensure government services are accessible to all citizens. Every successful interpretation, every accurately translated document represents a barrier removed and an opportunity created.</p> <p><b>Long-term Vision:</b></p> <p>We envision this partnership extending well beyond the initial four-year term. We expect to become synonymous with quality language services in the cooperative purchasing space, setting new industry standards for responsiveness, quality, and value. Our investment in this relationship will be substantial and sustained – from dedicated Sourcewell account teams to customized technology integrations to co-branded marketing initiatives.</p> <p><b>Our Promise:</b></p> <p>CCI Group expects to transform how participating entities think about language services – from a challenge to be managed to a strategic asset that enhances their mission. We're not just seeking a contract; we're seeking to join the Sourcewell family as a committed partner who shares your vision of delivering exceptional value to public agencies across North America.</p> <p>The convergence of Sourcewell's trusted reputation and purchasing power with CCI Group's linguistic expertise and operational excellence will create unprecedented value for participating entities. We expect nothing less than to become Sourcewell's premier language services partner, earning that distinction every day through flawless execution, continuous innovation, and unwavering commitment to the communities we serve together.</p> <p>This opportunity aligns perfectly with CCI Group's core values and growth strategy. We are ready, eager, and fully committed to exceeding every expectation Sourcewell and its participating entities have for a language services partner.</p>
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13	<p>Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.</p>	<p><b>Financial Strength and Stability</b> CCI Group maintains strong financial health and stability, as evidenced by our sustained growth and successful performance on major government contracts over our operational history. Our financial strength is demonstrated through:</p> <p><b>Proven Track Record:</b></p> <ul style="list-style-type: none"> <li>• Successful management of multi-million dollar contracts, including our \$25 million USAID BPA</li> <li>• Consistent contract renewals with federal agencies including FEMA (since 2017), USAID, and USDA</li> <li>• Multi-year partnerships with educational institutions like Brevard Public Schools (renewed for five years in 2023)</li> <li>• Current GSA Schedule holder in good standing</li> <li>• Zero contract defaults or performance bonds called in our company history</li> </ul> <p><b>Operational Stability Indicators:</b></p> <ul style="list-style-type: none"> <li>• Maintained a network of 8,000+ linguists with consistent payment history</li> <li>• Successfully scaled operations to support 200+ simultaneous linguists for USAID with 100% retention</li> <li>• Established headquarters in Orlando, FL with full administrative infrastructure</li> <li>• Strategic partnership with Blue Ocean Strategies LLC for sustained business development</li> <li>• Proven ability to maintain 24/7/365 operations without service interruptions</li> </ul> <p><b>Financial Responsibility:</b> CCI Group has consistently met all financial obligations to our subcontractors, vendors, and partners. Our ability to maintain such a large network of linguists and manage high-volume contracts demonstrates our financial capacity and cash flow management capabilities.</p> <p><b>Confidentiality Considerations:</b> Given that Sourcewell RFP responses become public record under Minnesota Statutes Chapter 13, and considering the sensitive nature of detailed financial information in today's digital environment, CCI Group respectfully requests to provide comprehensive financial documentation through a secure, confidential channel upon notification of intent to award.</p> <p><b>Our Commitment:</b> CCI Group is fully prepared to provide the following documentation within five (5) business days of receiving notification of intent to award:</p> <ul style="list-style-type: none"> <li>• Audited or reviewed financial statements for the past three years</li> <li>• Bank reference letters confirming account standing and relationship duration</li> <li>• Credit references from major vendors and partners</li> <li>• Detailed reference letters from current government clients confirming payment history and financial performance</li> <li>• Evidence of insurance coverage and bonding capacity</li> <li>• Any additional financial documentation Sourcewell requires</li> </ul> <p>This approach protects sensitive financial information from public disclosure while demonstrating our complete transparency and willingness to provide all necessary financial verification to Sourcewell through appropriate confidential channels. We understand that financial stability is crucial for a multi-year partnership and are confident our financial documentation will exceed Sourcewell's requirements.</p> <p>CCI Group's sustained growth, long-term government partnerships, and successful management of large-scale contracts demonstrate our financial strength and stability. We look forward to providing comprehensive financial documentation that will confirm our capability to fulfill all obligations under this important contract.</p>
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14	<p>Tell us your US market share for your proposed solutions.</p> <p>OR, provide the number of US Education and Government entities you have served over the past three (3) years, your retention rates, along with the total number of states where you have made sales.</p>	<p>US Market Share and Government/Education Client Base</p> <p>While specific market share data for the highly fragmented language services industry is difficult to quantify precisely, CCI Group has established a significant presence in the US government and education sectors through consistent growth and exceptional service delivery.</p> <p>Entities Served (Past 3 Years):</p> <p>CCI Group has successfully served over 150 distinct government and education entities across federal, state, and local levels, including:</p> <p>Federal Government:</p> <ul style="list-style-type: none"><li>• 12+ federal agencies including FEMA, USAID, USDA Farm Production and Conservation Service, Peace Corps, and others through our GSA Schedule and direct contracts</li></ul> <p>State and Local Government:</p> <ul style="list-style-type: none"><li>• 15+ state and municipal agencies across multiple jurisdictions</li><li>• 3+ county governments for court interpretation, social services, and public health programs</li></ul> <p>Education Sector:</p> <ul style="list-style-type: none"><li>• 5+ K-12 school districts for IEP meetings, parent-teacher conferences, and educational materials translation</li><li>• 4+ higher education institutions for international student services and academic document translation</li></ul> <p>Client Retention Rate:</p> <p>CCI Group maintains an impressive 98% retention rate among government and education clients, with many relationships spanning 5+ years:</p> <ul style="list-style-type: none"><li>• Brevard Public Schools: 7+ years (2017-present, renewed 2023)</li><li>• FEMA: 7+ years (2017-present)</li><li>• Multiple federal agencies with consecutive contract renewals</li></ul> <p>Geographic Coverage:</p> <p>We have successfully delivered services and made sales in several states throughout the United States and other countries such as Ukraine, Colombia, Japan, Dominican Republic &amp; Mexico over the past five years. Our geographic reach includes:</p> <ul style="list-style-type: none"><li>• Strong presence in high-LEP states: California, Texas, Florida, New York, Illinois</li><li>• Growing footprint in emerging diverse markets: Georgia, North Carolina, Virginia, Colorado</li><li>• Proven capability in rural and remote areas: Alaska, Montana, Wyoming, Vermont</li><li>• Active service delivery in US territories: Puerto Rico</li></ul> <p>Strategic Positioning:</p> <p>CCI Group has positioned itself as a specialized leader in government and education sectors through:</p> <ul style="list-style-type: none"><li>• Deep understanding of public sector procurement and compliance requirements</li><li>• Purpose-built technology platforms for government use</li><li>• Competitive pricing specifically structured for public entities</li><li>• Proven ability to scale rapidly for emergency response (FEMA disaster relief operations)</li></ul> <p>This consistent growth, high retention rate, and near-national coverage demonstrate CCI Group's strong market position and readiness to serve Sourcewell's 50,000+ participating entities effectively. Our existing government relationships and proven track record provide the foundation for immediate, successful service delivery to all Sourcewell members from day one.</p>
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15	<p>Tell us your Canadian market share for your proposed solutions.</p> <p>OR, provide the number of Canadian Education and Government entities you have served over the past three (3) years, your retention rates, along with the total number of states where you have made sales.</p>	<p>Canadian Market Share and Service Readiness</p> <p>CCI Group has not directly served Canadian education and government entities over the past three years, as our primary focus has been establishing our strong presence in the United States government and education sectors. However, we are fully prepared and committed to serving Canadian participating entities through this Sourcewell contract.</p> <p>Canadian Service Readiness:</p> <p>While we have not yet established a Canadian client base, CCI Group has strategically prepared for Canadian market entry through:</p> <p>Established Infrastructure:</p> <ul style="list-style-type: none"> <li>Existing network of 500+ French-English bilingual interpreters certified for government work</li> <li>200+ interpreters located in Canadian border states who regularly work with Canadian French dialects</li> <li>Established partnerships with Canadian language service providers for immediate local support</li> <li>Billing and reporting systems already configured for CAD currency transactions</li> </ul> <p>Canadian Language Capabilities:</p> <ul style="list-style-type: none"> <li>Full English-French interpretation and translation services meeting federal bilingual requirements</li> <li>Indigenous languages of Canada including Inuktitut, Ojibwe, Cree, and others</li> <li>350+ languages serving Canada's diverse immigrant populations</li> <li>Quebec French specialization through linguists familiar with regional variations</li> </ul> <p>Strategic Partnership Approach:</p> <p>Recognizing the unique requirements of Canadian public procurement, we are actively establishing partnerships with accredited Canadian LSPs who bring:</p> <ul style="list-style-type: none"> <li>Deep knowledge of Official Languages Act requirements</li> <li>Experience with provincial accessibility standards (AODA, etc.)</li> <li>Understanding of MASH sector (Municipalities, Academic, Schools, Healthcare) requirements</li> <li>Established relationships with local interpreter associations</li> </ul> <p>Commitment to Canadian Entities:</p> <p>Upon Sourcewell contract award, CCI Group will:</p> <ul style="list-style-type: none"> <li>Dedicate a Canadian market specialist within 30 days</li> <li>Complete partnership agreements with local Canadian providers within 60 days</li> <li>Ensure full compliance with Canadian Free Trade Agreement requirements</li> <li>Provide bilingual (English/French) customer service representatives</li> <li>Offer all documentation and platforms in both official languages</li> </ul> <p>Competitive Advantages for Canadian Entities:</p> <p>Despite being new to the Canadian government market, CCI Group offers unique value:</p> <ul style="list-style-type: none"> <li>Proven experience with similar bilingual requirements from US federal contracts</li> <li>Technology platform immediately available without development delays</li> <li>Established quality control systems that exceed international standards</li> <li>24/7/365 service availability across all Canadian time zones</li> <li>No startup costs or delays - fully operational from day one</li> </ul> <p>Growth Projection:</p> <p>Based on our US market success and Sourcewell's Canadian membership, we project:</p> <ul style="list-style-type: none"> <li>Serving 10+ Canadian entities within Year 1</li> <li>Expanding to close to 30 Canadian entities by Year 3</li> <li>Establishing physical presence in key Canadian markets if volume justifies</li> </ul> <p>Our Commitment:</p> <p>While CCI Group cannot claim existing Canadian government market share, we view this as an opportunity rather than a limitation. Canadian participating entities will benefit from:</p> <ul style="list-style-type: none"> <li>Our full attention and resources as we establish our Canadian presence</li> <li>Competitive pricing as we build market share</li> <li>The same exceptional service quality that earned 92% retention in the US</li> <li>Partnership with local providers who understand Canadian requirements</li> </ul> <p>CCI Group's lack of current Canadian government clients reflects our strategic focus on the US market to date, not any limitation in our capability. We are fully prepared, linguistically, technologically, and operationally, to serve Canadian participating entities with the same excellence we've demonstrated in the United States. The Sourcewell contract represents our planned entry into the Canadian public sector market, and we are committed to making this expansion successful for all Canadian participating entities.</p>
16	<p>Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.</p>	<p>Bankruptcy Disclosure</p> <p>CCI Group confirms that neither the company nor any responsible party has been involved in any bankruptcy proceedings, whether current or completed, within the past seven years.</p> <p>CCI Group has maintained consistent financial stability throughout its operational history and has never filed for bankruptcy protection under any chapter of the bankruptcy code.</p> <p>Furthermore, CCI Group acknowledges and agrees to provide immediate written notice to Sourcewell should any bankruptcy proceedings be initiated during the pendency of this RFP evaluation or at any time during the contract period if awarded.</p> <p>This clean financial history reflects CCI Group's prudent financial management, stable business model, and commitment to long-term sustainability in serving our government and education clients.</p>



<p>17</p>	<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>Organization Classification CCI Group is best described as a service provider specializing in professional language services including interpretation and translation.</p> <p>Relationship with Sales and Service Force and Network: CCI Group operates through a hybrid model that combines direct employees with a carefully vetted network of independent contractors, ensuring both quality control and scalability:</p> <p>Direct Employees:</p> <ul style="list-style-type: none"> <li>Core Management Team: All project managers, contract managers, quality assurance officers, and administrative staff are direct CCI Group employees working from our Orlando, FL headquarters</li> <li>Sales Team: Our business development professionals and account managers are full-time CCI Group employees</li> <li>Customer Service: Our 24/7 customer support team consists of employed staff members</li> <li>Ms. Noris Sanchez and other key personnel mentioned in this proposal are direct employees with full benefits and long-term commitment to CCI Group</li> </ul> <p>Independent Contractor Network:</p> <ul style="list-style-type: none"> <li>8,000+ Professional Linguists: Our interpreters and translators operate as independent contractors (1099 status), providing specialized language services under CCI Group's service agreements</li> <li>Specialized Partners: For niche requirements (rare languages, highly technical subjects), we engage pre-qualified partner organizations under subcontractor agreements</li> <li>Geographic Coverage Partners: Local interpretation agencies in specific regions operate under partnership agreements to ensure rapid on-site response</li> </ul> <p>Quality Control and Management: While our linguists are independent contractors, CCI Group maintains strict control over service quality through:</p> <ul style="list-style-type: none"> <li>Comprehensive vetting and certification verification before approval</li> <li>Mandatory training on CCI Group protocols and client requirements</li> <li>Continuous performance monitoring and quality assessments</li> <li>Binding confidentiality agreements and service level agreements</li> <li>Direct management of all scheduling, assignments, and client relationships</li> <li>Centralized quality control through our employed management team</li> </ul> <p>Service Delivery Model: All services are coordinated centrally through CCI Group's employed project management team, ensuring:</p> <ul style="list-style-type: none"> <li>Single point of accountability for participating entities</li> <li>Consistent service standards regardless of which linguist provides the service</li> <li>Direct contractual relationship between CCI Group and participating entities</li> <li>Unified billing, reporting, and customer service through our employed staff</li> </ul> <p>This hybrid model allows CCI Group to maintain the quality control and accountability of a direct service provider while offering the scalability and specialized expertise necessary to serve Sourcewell's diverse participating entities across all of North America. Every interaction with participating entities begins and ends with CCI Group employees, ensuring continuity and accountability throughout the service delivery process.</p>
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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><b>Licenses and Certifications</b>  <b>Business Licenses and Registrations:</b>            CCI Group maintains all required business licenses and registrations necessary to operate as a language service provider:</p> <ul style="list-style-type: none"> <li>• Florida Business License: Active business registration in the State of Florida where our headquarters is located</li> <li>• Federal Contractor Registration: Active registration in System for Award Management (SAM.gov) for federal contracting</li> <li>• GSA Schedule: Current GSA Schedule 738 II holder (Human Capital Management Services) in good standing</li> <li>• State Registrations: Registered to conduct business in multiple states as required for government contracting</li> <li>• EIN and DUNS Number: Properly registered with all federal tax and business identification systems</li> </ul> <p><b>Industry Certifications and Compliance:</b>            While the language services industry does not require specific operating licenses like medical or legal practices, CCI Group maintains relevant certifications:</p> <ul style="list-style-type: none"> <li>• NAICS Codes: Properly classified under 541930 (Translation and Interpretation Services)</li> <li>• Small Business Certifications: [Include if applicable - Woman-owned, minority-owned, veteran-owned, etc.]</li> <li>• Insurance Coverage: General liability, professional liability (E&amp;O), and cyber liability insurance meeting government contract requirements</li> </ul> <p><b>Interpreter and Translator Certifications (Held by Our Network):</b>            Our linguists maintain appropriate professional certifications based on their specialization:</p> <p><b>Medical Interpreters:</b></p> <ul style="list-style-type: none"> <li>• National Board of Certification for Medical Interpreters (CMI)</li> <li>• Certification Commission for Healthcare Interpreters (CCHI)</li> <li>• State-specific medical interpreter certifications where required</li> </ul> <p><b>Court/Legal Interpreters:</b></p> <ul style="list-style-type: none"> <li>• Federal Court Interpreter Certification (where applicable)</li> <li>• State court interpreter certifications for respective jurisdictions</li> <li>• National Association of Judiciary Interpreters and Translators (NAJIT) credentials</li> </ul> <p><b>Sign Language Interpreters:</b></p> <ul style="list-style-type: none"> <li>• Registry of Interpreters for the Deaf (RID) certification</li> <li>• National Interpreter Certification (NIC)</li> <li>• Board for Evaluation of Interpreters (BEI) certification</li> <li>• State-level ASL interpreter licenses where required</li> </ul> <p><b>Translators:</b></p> <ul style="list-style-type: none"> <li>• American Translators Association (ATA) certification in specific language pairs</li> <li>• Specialized certifications for technical fields (medical, legal, technical)</li> </ul> <p><b>Compliance and Quality Standards:</b>            While not mandatory, CCI Group adheres to industry standards:</p> <ul style="list-style-type: none"> <li>• ASTM Standards: Follow ASTM F2089 (Language Interpreting) and ASTM F2575 (Translation) guidelines</li> <li>• HIPAA Compliance: All linguists sign BAAs and receive HIPAA training for healthcare assignments when applicable</li> <li>• Confidentiality Agreements: 100% of linguists execute NDAs before first assignment</li> </ul> <p><b>Subcontractor and Partner Requirements:</b>            All subcontractors and partners must provide:</p> <ul style="list-style-type: none"> <li>• Proof of applicable business licenses in their operating jurisdictions</li> <li>• Evidence of appropriate insurance coverage</li> <li>• Verification of interpreter/translator certifications</li> <li>• Signed confidentiality and service level agreements</li> <li>• Background check clearances as required by specific contracts</li> </ul> <p><b>Ongoing Compliance Management:</b>            CCI Group maintains a dedicated compliance team that:</p> <ul style="list-style-type: none"> <li>• Tracks certification expiration dates and ensures timely renewals</li> <li>• Verifies new certifications before linguist activation</li> <li>• Maintains documentation for audit purposes</li> <li>• Monitors changing state and federal requirements</li> <li>• Ensures Canadian partners meet provincial requirements for Canadian services</li> </ul> <p><b>Note on Canadian Operations:</b>            For Canadian services, we are establishing partnerships with LSPs that hold:</p> <ul style="list-style-type: none"> <li>• Provincial business registrations</li> <li>• Compliance with Official Languages Act requirements</li> <li>• Provincial interpreter association memberships where applicable</li> <li>• Canadian insurance coverage meeting provincial requirements</li> </ul> <p>This comprehensive approach to licensing and certification ensures that CCI Group and our entire network maintain the highest professional standards while meeting all regulatory requirements for serving Sourcewell's participating entities across the United States and Canada.</p>
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19	Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.	<p>Debarment and Suspension Disclosure</p> <p>CCI Group confirms that neither the company nor any responsible party has been debarred or suspended from federal, state, provincial, or local government contracting within the past seven years.</p> <p>CCI Group maintains active and clear status in:</p> <ul style="list-style-type: none"> <li>• System for Award Management (SAM.gov) with no exclusions or flags</li> <li>• GSA Schedule program with no violations or suspensions</li> <li>• All state vendor registration systems where we operate</li> <li>• Federal contractor databases with clean performance records</li> </ul> <p>We have never been:</p> <ul style="list-style-type: none"> <li>• Debarred or suspended from any government contracts</li> <li>• Excluded from federal programs</li> <li>• Subject to any administrative agreements or compliance actions</li> <li>• Listed on any federal, state, or local excluded parties lists</li> </ul> <p>Furthermore, CCI Group acknowledges and agrees to provide immediate written notice to Sourcewell should any debarment or suspension proceedings be initiated during the pendency of this RFP evaluation or at any time during the contract period if awarded.</p> <p>This clean compliance record reflects CCI Group's commitment to ethical business practices, contract compliance, and maintaining the highest standards of integrity in all government contracting activities.</p>
20	Describe any relevant industry awards or recognition that your company has received in the past five years.	<p>Industry Awards and Recognition</p> <p>CCI Group has received significant federal recognition for our excellence in government contracting and language services:</p> <p>Federal Agency Recognition:</p> <p>USAID Administrator Recognition (2024): Samantha Power, USAID Administrator, publicly recognized CCI Group during the 15th Annual Small Business Conference for our exceptional performance and impact in supporting USAID's mission of promoting peace, prosperity, and inclusive development through effective communication services. This recognition highlighted our successful management of USAID's Language Services BPA and our alignment with federal objectives for international development.</p> <p>U.S. Small Business Administration Awards (2022):</p> <ul style="list-style-type: none"> <li>• Minority Business Owner of the Year - North Florida Region: Awarded to our founder and CEO, Indy Vega</li> <li>• Minority Business Owner of the Year - State of Florida: Ms. Vega won the statewide competition under the theme "Building a Better America Through Entrepreneurship"</li> </ul> <p>Client Performance Excellence:</p> <ul style="list-style-type: none"> <li>• Formal recognition from USAID leadership for exceptional contract performance on our Language Services BPA</li> <li>• Successful partnership with USAID's Office of Small and Disadvantaged Business Utilization</li> <li>• Long-term contract renewals with FEMA (7+ years) and Brevard Public Schools (renewed 2023)</li> <li>• 92% client retention rate across all government sectors</li> </ul> <p>Industry Leadership:</p> <ul style="list-style-type: none"> <li>• Selected for presentation at USAID's Small Business Conference as a model vendor</li> <li>• Strategic partnership with Nimdzi for industry research and development</li> <li>• Active participant in Small Business Association for International Companies (SBAIC)</li> </ul> <p>Operational Excellence:</p> <ul style="list-style-type: none"> <li>• Zero performance complaints or cure notices throughout company history</li> <li>• Current GSA Schedule holder in good standing</li> <li>• Consistent "Exceptional" or "Highly Satisfactory" CPARS ratings</li> </ul> <p>These recognitions from the highest levels of federal government—both USAID and SBA—validate CCI Group's capability to deliver exceptional language services at scale. As Administrator Power's recognition demonstrates, CCI Group has proven our ability to support critical government missions through reliable, high-quality language services.</p> <p>This federal-level recognition positions CCI Group uniquely to serve Sourcewell's participating entities, bringing the same excellence that earned acknowledgment from USAID's Administrator to every school district, municipality, and government agency in the Sourcewell network.</p>
21	What percentage of your sales are to the governmental sector in the past three years?	<p>Percentage of Sales to Governmental Sector</p> <p>Over the past three years, CCI Group's sales to the governmental sector have fluctuated based on contract cycles and project awards, but have averaged approximately 60% of our total revenue, demonstrating our strong specialization in serving public entities.</p> <p>Three-Year Overview: While the percentage varies year to year based on contract awards and project completions, the governmental sector consistently represents our primary focus, averaging 60% across the period. This includes:</p> <ul style="list-style-type: none"> <li>• Federal government contracts (FEMA, USAID, USDA, Peace Corps, GSA Schedule)</li> <li>• State and local government agencies</li> <li>• Court systems and judicial entities</li> </ul>

22	What percentage of your sales are to the education sector in the past three years?	<p>Percentage of Sales to Education Sector</p> <p>Over the past three years, approximately 30% of CCI Group's total revenue has come from the education sector, demonstrating our strong commitment to serving educational institutions at all levels.</p> <p>Education Sector Breakdown: This 30% encompasses:</p> <ul style="list-style-type: none"><li>• K-12 public school districts (including Brevard Public Schools and others)</li><li>• Public universities and community colleges</li><li>• Private educational institutions</li></ul> <p>Types of Education Services Provided:</p> <ul style="list-style-type: none"><li>• IEP (Individualized Education Program) meeting interpretation</li><li>• Parent-teacher conference interpretation</li><li>• Translation of educational materials and communications</li><li>• ASL interpretation for deaf and hard-of-hearing students</li><li>• Special education support services</li><li>• After-school program and extracurricular activity interpretation</li></ul> <p>Growth in Education Sector: Our education sector presence has grown steadily, driven by:</p> <ul style="list-style-type: none"><li>• Increasing LEP (Limited English Proficient) student populations</li><li>• Federal and state mandates for language access in education</li><li>• Growing awareness of the importance of family engagement across language barriers</li><li>• Long-term partnerships like our 7+ year relationship with some of the largest school districts in the State of Florida such as Broward County Public Schools, Brevard Public Schools and Orange County Public Schools amongst others.</li></ul> <p>Synergy with Government Services: The 30% education figure complements our 60% government sector concentration, as many education clients are public entities. This dual focus has created valuable synergies, allowing us to leverage government contracting expertise to better serve educational institutions through cooperative contracts like Sourcewell.</p> <p>Future Education Sector Outlook: With a Sourcewell award, we anticipate significant growth in our education sector services, as many of Sourcewell's participating entities are school districts and educational cooperatives. Our proven track record in education, combined with Sourcewell's streamlined procurement process, positions us to expand our educational impact across North America.</p> <p>This substantial education sector experience ensures that Sourcewell's education members will work with a provider who truly understands the unique challenges, requirements, and missions of educational institutions.</p>
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?	<p>CCI Group currently holds a GSA Schedule contract for Human Capital Management Services. While we have numerous direct contracts with government entities including FEMA, USAID, and Broward County Public Schools, we do not currently hold any state or regional cooperative purchasing agreements. The Sourcewell opportunity represents our strategic entry into the cooperative purchasing market, allowing us to leverage our proven government contracting experience to serve a broader range of participating entities through a streamlined procurement vehicle.</p>
24	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	<p>CCI Group maintains an active GSA Schedule for Human Capital Management Services. While specific annual sales volumes through the GSA Schedule vary based on task order awards and project cycles, this contract vehicle has enabled us to efficiently serve federal agencies including the Peace Corps and the Department of Homeland Security (DHS-FEMA). Through our GSA Schedule, we have provided critical ASL interpreters for FEMA disaster relief operations across multiple states, ensuring effective communication during emergency response efforts. The GSA Schedule has been instrumental in establishing our federal contracting credentials and streamlining procurement for government clients requiring rapid deployment of language services.</p> <p>CCI Group does not currently hold any Standing Offers and Supply</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 *	
City of Atlanta	Valerie Mills	404-831-0149	*
University of Central Florida	Michelle Laxer	407-823-1146	*
Broward County Public Schools	Ursula Smith	954-952-2576	*
Florida Rising	Viviana Mendible	786-443-4066	

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>As a specialized language service provider, CCI Group's sales force operates differently from traditional product vendors. Our approach focuses on relationship-building and consultative engagement rather than transactional selling:</p> <p>Primary Sales Team:</p> <p>Contract Managers - Our Contract Managers, such as Ms. Noris Sanchez (15+ years experience), serve as the primary relationship owners for participating entities, managing both initial engagement and ongoing service delivery</p> <p>Business Development Team - Our dedicated internal team within the Business Development office brings deep language services industry expertise that directly benefits Sourcewell members. Unlike generalist sales teams, our BD professionals understand the nuanced requirements of language access compliance, including LEP mandates, ADA requirements, and state-specific regulations.</p> <p>Project Managers - Serve dual roles as service delivery experts and solution consultants, helping entities understand how language services can meet their specific needs</p> <p>Extended Sales Network:</p> <p>Blue Ocean Strategies LLC - Our marketing partner who assists with lead generation and initial outreach to Sourcewell members</p> <p>Strategic Partner Network - Our 8,000+ linguists and specialized partners often serve as ambassadors, identifying service needs during their engagements</p> <p>Customer Success Team - Manages existing relationships and identifies expansion opportunities within current accounts</p> <p>Sales Approach for Sourcewell: Given that language services are typically purchased on an as-needed basis rather than through traditional sales cycles, our "sales force" focuses on:</p> <p>Education about available services and compliance requirements</p> <p>Tiered response protocol - Emergency service requests receive 15-minute response, routine service inquiries within 2 hours, and formal RFQs/proposals within standard procurement timelines</p> <p>Consultative needs assessments to help entities plan for language access</p> <p>Relationship management to ensure entities think of CCI Group first when needs arise</p> <p>Communication Protocols:</p> <p>Each participating entity receives a dedicated point of contact</p> <p>Quarterly check-ins to review service utilization and upcoming needs</p> <p>24/7 availability ensures sales support aligns with emergency service requests</p> <p>Integration with our Online Request System means service delivery teams can identify and communicate expansion opportunities</p> <p>This structure ensures Sourcewell members receive proactive support and education about language services while maintaining the responsive, service-oriented approach that LSPs require.</p>
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27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	<p>CCI Group delivers its solutions through a carefully curated network of authorized providers, ensuring quality, security, and compliance for every engagement across all United States and Canadian markets. Our worldwide experience serving global organizations has enabled us to develop an extensive network of local contractors who understand regional nuances and requirements. This network includes:</p> <p>Direct CCI Group Operations – Solutions are primarily delivered by our in-house project management team, who coordinate service delivery end-to-end for all client engagements from our headquarters located in Orlando, FL (USA).</p> <p>Vetted Subcontractor Network – We maintain a roster of over 8,000 pre-qualified subcontractors, including linguists, interpreters, and technical specialists, who meet our stringent onboarding requirements, including NDAs, and quality assurance testing. This network ensures coverage in all 50 U.S. states and Canadian provinces, including proven service delivery in rural and remote areas through our remote platform and mobile deployment capabilities.</p> <p>Specialized Partners – For certain projects requiring niche expertise (e.g., ASL interpretation, technical engineering language services, Indigenous language services, or highly specialized subject matter), we engage pre-approved partner organizations that operate under CCI Group's contractual and service-level agreements.</p> <p>Distribution Method – All solutions are coordinated centrally through CCI Group's project management systems including our enterprise scheduling platform that enables real-time interpreter booking, automated client notifications, and seamless coordination of onsite services. For translation projects, we utilize advanced translation memory and terminology management tools that ensure consistency across all human-translated content while maintaining each linguist's expertise and cultural understanding. Solutions are delivered directly to clients via secure channels (e.g., secure file transfer for translations, proprietary remote interpreting platforms, or on-site personnel deployment). This includes 24/7 availability for on-demand services. This centralized coordination ensures consistent quality and accountability regardless of delivery partner. Standard service levels include on-demand telephone interpretation with average connection times under 60 seconds (Spanish: 18 seconds, other languages: 38-68 seconds), onsite interpreter dispatch within 24-48 hours, and document translation turnaround within less than 24 hours based on volume and language combination.</p> <p>This approach ensures that every "authorized seller" or service delivery partner operates under CCI Group's standards for confidentiality, quality control, and customer service, providing a seamless and reliable client experience to Sourcewell's participating entities regardless of their location or size.</p>
28	Service force.	<p>CCI Group's Service Force delivers a seamless, end-to-end support ecosystem that ensures Participating Entities experience reliable, expert assistance across every engagement.</p> <p>CCI Group maintains a nationwide network of interpreters whose credentials and performance underpin our Service Force capabilities. Our pipeline of diverse linguists, local translators, and interpreters, operate in over 350+ languages worldwide including French-English interpretation for Canadian federal requirements, Indigenous languages of North America, and tribal dialects through partnerships with native speaker communities. CCI Group employs a systematic 3-step process to distinguish qualified linguists from bilingual speakers, ensuring only the most skilled are selected. These steps include prescreening, third-party language proficiency testing, and an in-house mock assessment, which is a practical assessment to evaluate real-world performance. Linguists must pass each step to move to the next one ensuring that Participating Entities will only receive services from proven linguists. Continuous training in sector-specific terminologies and cultural sensitivities will be provided to linguists.</p> <p>Ninety-five percent of our interpreters have over two years of paid experience, averaging six years on the job, and 90 percent hold formal corporate or government interpretation backgrounds. Moreover, we maintain relationships with security-cleared interpreters where available ensuring readiness for sensitive assignments when required. Our Quality Control Plan integrates peer reviews, client feedback loops, and a service-ledger protocol: any interpreter receiving more than two quality-related complaints is immediately removed from rotation.</p> <p>Our 24/7 on-call team ensures all emergency inquiries are addressed within 15 minutes with confirmation of request receipt and service availability, while regular-hour requests follow rigorously defined response-time commitments and escalation paths. CCI Group's Service Force leverages our robust web-based Online Request System, designed to process and track every service request in real time. The platform generates unique job identifiers, supports automated notifications, and provides authorized stakeholders with secure visibility into request status, interpreter assignments, and fulfillment metrics.</p> <p>At the core of our Service Force are our Contract Managers, each acting as a single point of accountability for service delivery. As an example, Project Manager, Ms. Noris Sanchez, brings over 15 years of project leadership and access to CCI's full home-office support, including recruiting, human resources, and executive leadership. This leadership layer proactively manages every aspect of service, from recruitment and onboarding to quality control and performance reporting, ensuring swift issue resolution and continuous alignment with client objectives.</p> <p>Through our certified talent pool and expert leadership, CCI Group guarantees Participating Entities receive prompt, high-quality support without taxing their internal teams. Monthly Technical Progress Reports and real-time dashboards offer clear visibility into compliance, fill-rates, and satisfaction scores, empowering Sourcewell members to make data-driven decisions and focus on mission delivery rather than logistics.</p>



29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>All orders for services under this agreement will be handled directly by CCI Group to ensure consistency, quality control, and security. We do not utilize distributors or dealers for the ordering process.</p> <p>Ordering Methods Available to Participating Entities:</p> <p>Secure Online Request System (Preferred): Participating Entities can log into our web-based portals to submit service requests 24/7/365. The portals allow them to specify service type, date, time, language pair, delivery method (on-site, video, phone, or translation), and any special requirements.</p> <p>Email Ordering: Requests can be submitted via email to a dedicated Sourcewell contract inbox, where they are immediately entered into our scheduling system by a Project Manager.</p> <p>Phone Ordering: Urgent or emergency requests can be placed by calling our operations line, with immediate intake and assignment.</p> <p>Order Fulfillment Process:</p> <p>Intake &amp; Confirmation: Upon receipt, requests are logged into our system, assigned a unique job identifier, and acknowledged within 15 minutes for urgent needs or within standard SLA timeframes for routine requests.</p> <p>Assignment &amp; Scheduling: Our scheduling platform matches the request to the most qualified linguist based on language, subject matter, and availability. The Participating Entity receives confirmation with assigned interpreter/translator details and service specifics.</p> <p>Service Delivery: Services are delivered via the requested modality, with real-time support from our operations team for any adjustments or issues.</p> <p>Completion &amp; Reporting: Once the service is complete, usage data is recorded and made available for reporting purposes.</p> <p>Roles:</p> <p>CCI Group: Serves as the single point of contact, managing the entire ordering, scheduling, and delivery process from start to finish.</p> <p>Authorized Providers (Subcontractors): For certain assignments, especially in specialized or rare languages, vetted subcontractors from our pre-qualified network may be assigned. They operate under CCI Group's contractual terms, service level agreements, and quality standards, with all coordination handled by CCI Group.</p> <p>This direct-to-provider ordering process ensures that Sourcewell members receive consistent pricing, rapid response times, and centralized quality assurance across all requests.</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>CCI Group's customer service program is founded on a proactive, end-to-end support process designed to exceed Sourcewell's expectations for responsiveness, accountability, and continuous improvement. From the moment a service request is initiated through our secure Online Request System, the following procedures ensure timely, high-quality delivery:</p> <p>Immediate Acknowledgment and Triage Upon receipt of a request, whether for interpretation or translation, our system generates a unique job identifier and notifies the Contract Manager within two minutes. Our customer service team, which includes bilingual support for Canadian entities and coverage across all North American time zones, verifies request details (scope, modality, location) and assigns it to the most qualified provider in our network, guaranteeing cultural and technical alignment.</p> <p>Response-Time Commitments</p> <ul style="list-style-type: none"> <li>• Standard Requests – Acknowledgment within 15 minutes; provider confirmation within 60 minutes for in-person assignments and 30 minutes for virtual sessions.</li> <li>• Urgent/Emergency Support – 24/7 on-call team activation with guaranteed initial response and status update within 15 minutes, ensuring critical needs are met around the clock.</li> </ul> <p>Provider Incentive Framework Under this contract, to drive exceptional performance, CCI Group will offer a tiered bonus structure, awarded quarterly, to providers achieving a 98 %+ on-time fulfillment rate and 95 %+ customer satisfaction in our post-assignment surveys. Additionally, top performers receive priority scheduling on high-visibility accounts, reinforcing our network's commitment to excellence.</p> <p>Continuous Monitoring and Feedback Our Quality Control Plan integrates real-time dashboards that track key performance indicators, such as response times, cancellation rates, and satisfaction scores, enabling the Contract Manager to identify and address trends before they impact service. Any assignment receiving a complaint triggers an immediate review; providers accruing more than two quality-related complaints are placed on probation and retrained to uphold our rigorous standards.</p> <p>Transparent Reporting and Collaboration Monthly Technical Progress Reports, distributed to Sourcewell stakeholders, summarize service metrics, highlight continuous improvement initiatives, and propose action plans for evolving needs. Quarterly strategy sessions ensure our program evolves in lockstep with Sourcewell's objectives, embedding lessons learned into future service design.</p> <p>By coupling rapid, clear-cut response protocols with a robust incentive and quality assurance infrastructure, CCI Group ensures that every Sourcewell Participating Entity receives not just a service, but a partnership – one defined by reliability, agility, and unwavering commitment to excellence.</p>	*

31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	<p>As detailed in our Service Force response, , CCI Group can provide interpretation and translation services to the participating Sourcewell entities throughout the entire United States, supported by our large network of linguists and other specialized providers. CCI Group demonstrates an unwavering commitment to serving Sourcewell's United States Participating Entities through a robust, nationwide infrastructure, ensuring seamless access to our full suite of language services across every jurisdiction.</p> <p>We provide scalable operations and localized support by coordinating local outreach, vendor management, and real-time monitoring. By leveraging our coast-to-coast interpreter network covering all 50 states, including Alaska and Hawaii, with particular strength in rural and underserved areas through our remote delivery platforms, alongside 24/7/365 telephonic and video-remote platforms, we guarantee that Sourcewell's Participating Entities experience zero service gaps. Entities retain the autonomy to issue purchase orders directly, confident in a single point of responsibility for service quality and continuity.</p> <p>Including the State of Hawaii and its participating jurisdictions, CCI Group holds active master agreements that span federal, state, and municipal sectors, positioning us to support any entity type, from city councils to education cooperatives and tribal governments. Our contracts with FEMA, USAID and USDA (among others) illustrate our capacity to fulfill high-volume, mission-critical requests without geographic limitations. By coupling expansive geographic coverage with agile, data-driven service management, CCI Group not only meets but accelerates the language-access needs of Sourcewell's U.S. entities, delivering reliability, accountability, and unmatched responsiveness at every level.</p>	*
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>CCI Group is fully committed to empowering Sourcewell's Canadian Participating Entities with seamless, bilingual language solutions that mirror our U.S. offering and respect Canada's unique regulatory and linguistic landscape. We have structured our service model to bill and report in both U.S. and Canadian dollars, meeting pricing requirements and ensuring transparent cost management for every province and territory. We maintain partnerships across all 10 provinces and 3 territories, with particular strength in major centers like Toronto, Montreal, Vancouver, Calgary, and Ottawa, while ensuring coverage for remote and northern communities through our remote delivery platforms. Moreover, our master agreement will conform to all applicable Canadian trade agreements, including the Canadian Free Trade Agreement and the Canada-EU Comprehensive Economic and Trade Agreement, so that every purchase order aligns with federal, provincial, and municipal procurement rules.</p> <p>We augment our core team with partnerships in key Canadian markets, leveraging accredited local interpreter associations to guarantee rapid deployment and domain expertise for healthcare, legal, education, and government assignments. Our Canadian operations are specifically structured to serve the MASH sector (Municipalities, Academic institutions, Schools, and Healthcare facilities) with sector-specific expertise and compliance protocols.</p> <p>All Canadian linguists undergo the same rigorous vetting, ongoing training, and performance monitoring as our U.S. counterparts. By aligning our bilingual infrastructure with Canada's procurement frameworks, Entities benefit from a single contracting point of responsibility and consistent quality-assurance protocols. With CCI Group as your partner, Sourcewell's Canadian members gain the confidence of working with a supplier whose operational readiness, cultural fluency, and compliance rigor are proven across multiple national contexts.</p>	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	<p>CCI Group will fully serve ALL geographic areas of the United States and Canada without exception. This includes:</p> <p>United States: All 50 states, the District of Columbia, and U.S. territories including Puerto Rico, U.S. Virgin Islands, Guam, American Samoa, and Northern Mariana Islands.</p> <p>Canada: All 10 provinces (Alberta, British Columbia, Manitoba, New Brunswick, Newfoundland and Labrador, Nova Scotia, Ontario, Prince Edward Island, Quebec, Saskatchewan) and all 3 territories (Northwest Territories, Nunavut, Yukon).</p> <p>Through our combination of on-site interpreter networks, remote delivery platforms, and 24/7 telephonic services, we ensure no participating entity will be excluded from service due to geographic location, including remote, rural, or isolated communities.</p> <p>There are no geographic restrictions or limitations to our service delivery under this proposed agreement.</p>	*

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.	<p>CCI Group confirms that ALL types of Participating Entities will have full access to our complete suite of language services without restriction. This includes:</p> <p>Federal and state government entities</p> <p>Cities, towns, and counties/parishes</p> <p>Education service cooperatives</p> <p>K-12 and higher education entities</p> <p>Tribal government entities</p> <p>Nonprofit entities</p> <p>Other public entities</p> <p>Canadian federal, provincial, and territorial departments</p> <p>Indigenous self-governing bodies</p> <p>MASH sector entities (Municipalities, Academic, Schools, Healthcare)</p> <p>No account type will face limitations based on size, budget, location, or service requirements. Whether serving a small rural school district, a major federal agency, a tribal government, or a Canadian municipality, all entities will have equal access to our full range of interpretation, translation, testing, and training services.</p> <p>There are no account type restrictions or limitations under this proposed agreement.</p>
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	<p>CCI Group has no restrictions that would apply to participating entities in Hawaii and Alaska or in US Territories.</p> <p>All participating entities in these locations will receive:</p> <p>Full access to our complete suite of language services</p> <p>Same pricing structure as continental U.S. entities</p> <p>Same service level agreements and response times for remote services</p> <p>24/7 telephonic and video interpretation without geographic surcharges</p> <p>Document translation services with standard turnaround times</p> <p>For on-site interpretation services in Hawaii, Alaska, and U.S. Territories, we maintain partnerships with local qualified interpreters and can deploy mainland interpreters when specialized expertise is required. While travel costs for mainland interpreter deployment may apply for on-site services, these would be pre-approved and transparently communicated. Remote services (phone, video, and translation) carry no additional charges or restrictions regardless of location.</p> <p>Hawaii's state agencies and participating jurisdictions, as specifically noted in this RFP, will have full and equal access to all services under the same terms as any other participating entity.</p>
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	<p>Yes, CCI Group will extend all terms of any awarded master agreement to nonprofit entities. CCI Group provides interpretation and translation services to private, public, and nonprofit entities across North America, including federal, state/province, municipal, K-12 and higher education, tribal government, and other entities including nonprofit hospitals, community organizations, charitable foundations, and 501(c)(3) organizations. All terms of any awarded master Sourcwell agreement will be available to any Participating Entity that can legally access these services under this Contract.</p> <p>CCI Group will familiarize all of our staff, including sales and service forces, with the terms, conditions, mechanisms, and eligibility requirements of the Sourcwell contract and actively promote a marketing strategy to encourage potential participating entities to join Sourcwell. CCI Group understands that any entity accessing benefits of this Contract is considered a Participating Entity of Sourcwell during such time of access, and that these entities have the right to obtain interpretation and translation services from other sources.</p>

**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>CCI Group utilizes an internal marketing team within our Business Development office, supported by the external consulting company Blue Ocean Strategies LLC, to market and promote our contracts. By working closely with Program Managers and Sales Executives, this combined team has proven highly effective at engaging existing clients and forging new relationships. Under our agreement with Blue Ocean Strategies LLC, we execute integrated digital campaigns, social media outreach, multimedia production and a full suite of marketing services—ensuring consistent messaging and tight coordination with program objectives.</p> <p>CCI Group also manages our website and customer portal end to end. Depending on campaign goals, we collaborate with select network partners to co-create promotions, leverage shared funding and extend our reach. Once the contract is awarded we will align with Sourcwell team members to finalize and approve all promotional activities. Our goal is to sustain sales momentum at launch while investing in ongoing marketing programs that expand member engagement and drive year-over-year growth in</p>

contract utilization.

In addition to the core tactics below, we will build detailed buyer personas, maintain a centralized editorial calendar, implement rigorous performance measurement with defined KPIs, conduct regular A/B testing, and execute account-based marketing for key members. We will capture customer advocacy through case studies and video testimonials, host educational webinars and virtual workshops, maintain a transparent budget and resource plan, and ensure all assets meet accessibility and compliance standards.

#### 1. Planning & Strategy Foundations

Develop and maintain buyer personas for key audiences

Manage a centralized editorial calendar with content deadlines and approval steps

Maintain a transparent budget and resource plan by channel

#### 2. Core Campaign Execution

Create a dedicated, co-branded contract landing page with benefits, testimonials and a lead-capture form

Implement in-house SEO best practices and manage targeted pay-per-click campaigns

Design full-page advertisements and promotional materials featuring the Sourcewell logo

Issue a press release to Minnesota media outlets, partner networks and associations such as AECT, ISTE and SALT

Launch email campaigns via our Salesforce-iContact integration (initial announcement followed by themed drip sequences like "Wireless Mobility for Education" and "Integrated Security Solutions")

Maintain active Facebook, LinkedIn and Twitter profiles linked to Sourcewell e-procurement pages

Post product updates, success stories, environmental impact highlights and member case studies across blogs and approved channels

#### 3. Partner & Field Engagement

Collaborate with OEMs and Strategic Partner Network members on co-marketing campaigns, webinars and bundled promotions governed by a shared calendar

Conduct regular outreach by phone, email, social media and in person through our Direct Sales team and partners

Place targeted ads in member-focused and vertical publications including Canadian public sector publications as needed.

Plan for speaking and booth opportunities at trade shows such as AASA NCE, NSPM, VSPMA, NYSSFA, CASBO and MASBO

#### 4. Events & Advocacy

Host webinars and virtual workshops on timely topics such as 'Meeting LEP Requirements,' 'VRI Best Practices for Healthcare,' and 'Translation Quality Management' to educate prospects and generate qualified leads

Implement account-based marketing for large districts and agencies with personalized landing pages and executive briefs

Capture member testimonials and case studies early in the term for ongoing use

#### 5. Optimization & Measurement

Track KPIs such as MQLs, conversion rates, cost-per-lead and social engagement with monthly reporting

Conduct A/B and multivariate tests on emails, landing pages and ads to drive continuous improvement

#### 6. Compliance & Accessibility

Ensure all digital assets meet WCAG 2.1 accessibility standards and procurement compliance requirements

As CCI Group will develop customized, co-branded marketing materials specifically for the Sourcewell contract upon award, our current materials do not reflect the Sourcewell partnership. We will work closely with Sourcewell's marketing team to create approved materials that align with brand guidelines and effectively communicate the value proposition to participating entities. Sample materials can be developed and provided during contract negotiations if requested.

38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>CCI Group leverages a comprehensive marketing technology stack and data-driven processes to ensure every campaign is measurable, personalized and continuously optimized. We combine social media platforms, email and call campaigns, website tools and one-on-one outreach with advanced analytics and automation.</p> <p>For Social Media Integration, we will include direct links to Facebook, Twitter and LinkedIn in all marketing materials and use social listening tools to monitor any online conversations about Sourcewell and related topics. We can also run targeted paid-social campaigns to reinforce organic outreach and retarget engaged audiences.</p> <p>We analyze social media engagement and campaign performance to refine messaging and channel mix and track key metrics (UTM parameters, page heatmaps, form submissions) to build audience segments. We also use predictive lead-scoring models to prioritize high-value prospects. Our Salesforce portal includes website forms and webinar platforms that can easily integrate with Sourcewell's e-procurement system. By combining these technologies and data practices, CCI Group delivers marketing that is targeted, measurable and continuously refined, driving stronger engagement and higher contract utilization.</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>We see Sourcewell as much more than a contract vehicle: they're a trusted partner whose 50,000+ member network and stellar reputation create immediate credibility for vendors like CCI Group. Sourcewell's promotional efforts, from featuring contracts in their vendor directory to facilitating introductions at member events, provide invaluable third-party validation that opens doors we couldn't access alone.</p> <p>CCI Group is excited to leverage these co-branding opportunities and actively participate in Sourcewell-sponsored events, webinars, and member meetings. We view this as a true partnership where Sourcewell's endorsement accelerates trust-building with participating entities, while we bring our language services expertise and dedicated resources to maximize the value for their members. Together, we can expand access to critical language services across North America.</p> <p>Integration into our sales process:</p> <p>CCI Group is committed to making the Sourcewell agreement central to our government sales strategy, not just another contract option. We will:</p> <p>Prioritize Sourcewell members by training our entire sales team to identify membership status during first contact and immediately highlight the streamlined procurement benefits</p> <p>Develop dedicated resources including Sourcewell-specific proposals, case studies, and pricing tools that emphasize the time and cost savings of using pre-competed contracts</p> <p>Lead with Sourcewell in every eligible opportunity, positioning it as the fastest, simplest path to securing language services</p> <p>Track and celebrate success through dedicated Sourcewell metrics in our CRM, with monthly reviews to ensure we're maximizing value for participating entities</p> <p>Invest in the partnership by attending Sourcewell events, contributing success stories, and actively promoting the cooperative purchasing model to potential new members</p> <p>Our enthusiasm for this partnership stems from the perfect alignment between Sourcewell's mission to simplify procurement and CCI Group's commitment to removing language barriers. We're not just seeking a contract, we're seeking a long-term partnership that delivers exceptional value to participating entities while growing the cooperative purchasing community</p>	*

40	<p>Are your Solutions available through an e-Procurement or e-Commerce ordering process?</p> <p>If so, describe your system(s) and provide one (1) example of how governmental and educational entities have successfully utilized them.</p>	<p>Yes, CCI Group's solutions are fully available through our e-procurement ordering process. Participating entities can access our services through:</p> <p>Direct integration with existing procurement systems via API</p> <p>Web-based portal with single sign-on (SSO) capabilities</p> <p>GSA Advantage! and other government e-marketplace platforms</p> <p>Electronic purchase order processing with automated approval workflows</p> <p>CCI Group utilizes a robust web-based platform for receiving and fulfilling online service requests while ensuring compliance with Participating Entities. This system is designed to streamline the scheduling and management of interpreting services to accommodate and fill requests as quickly as possible. The platform supports real-time scheduling, request modifications, and automated notifications, ensuring efficient coordination between requestors, interpreters, and administrators. Our Online Request System establishes a unique job identifier to track all scheduled tasks, whether weekly, monthly, or quarterly to include reoccurring tasks. The tracking system also monitors interpreter hours used to ensure accurate tracking of service fulfillment and overall contract performance.</p> <p>The platform provides controlled access to authorized personnel, enabling them to view consumer profiles and job information. The platform adheres to high-level security standards, including encryption and access controls.</p> <p>Using CCI's Online Request System our Project Administration System (PAS) will generate detailed monthly Technical Progress Reports. The system automatically tracks and compiles data points, including:</p> <p>Names of individuals requesting/receiving services</p> <p>Interpreter details and assigned hours</p> <p>Number of late requests and cancellations</p> <p>Office and location usage analytics</p> <p>Date ranges and unfulfilled requests</p> <p>Performance-tracking metrics</p> <p>Our secure, web-based platform centralizes all language service requests, eliminating the need for manual scheduling, tracking, and reporting Participating Entity personnel. By automating interpreter assignments, real-time tracking, and compliance reporting, CCI Group's system reduces overhead costs associated with contract management while ensuring full transparency in service fulfillment. This technology-driven approach minimizes administrative burden and allows stakeholders to focus on their respective entity's services rather than logistical coordination.</p> <p>Example of Successful Implementation:</p> <p>The Peace Corps has successfully utilized our Online Request System through our e-procurement platform integrated with our GSA Schedule contract to manage interpretation services for their nationwide recruitment and accessibility programs. By leveraging our e-procurement platform, they have:</p> <p>Streamlined scheduling across multiple offices, with our system's automated interpreter matching reducing on-site interpreting request fulfillment time to under 60 minutes for most assignments</p> <p>Improved service delivery for specialized needs, particularly ASL/Deaf and Hard of Hearing services, with 100% fulfillment rate for accessibility interviews</p> <p>Enhanced communication through our platform's real-time messaging and clarification features, which proved invaluable when our team helped them identify the correct requirement for Mexican Sign Language versus generic "Spanish Sign Language"</p> <p>Simplified compliance tracking with automated reporting that captures all service details for federal procurement requirements</p> <p>The Peace Corps has particularly valued our platform's ability to tap into our network of specialized interpreters across disciplines (immigration, legal, medical, HR), ensuring they receive interpreters with relevant subject matter expertise. Their Contract Officer Representative has consistently praised both the platform's efficiency and the quality of services delivered, with zero service complaints to date.</p> <p>This successful implementation demonstrates how our e-procurement system transforms complex, multi-location interpretation scheduling into a seamless, transparent process that meets federal compliance requirements while delivering exceptional service quality.</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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41	<p>Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities.</p> <p>Include details, such as whether training is standard or optional, who provides training, and any costs that apply.</p>	<p>CCI Group provides training to help Sourcewell participating entities effectively utilize language services and meet their language access obligations:</p> <p>Standard Training Programs (No Additional Cost):</p> <p>Online Request System Training - All participating entities receive hands-on training for our web-based platform, covering service requests, scheduling, report generation, and invoice management. Delivered virtually by our Project Managers within 30 days of contract initiation (2-hour session).</p> <p>Working with Professional Interpreters - Best practices training for entity staff on conducting effective interpreted sessions, including pre-session briefing, managing flow, and cultural considerations. Available monthly via webinar or on-demand through our client portal.</p> <p>Document Preparation for Translation - Guidance on optimizing documents for translation, including formatting, terminology consistency, and timeline planning to reduce costs and turnaround time. Delivered by senior project managers with 5+ years of experience (1-hour virtual session).</p> <p>Language Access Compliance - Overview of federal LEP requirements, ADA obligations, and state-specific mandates, helping entities develop comprehensive language access plans. Provided quarterly by our compliance team.</p> <p>Optional Specialized Training (Costs Vary):</p> <p>Department-Specific Workshops - Customized training for healthcare, legal, educational, or social services departments.</p> <p>VRI Equipment Setup - For entities using their own video remote interpretation equipment, our technical team provides configuration support and end-user training (quoted based on scope)</p> <p>Cultural Competency Programs - Deep-dive sessions on working with specific populations or languages relevant to the entity's community (pricing based on duration and group size)</p> <p>All standard training includes downloadable quick reference guides, recorded sessions for future reference, and ongoing support through our customer success team. This comprehensive training approach ensures participating entities maximize the value of their language services while building internal capacity for serving diverse populations.</p>	*
42	<p>Describe any technological advances that your proposed Solutions offer.</p>	<p>CCI Group delivers a suite of sophisticated, technology-driven solutions that transform how Sourcewell participating entities access and leverage linguistic services. At the core of our offering is a, cloud-native scheduling and case-management platform that automates interpreter assignments, dynamically matches skill sets to request profiles, and provides real-time visibility into assignment status and interpreter availability. This platform uses advanced rules-based matching algorithms to analyze historical call-order data, predict peak demand periods, and optimize resource allocation, delivering a 30 percent reduction in turnaround time during pilot deployments.</p> <p>CCI Group's remote interpretation capabilities extend beyond traditional video remote interpretation (VRI); our end-to-end encrypted VRI network supports up to 4K video streams with adaptive bandwidth management, ensuring uninterrupted service even in challenging connectivity environments. We augment this with human-managed translation memory systems and quality-controlled terminology database maintenance, which continuously refines terminology databases, eliminates duplicate segments, and accelerates post-assignment deliverables by 25 percent.</p> <p>Additionally, we use a remote simultaneous interpreting platform that provides on-demand or pre-scheduled remote simultaneous interpretation. The platform reduces travel and equipment costs while ensuring seamless, high-quality audio and video streams for hybrid events. It supports recording, analytics, and integration with clients' streaming services to broaden access and inclusivity</p> <p>Recognizing the critical importance of security and data integrity, CCI Group's solutions are hosted within secure cloud infrastructure utilizing industry-standard encryption and security protocols aligned with NIST SP 800-171 controls. Our multi-factor authentication, role-based access control, and end-to-end encryption safeguard sensitive information throughout the service lifecycle, from request intake through final report publication.</p>	*
43	<p>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>	<p>This requirement is not applicable to interpretation and translation services</p>	*
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>This requirement is not applicable to interpretation and translation services</p>	*

45	<p>What unique attributes does your company, your products, or your services offer to Sourcewell participating entities?</p> <p>What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?</p>	<p>CCI Group elevates language access through our unique combination of human expertise and operational excellence. Our platform seamlessly coordinates our global network of 8,000+ vetted linguists, covering 350+ spoken and signed languages, to deliver on-demand interpreting, translation, testing, and training services with unprecedented speed and precision. By maintaining real-time visibility of interpreter availability and matching their specialized expertise to each request, we ensure that participating entities never wait more than 15 minutes for acknowledgment and appropriate resource allocation, even during after-hours or surge events. Beyond rapid response, CCI Group's platform features comprehensive terminology management and specialized glossaries maintained by our expert linguists for each industry sector. As terminology evolves, our linguist teams review and update translation memories, and pushes curated term-sets to interpreters and translator network, guaranteeing both consistency and compliance across all projects. This quality control process, managed by senior linguists, reduces revision time by 25 percent and empowers Sourcewell users to receive the most current, context-accurate linguistic assets available.</p> <p>What truly sets CCI Group apart is our human-centered innovation ethos: we pair our technology platform with hands-on support from dedicated Program Managers and Quality Assurance Officers. These experts conduct daily check-ins, monitor performance metrics, and collaborate with client teams to refine workflows continuously. That blend of cutting-edge technology, deep cultural competence, and white-glove service delivery defines the CCI Group advantage and delivers measurable performance gains to every Sourcewell participating entity.</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	CCI Group holds the following certifications: 8A Program - U.S. Small Business Association M/WBE - City of Orlando Local Developing Business (LDB) - Orange County Public Schools (OCPS) M/WBE - Greater Orlando Aviation Authority (GOAA) M/WBE - Orange County Government M/WBE - Osceola County Board of County Commissioners M/WBE - State of Florida - Office of Supplier Diversity (OSD)
47		Minority Business Enterprise (MBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A
48		Women Business Enterprise (WBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	M/WBE - City of Orlando M/WBE - Greater Orlando Aviation Authority (GOAA) M/WBE - Orange County Government M/WBE - Osceola County Board of County Commissioners M/WBE - State of Florida - Office of Supplier Diversity (OSD)
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	M/WBE - City of Orlando M/WBE - Greater Orlando Aviation Authority (GOAA) M/WBE - Orange County Government M/WBE - Osceola County Board of County Commissioners M/WBE - State of Florida - Office of Supplier Diversity (OSD)
53		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A
54		Women-Owned Small Business (WOSB)	<input checked="" type="radio"/> Yes <input type="radio"/> No	M/WBE - City of Orlando M/WBE - Greater Orlando Aviation Authority (GOAA) M/WBE - Orange County Government M/WBE - Osceola County Board of County Commissioners M/WBE - State of Florida - Office of Supplier Diversity (OSD)

**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.	CCI Group's standard payment terms are 30 days from the invoice date. We accept payments via ACH, wire transfer, check, P-card and credit card. All invoices will clearly itemize services rendered, date(s) of service, language(s), and applicable Sourcewell discounts. Invoices will be submitted electronically unless otherwise requested by the Participating Entity.

56	Describe any leasing or financing options available for use by educational or governmental entities.	Not applicable – CCI Group does not offer leasing or financing options for interpretation or translation services.	*
57	Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to Participating Entities.	CCI Group uses the following standard documents:  Service Order Form – capturing service type, date, language pair, and other specifics.  Terms & Conditions Agreement  Non-Disclosure Agreements – required of all subcontractors and linguists.	*
58	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcwell participating entities for using this process?	Yes, CCI Group accepts P-cards (procurement cards) with a 3% processing fee to Sourcwell Participating Entities.	*
59	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcwell discounted price) on all of the items that you want Sourcwell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	CCI Group proposes line-item pricing per unit of service, with rates provided for translation (per word), proofreading (per word), on-site interpreting (per hour), virtual interpreting service (per hour), video remote interpreting (per minute), and over-the-phone interpreting (per minute). All pricing includes the Sourcwell discounted rate in both USD and CAD. On-site interpreting and Video Interpreting Services (VIS) have a two-hour minimum charge per assignment. The full pricing matrix is provided in the attached price sheet.	*
60	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	Our proposed pricing reflects an average 11% discount from our standard list pricing for all services	*
61	Describe any quantity or volume discounts or rebate programs that you offer.	CCI Group does not offer a rebate program. While our price list reflects standard discount rates available to all Sourcwell members, additional volume-based discounts may be considered on a case-by-case basis depending on actual usage levels.  Such discounts are not included in the published rate sheet and would be applied only after reviewing a Participating Entity's historical or projected service volume. Examples may include:  Reduced per-unit translation rates for sustained high-volume monthly word counts.  Lower hourly rates for interpreting assignments under recurring, high-usage schedules.  Customized bundled pricing when multiple service types are contracted together.  This flexible, usage-based approach allows us to pass along savings for large-scale engagements while maintaining the same high level of service and quality.	*
62	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "non-contracted items". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.  Define the costs/fees associated with "sourcing/quoting" products and related services.	For non-contracted or "sourced" services, CCI Group will provide pricing at cost plus 10%, or at a fixed per-unit rate if applicable. Each request will be quoted individually and approved in writing by the Participating Entity prior to service delivery. No sourcing/quoting fees will be charged beyond the agreed markup.	*
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.	Our pricing excludes:  Travel costs for on-site interpreters requiring air travel or overnight lodging (billed at cost, pre-approved).  Rush surcharges for translation projects exceeding 2,500 words per 24 hours if requested.  Specialized equipment rental for conference interpreting (quoted separately if required). All other service costs, including project management, are included in the rates provided.	*
64	If freight, delivery, or shipping is an additional cost to the Sourcwell participating entity, describe in detail the complete freight, shipping, and delivery program.	Not applicable – all services are delivered electronically or on-site by local or traveling interpreters. Any physical shipments (e.g., hard-copy deliverables) will be billed at cost with pre-approval.	*
65	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	Remote interpretation and translation services carry no surcharges for Alaska, Hawaii, Canada, or offshore territories. For on-site interpretation requiring travel to these locations, airfare, lodging, and per diem costs will be billed at cost with pre-approval.	*

66	Describe any unique distribution, delivery, or deployment methods or options for the goods and services offered in your proposal.	<p>CCI Group's delivery model is designed to give Sourcewell members immediate access to high-quality language services anywhere in the United States, Canada, and participating territories, without geographic or logistical limitations. Our deployment methods combine centralized coordination, localized expertise, and technology-driven efficiency to ensure speed, consistency, and quality in every engagement.</p> <p>Unique Features of Our Delivery Model:</p> <p>Centralized Scheduling &amp; Dispatch: All service requests are managed through our secure, cloud-based scheduling platform, which instantly matches requests to the most qualified linguists based on language pair, subject-matter expertise, location, and availability. This enables rapid assignment and confirmation often within minutes.</p> <p>Blended Network Approach: We deploy services using a combination of local in-market interpreters for on-site needs and remote interpreters for immediate access, ensuring no delays for rural, remote, or high-demand areas.</p> <p>Rapid On-Demand Connections: For telephonic and video interpretation, our on-demand platform connects most Spanish calls in under 18 seconds and other languages within 38–68 seconds, 24/7/365.</p> <p>Seamless Technology Integration: Our interpreters and project managers can integrate directly with the Participating Entity's existing virtual meeting platforms (Zoom, Teams, WebEx) or operate from our own secure platform, eliminating the need for extra software or hardware.</p> <p>Scalable Deployment for Large Events: For conferences, trainings, or multi-day projects, we pre-position interpreter teams, either on-site with portable equipment or remotely via our Remote Simultaneous Interpretation (RSI) platform so services begin on schedule with no setup delays.</p> <p>Guaranteed Continuity of Service: Secure communication channels, backup interpreters on call, and geographically diverse staffing ensure uninterrupted service even during emergencies, peak demand, or severe weather events.</p> <p>This combination of real-time assignment technology, national/local interpreter coverage, and built-in redundancy allows CCI Group to deploy language services faster, more reliably, and with greater flexibility than traditional delivery models giving Sourcewell members a consistent, high-quality experience every time.</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.	We conduct quarterly internal audits of all Sourcewell transactions to ensure correct application of discounted rates. Audit results are documented and reviewed by our Director of Operations and CEO, with corrections issued immediately if discrepancies are found.	*
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>Average response time to service requests.</p> <p>Fill rate percentage for all requests.</p> <p>Customer satisfaction scores from post-service surveys.</p> <p>Compliance with SLA response times.</p> <p>Average connection time for remote interpreting.</p>	*
69	Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The proposed Administrative Fee will be payable to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.	CCI Group proposes a 2% administrative fee payable on all completed transactions with Participating Entities.	*

**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.	<p>Yes. The pricing proposed in this response is equal to or better than rates available through comparable cooperative contracts, state agreements, and agency procurements in both the United States and Canada.</p> <p>Justification:</p> <p>Substantial Savings on High-Demand Languages: For Spanish translation, our Sourcwell rate of \$0.08 USD per word is significantly lower than the market average of approximately \$0.15 USD per word offered by other providers under cooperative and state contracts, representing a cost savings of nearly 47% for one of the most requested languages.</p> <p>Across-the-Board Competitiveness: Similar discounts apply to other high-volume languages and services, ensuring Sourcwell members receive below-market rates regardless of language pair or service type.</p> <p>Volume Advantage: The same discounted pricing applies to all participating entities without minimum spend requirements, with additional tiered discounts available for high-usage accounts.</p> <p>Geographic Parity: No surcharges for Alaska, Hawaii, Canada, U.S. territories, or rural/remote locations for remote services, ensuring price consistency across all jurisdictions.</p> <p>This pricing structure ensures Sourcwell members not only access pre-competed, below-market rates, but also benefit from industry-leading service quality, nationwide coverage, and value-added technology at no additional cost.</p>

**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><b>INTERPRETING SERVICES</b></p> <p>From the first moment a service request arrives, our On-Demand Interpretation Suite springs to action. A cloud-based scheduling platform manages demand and instantly matches callers to qualified linguists, telephonically or via video remote interpreting (VRI), in any of 350 spoken or signed languages. Whether for urgent 24/7 telephonic support or high-definition VRI with adaptive bandwidth management, participating entities enjoy guaranteed acknowledgment within 15 minutes and connection to appropriate interpreters based on availability and expertise, even across time zones and high-volume periods.</p> <p>Our In-Person Interpretation Services extend that same agility into the field. CCI Group maintains a global roster of 8,000+ vetted interpreters, covering ASL, PSE, tactile signing, consecutive and simultaneous modes. These interpreters are equipped with portable consoles, wireless headsets, and necessary technical equipment. For complex conferences or community outreach, we coordinate logistics, technical setup, and on-site support, ensuring uninterrupted communication from setup through teardown.</p> <p>CCI Group's face-to-face interpreting service is the perfect solution when participating entities need an interpreter physically present. These situations may include stakeholder meetings, virtual, in-person, or hybrid meetings, briefings, trainings, seminars, speeches, workshops, conferences, or other formats</p>

connecting stakeholders with partners, local organizations, networks, and community leaders. Methodologies anticipated to assist Participating Entities may include:

**Consecutive Interpretation**, where CCI uses this mode of interpretation in small settings such as consultations, legal depositions, interviews, or small-scale meetings where the extra time required for interpretation doesn't disrupt the flow of communication. In this mode of interpretation, the speaker delivers a part of their message, then stops, providing the interpreter an opportunity to render what has been said into the target language.

**Simultaneous Interpretation**, where the interpreter translates the speaker's words into the target language in real-time, usually with a lag of only a few seconds. This is frequently used in large-scale events such as conferences or live broadcasts. Due to the high cognitive load, simultaneous interpreters usually work in pairs, switching off every 20-30 minutes to maintain accuracy and quality.

**Sight Translation**: This is a specialized form of interpretation where the interpreter performs an on-the-spot oral translation of a written document from the source language into the target language. Participating Entities will use this mode of interpretation when a quick understanding of a document's content is required, and formal written translation isn't necessary or time-sensitive. This skill combines aspects of both translation and interpretation, often used for reading written instructions, correspondence, forms, or legal documents during meetings or consultations.

**Escort Interpreting**: In this mode, a CCI Group interpreter accompanies individuals or delegations on tours, site visits, meetings or interviews. The interpreter's role extends beyond language interpretation to include cultural bridging and facilitating communication in informal settings. This service is particularly valuable for social service provision, community outreach, and other situations where Participating Entities require not just interpreting services, but also assistance navigating cultural or environmental contexts.

CCI Group considers interpreter quality of the utmost importance and a key component of our service commitment to the Sourcewell requirements. After a strict vetting process, all our interpreters are constantly evaluated so they keep up with our high-quality standards, on-going quality checks and continuing education. Additionally, CCI Group's on-site interpretation process maintains constant communication through our interpreters during the entire process. This ensures that stakeholders can effectively communicate in real-time.

**Virtual Platform Integration**: CCI Group provides interpreter services for webinars through all major web-based conferencing platforms, such as Zoom, Microsoft Teams, WebEx and others. We can either use the platform selected by Participating Entities or offer our reliable technology that integrates seamlessly into the Entity's current setup. Our solutions enable stakeholders to access interpreter services directly without additional dial-in requirements. During onboarding, we evaluate available options to determine which one is best suited to meet the specific needs of the Participating Entity.

**Remote Video Interpretation (VRI)**: CCI Group offers flexible VRI solutions, available both on-demand and pre-scheduled. The process mirrors our on-site interpretation scheduling for seamless coordination. Our carefully vetted interpreters are selected for their ability to work effectively in any setting and are available 24/7 to serve Participating Entities. We maintain a large pool of interpreters covering multiple languages and industries, accessible through our online portal or mobile application, allowing users to connect with an interpreter within minutes for fast and reliable language support.

**Remote Simultaneous Interpretation (RSI)**: CCI Group's innovative RSI platform enables professional interpretation for conferences and hybrid events while eliminating traditional costs such as interpreter travel, equipment rental, installation, and insurance. Our platform provides meaningful language access from any location - interpreters deliver services remotely while audiences (both in-person and virtual) receive real-time interpretation in their preferred language.

The platform delivers consistent, accurate interpretation through professional interpreters fluent in both source and target languages with relevant subject matter expertise. Sessions can be recorded for asynchronous access, accommodating participants with scheduling constraints. Our user-friendly platform is accessible from any device (desktop, laptop, tablet, or smartphone) with intuitive navigation and language selection. All transmissions are encrypted and secure, with interpreters bound by strict confidentiality agreements to protect client privacy.

**Over-the-Phone Interpretation (OPI)**: Our OPI service enables effective communication between parties speaking different languages, regardless of location. Our industry-leading technology integrates seamlessly with existing organizational infrastructure, including Limited English Proficient (LEP) Direct Dial functionality that connects LEP individuals directly to interpreters.

Our OPI service follows a streamlined 4-step process:

**Dedicated Phone Line**: Participating Entities receive a dedicated line with 24/7/365 access to interpreters in over 350 languages

**Language Identification**: Our trained operators identify the required language combination, even when callers are unsure of the needed language

**Information Intake**: Operators gather essential information including requestor name, organization/department, and LEP individual identification

**Rapid Connection**: Average connection times - Spanish: 18 seconds / Other languages: 38-68 seconds

This comprehensive approach ensures Participating Entities can access professional interpretation services instantly, regardless of time, location, or language requirement.

#### TRANSLATION SERVICES

With a background in disaster relief assistance, CCI Group is fully prepared to cater to the potentially diverse translation requirements of Sourcewell's Participating Entities, which may span across written documents, press releases, culturally competent marketing materials, social media content, subtitled video



		<p>content, and information session/event materials. Additionally, CCI Group understands that multiple document revisions may be necessitated due to various reasons, including changes in legal frameworks.</p> <p>When a translation request is received, our dedicated project management team springs into action. We promptly acknowledge the request within 15 minutes, detailing the source and target languages, estimated timelines distinguishing standard from expedited requests, and any unique standards or requirements. Our project management team is available 24/7 for urgent translation requests, with expedited service available for time-sensitive documents. Our translators hold recognized certifications such as ATA certification and possess subject matter expertise in their specialized fields. Having provided support to FEMA during disaster relief operations, CCI Group understands the critical importance of receiving a rapid response. As a testament to our commitment to promptness, we maintain 24-hour turnaround for urgent translations under 1,500 words, with larger projects scaled accordingly.</p> <p>Our Project Manager will assess the scope of work and assign the appropriate linguist(s) based on the language combination, document size, subject matter, and required turnaround time. For small documents (500-1,500 words), we typically deliver the translated content within 1-5 business days. Medium-sized documents (1,500-5,000 words) are usually completed within 3-7 business days, while large documents (5,000-10,000+ words) may require 5-15 business days, depending on the complexity and specific requirements. Rush service is available for urgent needs.</p> <p>Our Translation Management System (TMS) centralizes project workflows, ingesting source documents, updating glossaries, and maintaining translation memories for consistency. Every output passes through our Translation-Editing-Proofreading (TEP) model, with certified linguists handling translation, editing, and proofreading to ensure accuracy and cultural fidelity. This rigorous human-centered quality process ensures exceptional accuracy while maintaining efficient turnaround times.</p> <p>CCI will implement a translation framework for requests, translating documents and multimedia content in various formats, from English or non-English to specified target languages. The process includes comprehensive quality management and adherence to contract requirements. Assigned solutions and project managers will work closely with Participating Entities upon kick-off to ensure client-assigned deadlines, requirements, quality expectations and communication channels are understood and prepared for effectively. At a high level, the proposed process and quality management will develop project guides, translation style specifications, terminology, glossaries, translation memories, and determine linguist requirements. Solutions will involve provisioning resources on the CCI translation management system, creating projects and activities in our project management system, establishing metrics and visual data charts and graphs, creating performance and financial milestones, and ensuring accurate reporting frequency and deliverables pursuant to Participating Entity requirements.</p> <p><b>PLATFORM INTEGRATION &amp; SECURITY</b></p> <p>Underlying every module is our Platform Integration &amp; Support Framework. CCI Group's platform performs seamless interpretation and translation services, ensuring that non-English speakers receive consistent and accurate information in their native languages. Our advanced Translation Management System (TMS) goes beyond the capabilities of traditional CAT tools by providing a comprehensive platform for managing translation projects and facilitating seamless collaboration between linguists and clients. API connectors seamlessly link our scheduling and TMS platforms with Zoom, Teams, and LMS environments, secured by authorized hosting, multi-factor authentication, and end-to-end encryption.</p> <p>Additionally, CCI Group's platform is designed to be user-friendly and accessible from any device, including desktops, laptops, tablets, and smartphones. Users can easily navigate the platform and switch between different languages to access our services. We take the confidentiality of our services seriously and have implemented a robust security system to ensure that all information transmitted through our platform is encrypted and secure. Our interpreters and translators are bound by strict confidentiality agreements to further protect the privacy of our clients.</p> <p>Together, these solutions compose a unified, scalable ecosystem that spans remote and on-site interpreting and translation services, empowering every Sourcewell Participating Entity to communicate inclusively, compliantly, and confidently across any channel or context</p> <p><b>LANGUAGE TESTING AND TRAINING SERVICES</b></p> <p>CCI Group is not proposing language testing or training services under this solicitation. Our core competencies and this proposal focus exclusively on professional interpretation and translation services, where we maintain the highest standards of quality and extensive experience serving government entities. Participating Entities requiring language proficiency testing or language instruction services would need to procure these separately from specialized testing and educational providers.</p>
72	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<p>On-Demand Remote Interpretation Services - Telephonic (OPI), video remote (VRI), and remote simultaneous interpretation (RSI) in 350+ languages, available 24/7 with average connection times under 60 seconds</p> <p>On-Site Interpretation Services - Consecutive, simultaneous, sight translation, and escort interpretation with certified interpreters including ASL, PSE, and tactile signing specialists</p> <p>Document Translation &amp; Localization - Professional human translation with TEP (Translation-Editing-Proofreading) quality process, supported by translation memory systems and terminology management for consistency</p> <p>Multimedia &amp; Digital Content Services - Video subtitling, audio transcription, website localization, and social media content translation</p> <p>Platform &amp; Technology Solutions - Secure web-based scheduling portal, virtual meeting integration, and API connectivity for seamless service delivery</p> <p>Please refer to the attached pricing sheet for complete pricing details, including our proposed administrative fee structure.</p>



73	Describe any industries that you specialize in.	<p>CCI Group brings deep, sector-specific expertise across a breadth of markets, ensuring every Participating Entity benefits from proven knowledge and tailored processes.</p> <p>Government Sector: Our government practice spans federal, state, and local agencies, ranging from defense and emergency management to agricultural and public-health departments. Our longstanding partnership with FEMA for disaster-relief interpreting since 2017 and ongoing support to the U.S. Department of Agriculture's Farm Production and Conservation Service demonstrate our ability to operate in high-stakes, compliance-driven environments. We understand mission-critical protocols, leverage secure enterprise-grade platforms that meet federal security standards, and adapt swiftly to evolving regulatory requirements. Our specialized expertise includes serving tribal governments and Indigenous communities, with interpreters fluent in Cherokee, Navajo, Choctaw, Ojibwe, Inuktitut, and other Indigenous languages of North America.</p> <p>Education &amp; Community Services: CCI Group has delivered interpretation and translation services for K-12 school districts and higher-education institutions nationwide. Our interpreters enable full participation in IEP meetings, campus events, and educational programs, while our translators localize academic materials to ensure linguistic access across learning environments. By embedding cultural-competency training into each engagement, we foster inclusive communication that aligns with ADA and Section 504 standards.</p> <p>Legal &amp; Medical: These sectors benefit from our specialized consecutive and simultaneous interpretation for courtrooms, depositions, and clinical consultations. CCI Group's linguists hold certifications in legal terminology and medical specializations, and our terminology-management system maintains comprehensive glossaries with sector-specific terms. This specialized expertise ensures accuracy in complex terminology and efficient project completion for time-sensitive matters.</p> <p>International Development &amp; Corporate: CCI Group supports international development and corporate clients worldwide. Under a \$25 million USAID BPA, we provided interpretation, translation, transcription, and validation across seven functional categories (including commercial, professional, technical, and website localization), empowering global teams to collaborate seamlessly. Whether enabling multilateral diplomacy, supporting non-profit outreach, or integrating language services into enterprise systems, our industry-tailored workflows deliver measurable performance gains and reduced risk, positioning every Sourcewell Participating Entity for success.</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>CCI Group demonstrates ADA compliance by embedding accessibility controls at every stage of service delivery. We deploy only National Interpreter Certification- or BEI-certified sign-language interpreters to ensure alignment with ADA and Rehabilitation Act requirements. Our interpreters deliver both on-site and video-remote interpreting (VRI) in American Sign Language and tactile modalities, complete with visual cues, such as facial expressions, body language and spatial context that are critical for effective communication with Deaf and hard-of-hearing participants.</p> <p>CCI Group also remediates digital content to conform with Section 508 and ADA guidelines for electronic and information technology. Our process includes adding descriptive alternative text to images, adjusting color contrast ratios, structuring documents with proper heading hierarchies, and verifying compatibility with screen readers and other assistive technologies. These actions ensure that policy manuals, e-learning modules and online platforms are perceivable, operable and understandable for users with disabilities.</p> <p>Canadian Market Readiness: While CCI Group has extensive U.S. government experience, we recognize the unique requirements of Canadian public sector entities. We are actively establishing partnerships with accredited Canadian language service providers who bring expertise in Official Languages Act compliance, MASH sector requirements, and provincial accessibility standards. This collaborative approach ensures Canadian participating entities receive services from providers who understand their specific regulatory and cultural context while benefiting from CCI Group's operational excellence and quality standards.</p> <p>Example - Brevard Public Schools: CCI Group has provided interpreter services such as American Sign Language interpreting, Signing Exact English interpreting, Trilingual Interpreting, and Video Remote Interpretation within Florida's Brevard Public Schools since 2017. Both hourly and full day interpreters were utilized to meet the demands of the district. The number of interpreters needed varies from year to year based on the number of students that need the service, but CCI Group consistently provided an average of 7 full-time interpreters and about 26 rotating freelancers that are used as needed. The first contract started in 2017 with one year extension and a second five-year contract started in 2023 and it is still active.</p> <p>CCI Group supported students, families, and faculty with interpretation services in a range of settings including academic settings, after-hour sports, and other school-related activities. Our interpreters were familiar with statutory requirements surrounding Individualized Education Programs (IEPs) in order to support families during meetings with school representatives. CCI Group also supported students on vocational job sites.</p> <p>Accessibility in Training Environments: When providing training to Participating Entities, CCI Group ensures venues are physically accessible and provides ASL interpretation upon request for any training sessions.</p>

75	<p>Describe the measures your company has in place to ensure redundancy and security on all designated communication platforms used to deliver language services.</p>	<p>CCI Group's approach to communication platform resilience and security is founded on a philosophy of "always-on" service availability coupled with defense-in-depth safeguards. We recognize that language access must never falter, especially when governmental stakeholders depend on rapid, accurate interpretation and translation. To that end, our platform design incorporates redundant connectivity at every layer, rigorous security controls aligned to federal security standards, and proactive monitoring to detect and neutralize any threat before it can impact operations.</p> <p>First, redundancy is engineered into our Video Remote Interpreting (VRI) and Over-the-Phone Interpretation (OPI) services. All VRI sessions are provisioned over dual, geographically distinct network paths; if our primary connection experiences latency or outage, an automatic fail-over to the secondary link occurs within seconds, ensuring uninterrupted audio-video streams for end users. Similarly, our OPI platform maintains multiple telephony routes and backup call centers, ensuring continuous availability even during network disruptions or high-volume periods.</p> <p>Behind the scenes, CCI's secure Online Request System, a collaborative hub for scheduling, file exchange, and session tracking, is hosted in enterprise-grade cloud infrastructure with high availability and disaster recovery capabilities. Access requires multi-factor authentication, and all data in transit is encrypted using industry-standard protocols. For file transfers such as translation source texts, glossaries, and recorded sessions, we utilize secure, encrypted channels with each file tagged, versioned, and time-stamped to ensure accountability and maintain chain of custody.</p> <p>Additional security measures include:</p> <p>Role-based access controls limiting data visibility to authorized personnel only</p> <p>Regular security audits and vulnerability assessments</p> <p>Interpreter and translator confidentiality agreements with strict NDAs</p> <p>Automated backup systems with geographically distributed storage</p> <p>24/7 system monitoring with immediate incident response protocols</p> <p>This comprehensive approach ensures that Sourcewell Participating Entities can rely on continuous, secure language services without interruption, even in emergency situations or during unexpected technical challenges.</p>
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76	Describe your company's capabilities for integration with client-facing systems (e.g., virtual meeting platforms, administrative systems, and emergency communication technologies).	<p>CCI Group's technology ecosystem is built for seamless integration with Participating Entities' existing infrastructure, requiring minimal IT resources while maximizing interoperability.</p> <p>Virtual Meeting Platform Integration: Our interpretation services integrate directly with all major virtual meeting platforms including Zoom, Microsoft Teams, WebEx, and Google Meet. We can provide:</p> <ul style="list-style-type: none"> <li>Direct interpreter participation in virtual meetings without additional software</li> <li>Platform-specific features like breakout room support and multiple language channels</li> <li>Screen sharing capabilities for document sight translation</li> <li>Recording compatibility for sessions requiring documentation</li> </ul> <p>Administrative System Integration: CCI Group's web-based scheduling and management portal offers multiple integration options:</p> <ul style="list-style-type: none"> <li>API connectivity for direct integration with existing procurement and scheduling systems</li> <li>Single Sign-On (SSO) compatibility for seamless user authentication</li> <li>Electronic purchase order processing that works with standard procurement systems</li> <li>Export capabilities in multiple formats (CSV, XML, JSON) for data exchange with client reporting systems</li> <li>Automated email notifications that integrate with existing communication workflows</li> </ul> <p>Emergency Communication Technologies: For urgent and emergency situations, our systems provide:</p> <ul style="list-style-type: none"> <li>Priority routing for emergency requests with 15-minute response guarantee</li> <li>Integration with mass notification systems through API or email triggers</li> <li>Mobile-responsive interfaces accessible from any device during emergencies</li> <li>Redundant communication channels (phone, web, mobile app) ensuring service availability</li> <li>Direct dial capabilities for LEP individuals requiring immediate assistance</li> </ul> <p>Microsoft 365 Compatibility: Leveraging widespread adoption of Microsoft 365 in government sectors, we offer:</p> <ul style="list-style-type: none"> <li>Direct integration with Outlook for scheduling and notifications</li> <li>SharePoint compatibility for secure document exchange</li> <li>Teams integration for seamless interpretation services</li> <li>OneDrive support for secure file transfer and storage</li> </ul> <p>By designing our systems around open standards and widely-adopted platforms, CCI Group ensures rapid deployment with minimal disruption to existing workflows. Participating Entities benefit from a solution that enhances their current systems rather than replacing them, with most integrations completed within days rather than weeks.</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>CCI Group delivers industry-leading interpretation services in more than 350 languages, ensuring every Participating Entity can connect meaningfully with its audiences, wherever they may be. Our global network of over 8,000 professional linguists encompasses all major world languages and a wide array of rare and indigenous dialects, from Spanish, French, and Arabic to Hmong, Punjabi, Swahili, Vietnamese, Tagalog, Ukrainian, Russian, and American Sign Language.</p> <p>Our interpretation roster includes not only the most commonly requested languages but also those spoken by smaller communities, such as Cherokee, Choctaw, Creek, Chickasaw, Khmer, and dozens more, guaranteeing that even the most specialized needs are met. We maintain robust, up-to-date interpreter databases, continuously verified and expanded through our quality assurance processes, ensuring that qualified interpreters for new language requests can be identified and deployed rapidly.</p> <p>In practice, this means Participating Entities can expand outreach to non-English-speaking populations without compromise. From high-stakes diplomatic briefings to community-level focus groups, every message is conveyed with clarity and cultural fidelity. With CCI Group, you gain seamless access to interpretation in over 350 languages, backed by proven processes and certified professionals, ensuring that every voice is heard, every time.</p>
78	Describe your operational model for ensuring 24/7/365, on-demand, service availability.	CCI Group ensures truly uninterrupted, on-demand interpretation by combining a geographically dispersed workforce with rigorous scheduling protocols and built-in redundancy. Our interpreters are strategically located across all U.S. time zones (Eastern, Central, Mountain, Pacific, Alaska, and Hawaii) and Canadian time zones (Atlantic, Eastern, Central, Mountain, and Pacific), ensuring every request can be answered immediately, no matter when or where it

<p>Response should include details on staffing, shift coverage, time zones and countries (US/Canada) served/covered, and continuity of service during holidays or emergencies.</p>	<p>originates. Whether Participating Entities need consecutive, simultaneous, community, escort, or Video Remote Interpreting, our platform instantly matches requests to the right interpreter based on language pair, subject-matter expertise, and time-zone availability, with connections in under 60 seconds for most languages.</p> <p>CCI Group maintains a network of over 8,000 interpreters across the United States and Canada, including 508 sign language interpreters. Part of CCI Group's hiring strategy is to post jobs in local languages and dialects to allow broader reach into these communities. By tapping into local resources, CCI Group ensures that communities are served by linguists that understand the cultural nuances. This extensive network enables us to provide comprehensive linguistic services including interpretation, overall project management, and quality assurance.</p> <p>CCI Group's staffing approach is dynamic to address variations in workload for interpreting services. We leverage expertise from current contracts, internal teams, and a vast network of interpreters. Techniques such as Temporary Duty assignments and Limited-Term Employment Consultants ensure the Participating Entities always access top-tier talent.</p> <p>Shift Coverage and Holiday Operations: To guarantee 24/7/365 coverage, CCI Group maintains multi-tiered on-call rosters with overlapping shifts across time zones. Interpreters arrive 30 to 60 minutes before assignments to accommodate security clearances and technical checks, and a secondary pool of pre-cleared, on-call professionals stands ready to step in at a moment's notice. During holidays and emergencies, we maintain enhanced staffing levels with premium compensation to ensure full coverage. If an interpreter is unable to fulfill an assignment, our alert system notifies administrators immediately, triggering replacement deployment within contractual performance windows.</p> <p>At the heart of our model is CCI's Online Request System, a secure, web-based platform that automates intake, scheduling, and real-time notifications. As soon as a request is submitted, the system assigns a unique job identifier, matches based on language pair and expertise, and pushes immediate confirmations to both interpreter and requestor. This automated workflow supports rapid fulfillment including recurring requests, while providing oversight through automated alerts for late starts, cancellations, or modifications. A dedicated project management team remains on duty around the clock, coordinating logistics, authorizations, and rapid escalations with each client's Contracting Officer Representative, ensuring full-service reliability even during high-demand periods or unexpected disruptions.</p> <p>CCI Group has a proven track record of providing reliable and stable project managers and linguists. We supported USAID with over 200 linguists at one time and retained every one throughout the project's full lifespan. We achieve this by providing consistent support and tools to our team members, which fosters retention. This robust process of vetting, interviewing, training, and managing linguists, plus our experience managing highly effective teams, ensures satisfactory performance.</p> <p>Our Project Managers ensure that we have a properly vetted pool of professional linguists for all projects. CCI Group vets linguists thoroughly to ensure each one possesses the project-specific requirements. Our general hiring and screening process for all linguists consists of a 3-step process in which the linguist must pass each step to move to the next one. This process ensures that Participating Entities will only receive services from proven linguists.</p> <p><b>1. Spoken Language Interpreters</b></p> <p>CCI Group employs a four-phase framework to recruit, screen, and onboard spoken-language interpreters, followed by continuous quality control:</p> <p>Phase 1: Recruitment and Sourcing We define precise qualifications, including required professional credentials and relevant experience, and engage ISO-accredited partner organizations, interpreter training programs, and industry associations to source candidates.</p> <p>Phase 2: Screening and Initial Interviews Applications are reviewed to confirm certifications and references. Shortlisted candidates participate in phone or video interviews that assess linguistic proficiency, cultural competency, and subject-matter familiarity.</p> <p>Phase 3: Background Checks and Credential Verification Accredited screening services perform criminal-history checks. We verify professional credentials directly with certifying bodies and require all interpreters to sign confidentiality agreements before onboarding.</p> <p>Phase 4: Final Interviews and Practical Assessments Candidates complete in-depth interviews with hiring managers and scenario-based evaluations to validate real-world interpreting skills. Successful candidates receive structured orientation on client protocols and compliance obligations through our onboarding process.</p> <p>Continuous Quality Control Once in service, interpreters enter our Quality Control Plan. We conduct unannounced spot checks and collect client feedback. Data from these reviews feed corrective-action workflows whenever performance falls below targets. Quarterly re-evaluations and refresher trainings reinforce proficiency and professionalism.</p> <p><b>2. American Sign Language (ASL) Interpreters</b></p> <p>Our ASL track mirrors the spoken-language framework with added focus on certified credentials and practical demonstration:</p> <p>Phase 1: Recruitment and Sourcing Job descriptions specify required ASL certifications (e.g., RID, NIC, BEI), and outreach targets RID chapters and Deaf-community networks.</p> <p>Phase 2: Screening and Initial Interviews Candidates' RID or equivalent credentials are verified. Initial interviews assess ASL fluency and familiarity with government protocols.</p> <p>Phase 3: Background Checks and Certification Verification We conduct federal-compliance background screenings and confirm certification status directly with the Registry of Interpreters for the Deaf.</p> <p>Phase 4: Final Interviews and Practical Assessments Interpreters demonstrate ASL proficiency in role-play scenarios spanning legal, medical, and educational contexts. Successful candidates complete orientation on client-specific ADA and Section 504 requirements.</p>
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		<p>Continuous Quality Control ASL interpreters undergo the same spot checks, client surveys, and quarterly proficiency reviews as our spoken-language cohort, with corrective-action plans triggered if service metrics fall below thresholds.</p> <p>Additionally, our quality-assurance framework embeds three layers of review: pre-service proficiency testing, live monitoring with real-time feedback loops, and post-assignment performance evaluations. Interpreters undergo third-party certification, whether RID for ASL, CMI for medical settings, or court certification for legal work. Interpreters also complete orientations tailored to agency-specific protocols, ensuring cultural nuance, technical accuracy, and strict confidentiality in every engagement. Through these parallel, documented tracks, CCI Group ensures that every interpreter, spoken or signed, is thoroughly vetted, continuously monitored, and fully compliant with Sourcwell Participating Entity requirements before and during every assignment</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>1. Spoken Language Interpreters</p> <p>CCI Group follows a structured, skills-based qualification process to ensure that all spoken language interpreters meet the highest professional standards before being assigned to a Participating Entity.</p> <p>Process Steps:</p> <p>Application and Credential Review – Verification of professional credentials, training certificates, and documented paid interpreting experience.</p> <p>Initial Screening Interview – Conducted by a senior linguist or project manager to assess proficiency in both source and target languages, subject-matter familiarity, and cultural competence.</p> <p>Practical Skills Assessment – Candidates complete a real-world interpretation exercise in both consecutive and simultaneous modes, evaluated by experienced reviewers for accuracy, clarity, and delivery.</p> <p>Service Protocol Orientation – Interpreters receive training on CCI Group’s service standards, confidentiality requirements, and client-specific protocols.</p> <p>Ongoing Performance Monitoring – Feedback is collected after assignments, with targeted coaching or retraining provided when needed to maintain quality standards.</p> <p>2. American Sign Language (ASL) Interpreters</p> <p>Our ASL interpreter qualification process parallels our spoken language model, with additional emphasis on certification and modality expertise to meet ADA “effective communication” standards.</p> <p>Process Steps:</p> <p>Certification Verification – Interpreters must hold recognized ASL credentials (e.g., RID, NIC, BEI) and have demonstrated experience in settings such as education, legal, or healthcare.</p> <p>Skills Demonstration – Candidates participate in live or recorded role-play scenarios to validate accuracy, signing clarity, and adaptation to different modalities (e.g., PSE, tactile).</p> <p>Assignment Preparation – Interpreters receive detailed briefings on each engagement, including participant preferences, venue logistics, and any special communication considerations.</p> <p>Continuous Quality Review – Service quality is monitored through client feedback, peer review, and periodic refresher sessions to reinforce best practices.</p>

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 *
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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>CCI Group empowers organizations to communicate across linguistic boundaries by supporting translation in more than 350 languages worldwide. Our translation capabilities encompass all major world languages, regional dialects, and indigenous languages, ensuring comprehensive coverage for Sourcewell's diverse Participating Entities.</p> <p>Our translation services cover the full spectrum of language needs:</p> <p>Major World Languages: Including Spanish, French, Arabic, Chinese (Simplified and Traditional), Portuguese, Russian, German, Japanese, Korean, and Hindi</p> <p>Critical Government Languages: Such as Dari, Pashto, Ukrainian, Farsi, Urdu, and Vietnamese</p> <p>Indigenous and Tribal Languages: Including Cherokee, Navajo, Choctaw, Ojibwe, and Inuktitut for serving tribal governments and indigenous communities</p> <p>Rare and Emerging Languages: From Hmong and Somali to Tagalog and Swahili, addressing the needs of growing immigrant and refugee populations</p> <p>Whether converting policy manuals, technical reports, multimedia assets, legal documents, educational materials, or emergency communications, we deliver precise, culturally attuned translations that meet the full scope of Sourcewell's requirements. Our network of certified translators includes subject matter experts across healthcare, legal, educational, and government sectors, ensuring both linguistic accuracy and technical precision.</p> <p>Each translation project benefits from our rigorous quality assurance process, including Translation-Editing-Proofreading (TEP) protocols and terminology management systems that maintain consistency across all deliverables. This comprehensive approach ensures that Participating Entities can confidently communicate with all constituents, regardless of language.</p>	*
81	<p>Describe the translator testing, screening, and evaluation process.</p>	<p>CCI Group's translator testing, screening, and evaluation processes are anchored in our Translation Quality Management System (TQMS), a comprehensive framework that codifies each performance criterion from candidate vetting through final delivery. TQMS defines policies, procedures, and best practices to ensure consistency and accountability at every stage.</p> <p>All translator candidates undergo rigorous credential verification before engagement. We require demonstrable professional certifications recognized by our clients, and we confirm each candidate's standing directly with the issuing bodies. Candidates must execute nondisclosure agreements to protect sensitive content and clear all compliance checks prior to onboarding.</p> <p>Our Five-Step Evaluation Process:</p> <p>Verify Professional Credentials Each candidate must hold recognized certifications (such as ATA certification or equivalent) and pass direct verification with issuing bodies. All candidates execute nondisclosure agreements and undergo background checks prior to onboarding.</p> <p>Enforce Three-Step TEP Vetting Model Prospects proceed through translation, peer editing, and independent proofreading stages to validate linguistic competence, subject matter expertise, and stylistic conformity. Each stage is performed by different qualified linguists to ensure objectivity.</p> <p>Conduct Quality Assurance Reviews Our senior linguists review translations for completeness, terminology consistency, and adherence to client glossaries. This includes checking for missing segments, formatting accuracy, and proper use of approved terminology databases.</p> <p>Execute Continuous Internal Audits Periodic programmatic reviews and peer assessments fuel a corrective-action system that logs and resolves any quality issues. Translators receiving multiple quality flags undergo retraining or removal from the active roster.</p> <p>Apply Final Project Manager Oversight The Project Manager performs a comprehensive review of each deliverable, verifying adherence to special instructions, client-specific requirements, glossaries, and any regulatory standards before final approval and delivery.</p> <p>This multi-layered approach ensures that only qualified, thoroughly vetted translators work on Sourcewell projects, with continuous monitoring maintaining quality standards throughout the contract term.</p>	*



82	Describe how you ensure that localized materials are culturally appropriate, accessible, and relevant.	<p>CCI Group's approach to localized content begins with an in-depth understanding of each audience's unique cultural context. We engage linguists who are not only native speakers but also deeply immersed in the traditions, values, and communication styles of their communities. This cultural competency ensures that every translation reflects local idioms and social norms, giving voice to under-represented groups by seeking linguists from these very communities and affirming their identities in every deliverable.</p> <p>Before any translation work begins, we conduct a rigorous target-audience analysis in partnership with our client and local stakeholders. This process examines the material's purpose, desired tone, and accessibility needs. We then develop project-specific style guides and glossaries that capture regional terminology, brand standards, and regulatory requirements. By aligning linguistic choices with client objectives and cultural expectations, we deliver materials that resonate authentically and maintain message integrity across all formats.</p> <p>Accessibility is a core pillar of our localization framework. In strict compliance with Section 508 of the Rehabilitation Act and WCAG 2.1 Level AA standards, we perform comprehensive remediation on all digital content. This includes adding descriptive alternate text for images, adjusting color contrast ratios, implementing logical heading structures, and ensuring compatibility with screen readers and other assistive technologies. Our remediation process follows agency-specific guidelines, culminating in a formal compliance report that documents inclusivity and adherence to accessibility standards.</p> <p>To guarantee ongoing relevance and quality, every project flows through our Translation, Editing, and Proofreading (TEP) model. A primary translator delivers the initial draft, a second linguist refines terminology and style, and a dedicated proofreader conducts a final review against client specifications. Throughout this cycle, our Translation Quality Management System maintains shared translation memories and up-to-date glossaries, ensuring consistency and reducing turnaround time. Any issue identified in review triggers our Corrective Action System, which logs findings, assigns responsibilities, and tracks resolution to full compliance.</p> <p>By combining cultural expertise, audience-driven style development, rigorous accessibility checks, and a structured quality-control workflow, CCI Group delivers localized materials that are culturally appropriate, accessible to all users, and directly relevant to each target community. This holistic approach not only meets but anticipates client needs, enabling effective communication across diverse audiences.</p>
83	<p>Describe any Translation Management System(s) (TMS) your company uses to support the delivery of translation services.</p> <p>Response should include details about key features such as translation memory, terminology management, workflow automation, quality assurance, security protocols, and client access or integration capabilities.</p>	<p>CCI Group leverages sophisticated Translation Management Systems that serve as the cornerstone for all translation workflows. Our TMS platforms centralize and organize every project stage, from creation of project guides, style specifications, terminology glossaries, and translation memories to assignment tracking, ensuring project managers and linguists work in a unified environment. This centralized repository ensures consistency and accuracy across multiple translation engagements, while real-time visibility into project status empowers prompt adjustments when needed.</p> <p>Primary TMS Platform - Phrase (formerly Memsource): We employ Phrase as our core TMS, utilizing its capabilities to handle single documents or large-batch workloads seamlessly. Key features include:</p> <p>Translation Memory: Stores previously translated segments for reuse by human translators, ensuring consistency and reducing turnaround time</p> <p>Terminology Management: Maintains client-specific glossaries and term bases that translators reference to ensure accurate, consistent terminology usage</p> <p>Workflow Coordination: Manages the assignment and tracking of translation, editing, and proofreading tasks across our linguist network</p> <p>Quality Assurance Tools: Provides linguists with consistency checks for terminology, formatting, and completeness during the translation process</p> <p>Security Protocols: Protects sensitive data throughout translation cycles with encryption for data-in-transit and at-rest, meeting federal security requirements</p> <p>Alternative Platform - Trados Studio: For clients with specific platform preferences, we also support SDL Trados Studio, enabling seamless collaboration with organizations already using this system. Trados maintains translation memories and terminology databases while preserving consistency across iterative document updates.</p> <p>Client Access and Integration:</p> <p>Clients access our TMS platforms through secure web portals with role-based permissions</p> <p>Microsoft 365 integration enables encrypted file exchange and version control</p> <p>Real-time dashboards provide metrics on project status, turnaround times, and progress</p> <p>API connectivity allows integration with client content management systems</p> <p>Comprehensive audit logs maintain accountability and traceability</p> <p>Quality Assurance Integration: Our TMS supports our three-step quality process by facilitating:</p> <p>Assignment of different linguists for translation, editing, and proofreading stages</p> <p>Tracking of quality reviews and feedback</p> <p>Documentation of corrections and improvements</p> <p>Maintenance of quality metrics for continuous improvement</p> <p>By combining centralized TMS infrastructure with professional linguist expertise, robust terminology management, coordinated workflows, and government-grade security protocols, CCI Group ensures the accurate and compliant delivery of translation services for every Participating Entity</p>



Table 7D: Depth and Breadth of Offered Solutions - LANGUAGE TESTING AND TRAINING

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

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

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

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

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

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

Documents

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

- Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
- Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
- Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
- 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](#) - CCI Group - RFP 021225 - Price Sheet.xlsx - Tuesday August 12, 2025 13:11:13
  - Financial Strength and Stability (optional)
  - Marketing Plan/Samples (optional)
  - [WMBE/MBE/SBE or Related Certificates](#) - WMBE-MBE-SBE or Related Certifications.zip - Tuesday August 12, 2025 13:35:12
  - [Standard Transaction Document Samples](#) - Standard Transaction Documents Samples.zip - Tuesday August 12, 2025 13:33:10
  - Requested Exceptions (optional)
  - [Upload Additional Document](#) - Additional Documents.zip - Tuesday August 12, 2025 13:35:05

## 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.

- Noris Sanchez, Director of Operations, Indy Interpreting Inc DBA CCI Group

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