

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

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and SOS International LLC, 1881 Campus Commons Drive, Suite 500, Reston, VA 20191 (Supplier).

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

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

**Article 1:
General Terms**

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

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

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

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

13) Supplier Representations:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Article 2: Sourcewell and Supplier Obligations

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

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

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

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

Sourcewell's Authorized Representative is its Chief Procurement Officer.

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

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

The Report must contain the following fields:

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

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

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

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

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

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

19) **Grant of License.**

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

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

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

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

c) **Use; Quality Control.**

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

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

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

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

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

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

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

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

Article 3: Supplier Obligations to Participating Entities

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

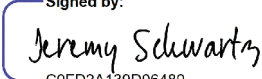
- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within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

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

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

Sourcewell

SOS International LLC

Signed by:

 C0FD2A139D06489...
 By: _____
 Jeremy Schwartz
 Title: Chief Procurement Officer
 Date: 12/2/2025 | 8:05 AM CST

Signed by:

 2A1F7334F140410...
 By: _____
 Bianca Flowers
 Title: Contracts Manager
 Date: 12/2/2025 | 7:08 AM CST

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

Vendor Details

Company Name: SOS International LLC

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

Address: 1881 Campus Commons Dr.
Suite 500
Reston, VA 20191

Contact: Bianca Flowers

Email: contracts@sosi.us

Phone: 571-421-8330

HST#: 45-3780773

Submission Details

Created On: Thursday July 03, 2025 09:21:25

Submitted On: Monday August 11, 2025 15:43:03

Submitted By: Bianca Flowers

Email: contracts@sosi.us

Transaction #: 05c13a38-b838-4c31-b60b-65560d25a10b

Submitter's IP Address: 147.243.54.206

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.	SOS International LLC, (SOSi)	*
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).	SOS International LLC	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	CAGE: 6QG06, UEI: L3VCKMD7J585	*
5	Provide your NAICS code applicable to Solutions proposed.	541930 Translation and Interpretation Services 611710 Educational Support Services 541519 Other Computer Related Services	
6	Proposer Physical Address:	1881 Campus Commons Drive, Suite 500, Reston, VA 20191	*
7	Proposer website address (or addresses):	https://www.sosi.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):	Bianca Flowers, Contracts Manager, bianca.flowers@sosi.us; contracts@sosi.us, 571.421.8330	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Bianca Flowers, Contracts Manager, submissions@sosi.us, 571.421.8330	*
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Brett J. Surbey, Director of Contracts SOS International LLC 1881 Campus Commons Drive, Suite 500 Reston, VA 20191 brett.surbey@sosi.us	*

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

Line Item	Question	Response *	
11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	<p>SOS International (SOSi) History:</p> <p>The history of SOSi is a classic American story. The company, which has been privately held since its inception, was founded by Sosi Setian in 1989. Ms. Setian is an Armenian immigrant from Bulgaria who arrived in the United States (U.S.) at the age of 17. Her two biggest passions in life were family and country. Having watched everything taken from her family behind the iron curtain, she developed a profound feeling of gratitude and strived to give back to the country that provided her with the opportunity to thrive personally and professionally.</p> <p>Within one year of her arrival to the U.S., Ms. Setian learned enough English to enroll in a community college and eventually transfer to the University of California, Los Angeles where she earned a Bachelor of Arts degree in French and Slavic Languages. She later went on to receive a certificate in French Instruction from the Sorbonne University in France, a Master of Arts degree in Applied Linguistics from the American University in Cairo in Egypt, and a Master of Philosophy degree in Ethnomusicology from Columbia University in New York.</p> <p>Through her work in the federal courts, Ms. Setian quickly realized there was a growing shortage of fluent foreign language speakers in the Federal Government. She saw an opportunity to field qualified translators and interpreters for various U.S. Government agencies and, over time, with determination and grit, established her business.</p> <p>In 1994 Ms. Setian was joined by her son, Julian Setian, who after receiving a Bachelor of Arts degree in Political Science from Columbia University, committed also to filling this government gap and exploring other ways to advance critical government objectives. Seeing the same opportunity and being equally passionate about the company's mission, Mr. Setian quickly became</p>	

consumed with the business.

The 9/11 attacks were a turning point for SOSi and the Setian family, exposing critical intelligence gaps caused by a lack of foreign language expertise in the U.S. Intelligence Community. To address these gaps, SOSi rapidly expanded from a niche contractor into one of the largest providers of language services for the U.S. Federal Government and other international government agencies. Mr. Setian assumed the Chief Executive Officer role in 2001 and, over the following two decades, grew the company one hundredfold, leveraging its language processing and analytics expertise to transform SOSi into the diversified business it is today

None of SOSi's successes would have been possible without the personal sacrifices and investments made by Ms. Setian. The principles and values upon which the company was established are the foundational components of SOSi's culture today.

SOSi's Core Values:

SOSi's core values are defined by excellence, integrity, perseverance, diversity, and collaboration, each described below. These values are not only aspirational but are actively reinforced through the company's Code of Business Ethics and conduct, employee training and leadership practices.

- Excellence: SOSi strives to be the best at everything it does, delivering high-quality services and solutions to clients.
- Integrity: The company is committed to the highest standards of ethical behavior and compliance.
- Perseverance: SOSi approaches every challenge with determination and the resolve to succeed, even in the most complex environments.
- Diversity: SOSi values and embraces individual talents and perspectives, fostering an inclusive work environment.
- Collaboration: Teamwork is central to SOSi's operations, promoting creativity, shared ownership, and continuous learning.

SOSi's Business Philosophy:

SOSi operates with a business philosophy rooted in integrity, innovation, and mission-driven services. Here is the breakdown of SOSi's guiding principles and philosophy.

- Mission-Driven Focus: SOSi's core mission is to promote and protect the interests of the U.S. and its allies around the world. This mission is reflected in our work supporting national security, defense, intelligence, and humanitarian operations.
- "Challenge Accepted®" Mindset: SOSi's motto, "Challenge Accepted®," encapsulates a proactive, can-do attitude. We embrace complex missions and rapidly evolving challenges with boldness and agility.
- Operating Principles: SOSi's business philosophy is further defined by these key principles:
 - o Excellence: Delivering best-in-class products and services with enthusiasm.
 - o Integrity: Upholding the highest ethical standards and legal compliance.
 - o Boldness and Determination: Embracing challenges and pushing through obstacles.
 - o Customer Loyalty: Exceeding expectations and resolving issues swiftly.
 - o Teamwork: Fostering collaboration and shared ownership.
 - o Continuous Improvement: Constantly refining processes and learning from shortcomings.
- People-Centric Culture: SOSi believes in empowering employees, encouraging innovation, and cultivating an inclusive workplace. We invest in talent development and value the unique perspectives of our team members.
- Ethical Foundation: SOSi's Code of Business Ethics and Conduct is the cornerstone of our operations. It emphasizes legal compliance, ethical behavior, and accountability at all levels of the organization.

SOSi's Industry Longevity:

Established in 1989, SOSi has demonstrated enduring industry longevity. Over the past three and a half decades, SOSi has evolved from a small language services provider into one of the largest private, founder-led technology and services integrator serving federal, state, and local government entities, educational institutions, and healthcare systems. Our language services have supported everything from being the national provider for DOJ EOIR federal court proceedings to providing medical access language support for Washington State. SOSi's sustained growth and adaptability over more than 35 years underscore its resilience, mission alignment, and commitment to innovation across all sectors of government and public service.

12	What are your company's expectations in the event of an award?	<p>If Sourcewell awards SOSi a seat on its Language Services contract vehicle, we anticipate delivering exceptional value to participating entities while strengthening Sourcewell's marketplace position. Sourcewell's members will benefit from SOSi's 24/7/365 interpreter availability, competitive volume pricing, and proven track record supporting government entities nationwide. For Sourcewell, partnering with SOSi brings a financially stable, established provider with deep government experience and the capability to serve the full spectrum of state, local and education (SLED) customers</p> <p>SOSi also looks forward to the opportunity to bringing its experience and expertise in language services to Sourcewell's network of participating entities, who will benefit from SOSi's ability to quickly and effectively deploy language services to meet their various needs and requirements.</p> <p>SOSi commits to providing Sourcewell participating entities with volume-based pricing that delivers meaningful cost savings compared to individual procurement efforts. We can implement service level agreements for larger volume on-demand interpreting and dedicated account management for all customers spending over \$250,000 annually. Additionally, we will provide quarterly utilization reports to Sourcewell demonstrating contract performance and identifying opportunities to better serve participating entities.</p> <p>As a provider of language services and associated technology available through Sourcewell's purchasing program and platform, SOSi would immediately engage Sourcewell's dedicated supplier development executive to identify the most effective strategies and channels for promoting the contract vehicle and SOSi's services and products, to potential clients. Our priority is to invest time upfront in establishing a strong partnership, ensuring we begin on the right path.</p> <p>Following an initial consultation with Sourcewell's supplier development executive, SOSi will leverage its established relationships across U.S. federal, state, and local governments, as well as within medical facilities, educational institutions, and the language service industry. We will launch a targeted marketing campaign to raise awareness about the Sourcewell contract vehicle, highlighting it as a convenient and readily accessible solution for procuring language services and associated technology.</p> <p>To kick things off following award, SOSi would quickly develop and maintain a clear and direct channel of communication with Sourcewell and its representatives. We would schedule frequent touchpoints to ensure timely exchange of information. Following each award (to SOSi or another supplier) of competitive request for proposals under the vehicle, SOSi would welcome follow-ups and constructive feedback from Sourcewell to better inform our responses to future competitive request for proposals. Throughout the vehicle's period of performance, SOSi will look for ways to improve its offerings through innovation and product evolution.</p>
13	<p>Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.</p>	<p>With over 35 years of experience as a privately held, family owned and operated company, SOSi has established a track record of financial strength and stability while delivering mission-critical language and cultural advisory services to its partners. Our extensive multilingual workforce and comprehensive suite of language services—including interpretation, translation, transcription, localization, testing, and cultural consulting—have earned us a reputation as a trusted business partner in both domestic and international markets.</p> <p>As a privately held company, SOSi very much values and carefully safeguards the details of its corporate financials. Since its founding, SOSi has grown to over \$300 million of annual revenues and over \$100 million of assets. This solid operational foundation is further reinforced by prudent financial management and strategic banking relationships, enabling us to consistently meet the evolving needs of our clients.</p> <p>SOSi's financial stability is reinforced by our longstanding relationship with JPMorgan Chase. Since 2022, SOSi has maintained an average account balance in the mid-seven figures and has successfully secured multi-bank credit facilities totaling \$70 million, with an additional \$30 million available via an accordion feature. These facilities, which include a revolving line of credit and a term loan, are structured to support working capital and corporate growth. JPMorgan has affirmed SOSi's excellent financial standing and expressed readiness to assist with additional financing if required, contingent upon contract award. This relationship underscores SOSi's prudent financial management and capacity for growth. See a detailed reference letter at Attachment A attesting to SOSi's relationship in good standing with JPMorgan Chase.</p> <p>Additionally, SOSi maintains a Dun & Bradstreet (D&B) Paydex score of 78, which reflects our consistent payment history and financial reliability. This score demonstrates our commitment to meeting financial obligations in a timely manner. The most recent Dun&Bradstreet bi-annual PAYDEX report on SOSi's payment history is located at Attachment B.</p> <p>Collectively, the data points above reflect SOSi's financial resilience, operational stability, and ability to execute large-scale, complex projects for mission partners.</p>
14	<p>Tell us your US market share for your proposed solutions.</p> <p>OR, provide the number of US Education and Government entities you have served over the past three (3) years, your retention rates, along with the total number of states where you have made sales.</p>	<p>According to Global Growth Insights, the global interpretation and translation services market was USD 42.42 billion in 2024, with the U.S. market accounting for 23.7% of that, or USD 10.05 billion. The major sectors that use these services are legal, financial & banking, medical, tourism, and travel. Of that market, and factoring recent contract awards to SOSi, in 2026 we estimate SOSi's share of the interpretation and translation services to equal approximately 1.5% or USD 153 million per year. We do not know what percentage of that market will eventually be contracted through Sourcewell, but our aim is to be a premier provider of language services to Sourcewell participating entities and capture at least 20% of the contract value awarded under the Sourcewell contract vehicle.</p> <p>The market for SOSi's related technology platforms is more niche and focused primarily on state governments. Given SOSi's current contracting and marketing of our technology platforms to state governments, we estimate that potential market to average US 10 million per state per year, for a total of USD 500 million per year. The requirement of some states will be more, and others will not have the requirement. Of that market, we estimate SOSi's market share could grow to be USD 100 million per year. Our goal is to perform as much of this work as possible using the Sourcewell contracting vehicle.</p>

15	<p>Tell us your Canadian market share for your proposed solutions.</p> <p>OR, provide the number of Canadian Education and Government entities you have served over the past three (3) years, your retention rates, along with the total number of states where you have made sales.</p>	<p>SOSi's proposed solutions for Canada include remote and in-person interpretation services, translation services, testing services, language training services, and technology platforms that support delivery of these services. We have previously held contracts with various Canadian government entities, including the Royal Canadian Mounted Police.</p> <p>Our research shows the Canadian market for language services is valued at approximately CAN 450-550 million in 2025 with a growth rate between 5% and 10% annually. Ontario and Quebec dominate the market, accounting for over 75% of interpretation and translation agencies. Key entities requiring language services include federal and provincial governments, healthcare providers, legal and financial institutes, E-commerce and tech companies, and immigrant support services.</p> <p>Approximately 200 languages are spoken nationwide in Canada with the high demand languages being French, Mandarin, Punjabi, Spanish, and Arabic. All these languages are languages SOSi currently supports under multiple contracts.</p> <p>SOSi also has extensive experience supporting Canadian personnel and operations through our US federal contracts. Further, our linguists are experienced with Canadian French dialects, Indigenous languages spoken across the US-Canada border, and cultural nuances important for effective service delivery.</p> <p>To ensure successful market entry, SOSi has identified potential Canadian partnerships and is prepared to:</p> <ul style="list-style-type: none"> • Establish a dedicated Canadian operations team • Partner with established Canadian language service providers for local presence • Expand investment in Canadian French language testing and cultural competency training • Achieve full regulatory compliance with Canadian privacy and language laws <p>Our strategy for expanding within the Canadian interpretation and translation services market is to leverage SOSi's partnership with Sourcewell. Our goal is to capture 15% of Sourcewell's Canadian language services spend within the first two years, leveraging our 24/7 availability and competitive pricing to serve participating entities effectively.</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>This item is not applicable. Since its founding in 1989, SOSi has never voluntarily filed for bankruptcy or been the subject of involuntary bankruptcy proceedings.</p>
17	<p>How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b).</p> <p>a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned?</p> <p>b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?</p>	<p>SOSi is a premier language access service provider. Our team supporting the proposed products and services will consist of both direct SOSi employees and, when necessary, independent contractors who are engaged directly by SOSi.</p> <p>Our sales and service delivery model consists of:</p> <ul style="list-style-type: none"> • Direct employees: All interpreters, translators, and core service delivery personnel are SOSi employees, ensuring consistent quality, security clearance compliance, and direct accountability • Account management: Dedicated account managers (direct employees) for major clients, with 24/7 customer service support • Technology platform: Our proprietary SaaS platform, WordBridge™, enables seamless workforce management and real-time scalability <p>We maintain minimal reliance on subcontractors, using them only for specialized languages or peak demand situations, with all subcontractors subject to the same rigorous vetting and quality standards as our direct employees. This direct employment model provides superior quality control, security, and accountability compared to traditional broker/agency models.</p>

18	If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.	<p>SOSi has business licenses and registrations in most U.S. states and many of the foreign countries we work in, including Canada. SOSi has previously supported the Royal Canadian Mounted Police with language-enabled intelligence services and has previously supported the Canadian military through a direct contract for services in Iraq.</p> <p>SOSi maintains various internationally recognized quality-related, and process maturity-focused certifications and appraisals as indicated below.</p> <ul style="list-style-type: none"> • ISO 9001:2015: This certification indicates that our organization has implemented a robust Quality Management System that focuses on consistent delivery of products and services that meet customer expectations and applicable regulatory and statutory requirements. • ISO/IEC 20000-1:2018: This certification indicates that our organization has implemented a comprehensive IT Service Management System based on Information Technology Infrastructure Library (ITIL) best practices for the effective management and delivery of IT services and other services to improve business processes and decision-making. • ISO/IEC 27001:2022: This certification indicates that our organization has implemented a comprehensive Information Security Management System that focuses on protecting sensitive information (including but not limited to customer data, financial data, and personnel records), safeguarding information against unauthorized access, and meeting applicable legal, regulatory and contractual obligations related to information security. • ASTM F3130-18 Standard Practice for Language Service Companies (LSCs): This certification indicates that our organization maintains the resources, policies, and processes necessary to provide translation and interpretation services that meet or exceed client expectations on a consistent basis. The ASTM F3130-18 standard considers an LSC's operational and financial health, insurance coverage, adherence to the law, client satisfaction, ability to recruit and screen employees and independent contractors, commitment to Quality Control and Quality Assurance, adequacy of IT resources (hardware and software), and data and physical security. ASTM F3130-18 certification is an elite distinction achieved by few language service providers. • Capability Maturity Model Integration (CMMI) for Services, Maturity Level 3: This appraisal indicates that our organization has achieved a high level of process maturity, where services are rendered using well-defined and standardized processes designed to deliver high-quality service and customer satisfaction. It demonstrates SOSi's commitment to service excellence. • CMMI for Development, Maturity Level 3: This appraisal indicates that our organization has achieved a high level of process maturity in its software development, engineering, and product development practices. It demonstrates SOSi's commitment to instituting a consistent, reliable, product development framework. <p>SOSi's interpreters and translators must meet stringent language testing and training requirements to perform work on our language service contracts. We will ensure all SOSi personnel assigned to provide services under the Sourcewell contract meet our high qualification standards.</p>	
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.	This item is not applicable. As the Proposer, SOSi, nor any of its principals have ever been debarred or suspended from operating or proposing as a U.S. or state government contractor.	
20	Describe any relevant industry awards or recognition that your company has received in the past five years.	<p>SOSi and its leaders are frequently recognized by industry for their business acumen, Industry leadership, and support for the U.S. military and veterans. The awards below represent a broad sampling of the awards the company and its leaders have received in the last nine years.</p> <p>2025</p> <ul style="list-style-type: none"> • Virginia Business 2025 C-Suite Awards - Julian Setian, SOSi President and CEO • Wash100 2025 Executive Mosaic – Julian Setian, SOSi President and CEO • 2025, Top Execs to Watch, WashingtonExec. <p>2024</p> <ul style="list-style-type: none"> • NVTC Tech 100 2024 - SOSi • NVTC Cyber50 2024 - Jon Willis, SOSi SVP of Technology & Engineering business unit, recognized as honoree • NextGov Rising Stars 2024 - Nick Pettini • Wash100 2024 - Julian Setian, SOSi President and CEO • Chief Officer Awards 2024 - Kyle Fox, SOSi Chief Technology Officer, recognized as honoree • 2024 Military Friendly® Employer and Military Spouse Friendly Employer • Virginia Values Veterans (V3) certified company. <p>2023</p> <ul style="list-style-type: none"> • 2023 HIRE Vets Medallion Award • 2023 Best for Vets Employer by The Military Times • Washington Business Journal, Kyle Fox, SOSi Chief Technology Officer, 40 under 40 Awardee • 2023, Chief Officer Awards, CEO of the Year finalist, WashingtonExec <p>Earlier:</p> <ul style="list-style-type: none"> • 2022, Entrepreneur of the Year Mid-Atlantic finalist, Ernst & Young • 2020, Wash100, Executive Mosaic • 2020, Capital Cyber Awards, Cyber CEO of the Year finalist, Northern Virginia Technology Council • 2020, Virginia 500 Power List, Virginia Business Magazine • 2020, Large Business Executive of the Year, Northern Virginia Chamber of Commerce • 2019, Wash100, Executive Mosaic • 2019, 25 Top Execs to Watch, WashingtonExec • 2017, Greater Washington Government Contractor Awards, Executive of the Year finalist, Northern Virginia Chamber of Commerce and Professional Services Council • 2016, Entrepreneur of the Year Mid-Atlantic finalist, Ernst & Young • 2016, Top Execs to Watch, WashingtonExec 	

21	What percentage of your sales are to the governmental sector in the past three years?	100% of SOSi's sales in the past three years have been to the government sector.	*
22	What percentage of your sales are to the education sector in the past three years?	0% of SOSi's sales in the past three years have been to the education sector.	*
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?	SOSi does not currently hold any cooperative purchasing agreements.	*
24	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	Listed below are the GSA contracts which SOSi has been awarded and the annual sales volume for each. GSA MAS Schedule: GS00F093CA FY22: \$6,131,544.34 FY23: \$10,244,962.23 FY24: \$24,194,739.47 Total: \$40,571,246.04 GSA IT Schedule 70: GS-35F-673GA FY22: \$14,819,222.53 FY23: \$13,254,192.71 FY24: \$14,519,831.25 Total: \$42,593,246.49 GSA Alliant 2: 47QTCK18D0017 Fiscal Year Total FY 2022 \$3,707,421.71 2023 \$3,885,411.05 2024 \$3,968,284.51 Total: \$11,561,117.27 One Acquisition for Integrated Services Plus (OASIS+): 47QRCA25DU306 (Facilities Domain, Logistics Domain, Technical and Engineering Domain, Management and Advisory Domain, Intelligence Services Domain): FY24: 0 \$ (newly awarded contract and domains)	*

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 *	
U.S. Department of Justice (DOJ) Executive Office for Immigration Review (EOIR)	Raymond Perron	703-605-1391	*
Washington State Department of Labor & Industries	Cristy Miller	360-902-6329	*
Massachusetts Executive Office of Housing and Livable Communities	Blair Brown	617-895-6917	*

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>Sales Force Capabilities Across the U.S. and Canada</p> <p>SOSi's national sales force is structured to provide high-touch, relationship-driven support to public-sector clients across the U.S. and Canada as opportunities emerge. Our sales team operates under a centralized growth model designed to ensure consistent messaging, strategic alignment, and full integration with our service delivery operations.</p> <p>Geographic Reach</p> <p>SOSi's Business Development (BD) team is strategically organized to drive growth both across the U.S. and globally, with coverage spanning the 50 U.S. states, District of Columbia, and U.S. territories as well as numerous countries in Europe, the Middle East, Central America, and Central Asia, our sales and marketing infrastructure is fully prepared to support Canadian participating entities upon award. We have previously held contracts with various Canadian government entities, including the Royal Canadian Mounted Police. Team members are equipped to travel as needed to meet with Sourcewell members onsite, conduct trainings, and support contract onboarding.</p> <p>Sales Team Structure and Workforce Composition</p> <p>SOSi's Business Development (BD) team drives growth through a collaborative, client-focused model designed to maximize responsiveness and effectiveness. Instead of relying on a traditional sales silo, SOSi employs an integrated approach that brings together Growth Leads, Capture Leads, and Account Executives, all guided by the Chief Growth Officer and industry-specific Vice Presidents (VPs). This structure unites operational, technical, and customer-facing staff who are empowered to proactively identify and pursue opportunities. By fostering close collaboration and leveraging this streamlined framework, SOSi is uniquely positioned to meet the evolving needs of Sourcewell participating entities across the U.S. and Canada.</p> <p>SOSi's sales force is led by our Chief Growth Officer and includes:</p> <ul style="list-style-type: none"> • 3 full-time VPs of Business Development who oversee strategic accounts and supervise pursuit teams. • 10 Capture Directors and Account Executives who lead opportunity identification, proposal development, and relationship management. • 3 Business Development Associates and Analysts who perform research, monitor solicitations, and manage customer relationship management (CRM) data. <p>All members of the sales team are full-time SOSi employees, not third-party contractors. This dedicated group is further supported by our 11-person Proposal Team, which assists with pricing, contract compliance, and bid production, and by senior program managers who provide field insight into customer needs. In total, 60 full-time employees (FTEs) support direct sales and growth functions across the company.</p> <p>Sales and Service Collaboration</p> <p>SOSi's sales strategy begins with our holistic "Everyone Is Sales" philosophy. All employees, regardless of their roles, actively contribute to business development. This mindset encourages cross-organizational awareness of customer needs and opportunities, fostering a culture where growth and client success are viewed as shared responsibilities.</p> <p>There is a purposeful overlap between SOSi's sales and service teams to ensure continuity from business development through program execution. Program Managers while not counted toward the dedicated sales FTEs, play a key role in identifying additional on-contract, value-add growth opportunities, and adjacent service opportunities within existing accounts. They collaborate closely with BD staff to scope new work and capture lessons learned from active programs. Similarly, our operations and WordBridge Help Desk teams relay client insights to the sales force to support proactive solution development and long-term relationship growth.</p>
27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	<p>SOSi employs a direct service delivery model with no authorized sellers, dealers, distributors, or resellers. All language services contracts will be direct transactions between SOSi and Sourcewell participating entities, providing significant advantages:</p> <p>Benefits of SOSi's Direct Model:</p> <ul style="list-style-type: none"> • Single point of accountability: Direct relationship ensures clear responsibility and faster issue resolution • Consistent pricing: No markup from intermediaries means better value for participating entities • Quality control: Direct oversight of all linguists and service delivery ensures consistent standards • Security assurance: No third-party data handling reduces privacy and security risks • Relationship continuity: Direct account management builds long-term partnerships • Faster response: Eliminates communication delays through intermediaries <p>This direct approach aligns with SOSi's commitment to providing premium language services while maintaining full control over quality, security, and customer experience. participating Entities benefit from working directly with the service provider rather than through a chain of intermediaries</p>
28	Service force.	<p>Service Force Capabilities Across the U.S. and Canada</p> <p>SOSi's service force is built to deliver scalable, responsive, and compliant language access solutions to Sourcewell participating entities across the U.S. and Canada. Our service delivery infrastructure supports interpretation, translation, testing, training, travel coordination, and technical support services across modalities, languages, and program sizes. Our approach blends people, platforms, and process management into a high-performance model that is adaptable to the diverse needs of Sourcewell members.</p> <p>Service Provider Network and Geographic Reach</p> <p>SOSi operates a nationwide network of over 16,000 interpreters and translators, with immediate scalability to serve clients across U.S. states, territories, and Canadian provinces. Our language</p>

professionals are distributed throughout all major metropolitan areas and regional markets, ensuring responsive in-person and remote language support. Dedicated interpreting teams are deployed to support high-volume and mission-critical programs with 24/7 availability. Travel support enables us to reach remote and rural areas, including Northern border regions, tribal territories, and underserved jurisdictions.

Workforce Structure and FTE Breakdown

SOSi's service delivery for the Sourcewell contract is led and supported by the following workforce components:

- Program Managers (FTEs: 1) – Direct SOSi employee who serves as the accountable lead for client programs. The PM manages fulfillment performance, staffing, quality control, and client relationships.
- Operations Coordinators (FTEs: Scaled by demand) – The number of Operations Coordinators will be scaled proportionally based on the volume of interpreting requests and service activity. These team members manage scheduling, work order assignment, and day-to-day logistical coordination. SOSi's staffing model allows for rapid expansion of this team to ensure timely assignment and fulfillment.
- Certified Interpreters and Translators (16,000+ total) – A combination of SOSi-vetted independent contractors and full-time staff linguists from multiple contracts with the U.S. Department of Justice, Drug Enforcement Agency, Bureau of Alcohol, Tobacco, Firearms and Explosives, Federal Emergency Management Agency, and the State of Washington.
- Quality Assurance & Compliance Team (FTEs: Scaled by contract scope) – SOSi's quality framework is led by our corporate Quality Management Director, who reports to the Chief Administrative Officer and oversees quality policy, standards, and continuous improvement initiatives across the enterprise. At the program level, quality is a shared responsibility embedded within the Program Management Office (PMO). The Program Manager, supported by an Operations Supervisor and all PMO staff, is directly accountable for maintaining service quality, conducting performance audits, implementing corrective actions, and responding to client feedback. Staffing within the quality function is scaled based on contract size and complexity to ensure sufficient oversight and responsiveness.
- Language Testing & Training (FTEs: Scaled by demand) – SOSi oversees all interpreter testing, training, and certification processes through a managed partnership with a trusted external language assessment provider. This partner operates under SOSi's direction and quality standards, ensuring compliance with the industry's best practices and regulatory expectations. All assessments are administered in a secure, proctored environment, and scored by certified human raters trained in the International Language Testing Association (ILTA) standards. SOSi retains full oversight of test integrity, identity verification, and scoring consistency, and adjusts testing capacity based on onboarding volume and service demand to ensure timely credentialing for interpreters supporting Sourcewell entities.
- WordBridge Help Desk (FTEs: Scaled by volume): – SOSi's branded customer support team. Available 24/7/365, this team handles inbound requests, technical troubleshooting, and service resolution for Sourcewell members and interpreters.
- WordBridge On-Demand (FTEs: Scaled by demand) – SOSi provides immediate access to qualified interpreters through its WordBridge On-Demand service, staffed by a dedicated team of live operators available 24/7/365. These operators handle incoming interpretation requests that require real-time language support, via the over-the-phone modality. Operators collect detailed call data, verify service eligibility, and promptly secure a qualified interpreter based on language, credentialing requirements, and availability. The On-Demand team is fully scalable to meet fluctuating call volumes and ensures compliance with performance standards such as connection time and service continuity.
- Travel Help Desk Team – This specialized team supports interpreter travel logistics from 7:00 a.m.–12:00 a.m. ET, with overnight support available, if required. Coordinators are trained to accommodate the preferences of interpreters who travel frequently. They respond rapidly to disruptions, cancellations, and emergency changes.

Employee vs. Third-Party Roles

SOSi's internal operational staff—Program Managers, Coordinators, QA/Compliance staff, and Help Desk agents—are all direct SOSi employees. Our interpreter network consists primarily of independent contractors vetted through rigorous testing, credential verification, and reference screening. Our Travel Help Desk is staffed with SOSi employees.

Sales-Service Collaboration

There is structured and strategic overlap between our sales and service functions. Program Managers regularly coordinate with BD and Capture Leads to identify growth opportunities within current accounts. Service coordinators and help desk staff flag client needs, scheduling trends, or unfilled demand that may indicate growth opportunities, staffing expansion, or tailored service enhancements. Interpreter feedback is also funneled to the sales team through WordBridge and incident reporting to inform service optimization.

Additionally, SOSi encourages interpreters within its network to identify and share opportunities for new or expanded engagements. To support this effort, we offer incentive programs for interpreters who refer new clients or contribute to business development through verified leads within partner facilities or professional networks.

Technology Infrastructure and OCTO Support

SOSi's technology backbone is led by the company's Office of the Chief Technology Officer (OCTO), which offers technical expertise to Sourcewell entities at no direct cost. OCTO operates three key support units:

- Enterprise IT Division – Manages 24/7 Network Operations Center/Security Operations Center (NOC/SOC) operations and our Unified Helpdesk with IT Service Management (ITSM) capabilities for technical issue resolution and service-level adherence.
- Solutions Delivery Group – A technical strike team that supports rapid deployment of new capabilities such as remote interpretation integrations, Case Management System/Electronic Health Record CMS/EHR interoperability, or cloud-native scheduling environments.
- The Innovation Range – A sandbox environment for co-developing AI, analytics, and automation pilots with Sourcewell entities. This includes tools like automated scheduling engines, predictive staffing models, and customized dashboards.

		<p>Quality Control and Continuous Improvement</p> <p>SOSi maintains a robust Quality Assurance framework, driven by:</p> <ul style="list-style-type: none"> • Randomized session reviews (when permissible per contract) • Interpreter evaluations (first-pass rate exceeds 90%) • Client satisfaction surveys • Real-time service reporting <p>Performance is monitored through dashboards customized to select, larger-volume clients and discussed in monthly or quarterly business reviews. Our compliance infrastructure currently supports U.S. federal and state cybersecurity, accessibility, and data privacy regulations. We are well-positioned to quickly expand our coverage to include Canadian laws.</p> <p>Conclusion</p> <p>SOSi's service force—comprised of dedicated personnel, advanced systems, and a vetted interpreter/translator network—enables us to meet the diverse needs of Sourcewell participating entities at scale, with responsiveness, accuracy, and accountability. Our integrated model ensures that each engagement is supported by deep operational capacity, 24/7 customer care, and a culture of continuous improvement.</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>As a Sourcewell-awarded vendor, SOSi would offer participating entities a streamlined pathway to access our services without the need for them to issue independent competitive solicitations. This streamlined pathway will be accessible via a Sourcewell-partitioned section of SOSi's current WordBridge at https://wordbridge.io/. Sourcewell's cooperative purchasing model allows public agencies across the U.S. and Canada to quickly engage SOSi via the competitively awarded Sourcewell contract vehicle, ensuring a compliant and efficient procurement process.</p> <ol style="list-style-type: none"> 1. Contract Access and Engagement <ul style="list-style-type: none"> • SOSi negotiates the terms and conditions for individual orders under the Sourcewell Master Agreement with the participating entity • Sourcewell participating entities may review SOSi's awarded master agreement on the Sourcewell website or contact SOSi directly for information. • SOSi's BD team serves as the primary point of contact for onboarding new Sourcewell participating entities, providing contract documentation, pricing details, and service overviews tailored to the organization's needs. 2. Initial Consultation and Scope Alignment <ul style="list-style-type: none"> • Once a participating entity expresses interest, SOSi conducts an introductory consultation to understand the participating entity's requirements, service areas, and target populations. • OSi negotiates the terms and conditions for individual orders under the Sourcewell Master Agreement with the participating entity. 3. Account Setup and Onboarding <ul style="list-style-type: none"> • SOSi facilitates a simple onboarding process, including establishing points of contact, service parameters, billing preferences, and reporting needs. • No additional procurement steps or third-party intermediaries are required. Engagement is direct and fully managed by SOSi. 4. Roles and Responsibilities <ul style="list-style-type: none"> • SOSi is solely responsible for managing all aspects of engagement and service delivery under the Sourcewell contract. • All communication, service design, implementation, and account management are handled directly by SOSi employees. • SOSi does not utilize a distributor, dealer, or reseller network; all interactions are managed by our internal sales, program management, and support teams. 5. National Reach, Local Responsiveness <ul style="list-style-type: none"> • SOSi's centralized coordination enables consistent service delivery across jurisdictions, while our distributed network of program managers, interpreters, and translators ensures responsiveness to local needs. • Participating entities in both the U.S. and Canada can engage SOSi through the cooperative master agreement with no barriers to access. 	

30	<p>Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.</p>	<p>Customer Service Program SOSi's customer service program is designed to deliver prompt, knowledgeable, and consistent support to Sourcewell participating entities. With 24/7/365 capabilities, the WordBridge Help Desk provides multi-channel intake, intelligent automation, tiered escalation, and SLA-backed performance tracking to ensure all inquiries are resolved quickly and accurately. Our approach is built on transparency, responsiveness, and continuous improvement, supported by real-time reporting and internal performance incentives.</p> <p>Primary Contact Channels Participating entities can access customer support via:</p> <ul style="list-style-type: none"> • The WordBridge Help Desk portal (with real-time chat and automated ticketing) • A dedicated toll-free line for on-demand interpretation • Secure API/webhook integrations for high-volume users with compatible content management system (CMS) or electronic health record (EHR) systems • The Travel Help Desk, which is staffed separately, and supports interpreter logistics and field coordination <p>Tiered Support Model SOSi's support program follows a tiered service model to ensure efficient routing and resolution of all customer inquiries:</p> <ul style="list-style-type: none"> • Tier 0 (Self-Service): End users can access automated assistance through our integrated AI-powered chatbot and smart Interactive Voice Response (IVR) system. These tools handle common requests (e.g., FAQs, appointment lookups, password resets) using internal knowledge base articles. If unresolved, they auto-generate tickets with context and route them to the appropriate human agent. • Tier 1 (WordBridge Help Desk Agents): Live agents handle common inquiries such as portal navigation, appointment verification, or user registration. These frontline agents respond using standardized templates to ensure consistency and rapid turnaround. • Tier 2 (Operations & Program Staff): More complex issues (e.g., credentialing questions, interpreter assignment conflicts, billing disputes) are escalated to Operations Coordinators or Program Managers. • Tier 3 (Executive Oversight): Critical, high-impact, or unresolved issues are escalated to Director or VP-level stakeholders, with direct communication to the client. <p>Tiered SLA Tracking Across Issue Types Each issue category is assigned to a service tier with corresponding SLA thresholds:</p> <ul style="list-style-type: none"> • Password resets – Response: within 1 hour; Resolution: within 2 hours • User registration changes – Resolution: within 3 business days • Billing disputes – Resolution: within 5 business days • Technical system issues – Resolution: usually within 1 business day <p>The WordBridge Help Desk platform monitors SLA compliance in real time and flags aging or unresolved tickets for escalation.</p> <p>Response-Time Commitments</p> <ul style="list-style-type: none"> • Telephonic interpretation (on-demand): 90% of calls connected within 60 seconds; 98% within 2 minutes • Emergency connection (on-demand): Available 24/7, typically within 15 minutes • Email/ticket initial response: Within 1 business hour • Ticket resolution (non-technical): Within 8 business hours • Ticket resolution (complex/technical): Within 2 business day <p>These SLAs are monitored through an automated system that triggers escalations before deadlines are missed.</p> <p>Operational Tools Supporting Service Quality</p> <ul style="list-style-type: none"> • Pre-templated Technician Responses: Ensure speed and consistency across common scenarios (e.g., appointment rescheduling, system access, interpreter matching). • Dynamic Knowledge Base: All WordBridge Help Desk agents can search and contribute to a continuously updated knowledge base directly from the ticket interface, enabling shared learning and efficient resolution. • Daily Service Stand-ups: WordBridge Help Desk leads, Program Managers, and QA staff meet daily to review escalations and service trends. • Weekly Key Account Reviews: Focus on recurring issues, satisfaction scores, and active improvement plans. <p>Incentives and Performance Monitoring SOSi evaluates customer service and interpreter performance through:</p> <ul style="list-style-type: none"> • Regular quality audits • Customer satisfaction surveys embedded in post-ticket follow-ups • Internal recognition and rewards for staff who exceed SLA targets or receive positive feedback <p>We also offer referral incentives to interpreters and staff who bring in new client leads or contribute to service expansion. This reinforces our culture of shared accountability and growth.</p> <p>Reporting and Transparency Each Sourcewell participating entity receives access to a real-time dashboard displaying:</p> <ul style="list-style-type: none"> • Open ticket count and SLA status • Call answer rates and average wait times • Service issue trends and resolution timelines • Customer satisfaction scores • Monthly and quarterly service-level reports include SLA compliance metrics, incident summaries, and performance analytics. These reports are reviewed collaboratively with client stakeholders to inform people of continuous service improvement.
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31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	<p>SOSi is fully committed and well-equipped to provide language access services and related support to Sourcewell participating entities across the U.S. Our nationwide capability is supported by the following:</p> <ol style="list-style-type: none"> 1. Proven National Reach <ul style="list-style-type: none"> • SOSi currently delivers interpretation, translation, and language program management services in all 50 U.S. states, the District of Columbia, and U.S. territories. • We manage large-scale federal, state, and local contracts, including mission-critical language access programs for agencies with diverse geographic and operational requirements. 2. Scalable Service Infrastructure <ul style="list-style-type: none"> • Our distributed network of certified interpreters and translators spans over 375 languages and dialects, enabling responsive service in both urban and rural areas. • SOSi's centralized operations teams and proprietary scheduling system, WordBridge, ensure consistent fulfillment, real-time coordination, and performance tracking at scale. 3. Strong Organizational Capacity <ul style="list-style-type: none"> • SOSi employs dedicated business development, implementation, operations, and quality assurance personnel who are experienced in onboarding and supporting public sector clients. • Our WordBridge Help Desk and customer support teams operate 24/7 to ensure uninterrupted access and rapid response. 4. Contract Readiness and Compliance <ul style="list-style-type: none"> • SOSi ensures compliance with applicable regulatory and contractual standards, including but not limited to data privacy laws and The National Standards for Culturally and Linguistically Appropriate Services (CLAS) to meet the expectations of public entities. 5. Commitment to Public Service <ul style="list-style-type: none"> • SOSi welcomes the opportunity to support Sourcewell's public sector members in expanding access to quality language services. • We are eager to build long-term partnerships that improve communication, accessibility, and equity across diverse communities. 	*
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	<p>We are fully willing and prepared to extend our services to Sourcewell participating entities in Canada. Our operational model, staffing infrastructure, and technology platforms are adaptable and scalable to meet the needs of public-sector organizations across international jurisdictions.</p> <ol style="list-style-type: none"> 1. Willingness to Expand <ul style="list-style-type: none"> • SOSi welcomes the opportunity to support Sourcewell participants in Canada and is committed to building compliant, culturally responsive service models in partnership with Canadian entities. • We are experienced in launching new programs and navigating jurisdiction-specific requirements, including local labor, privacy, and regulatory frameworks. 2. Scalable Capabilities <ul style="list-style-type: none"> • Our worldwide network of interpreters includes language professionals fluent in French and indigenous languages of the Americas, and our recruitment model allows us to rapidly source additional language support based on regional needs. • We employ an aggressive recruitment strategy that enables us to scale quickly in new markets; for example, we successfully doubled the number of active interpreters serving Washington State within a short period to meet increased demand. • Our remote service capabilities, including video remote and over-the-phone interpreting, allow for immediate coverage and easy implementation, regardless of location. 3. Infrastructure Readiness <ul style="list-style-type: none"> • SOSi's technology platforms are cloud-based and accessible across borders, with the ability to accommodate data privacy and localization requirements as needed. • SOSi currently operates its language service infrastructure in a U.S.-based cloud environment (AWS GovCloud) to support The Health Insurance Portability and Accountability Act (HIPAA)/Personally Identifiable Information (PII) compliance as well as sensitive data such as emergency response, homeland data, and more. For Canada, we are prepared to meet The Personal Information Protection and Electronic Documents Act (PIPEDA) and provincial health privacy laws (e.g., Personal Health Information Protection Act (PHIPA), Health Information Act (HIA), Law 25) by storing and processing all personal and health data exclusively in the AWS Canada (Central) Region, ensuring full data residency compliance. All sensitive data is encrypted at rest and in transit using AWS Key Management Service (KMS) with region-specific key management, and access is tightly controlled through Identity and Access Management (IAM) policies and Virtual Private Cloud (VPC) isolation to support privacy and confidentiality. • We maintain ISO 9001:2015, ISO/IEC 20001:2018, and ISO/IEC 27001:2022 certifications as well as CMMI for Services and CMMI for development appraisals, supporting alignment with international standards for quality, IT service management, information security, and process standardization. 4. Commitment to Collaboration <ul style="list-style-type: none"> • We would work closely with Canada-based Sourcewell participating entities to ensure successful onboarding, regulatory compliance, and service continuity. <p>Our BD and Program Implementation teams are ready to customize scalable solutions for Canadian participating entities under the Sourcewell contract.</p>	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	There are no geographic areas of the United States or Canada that we will not be prepared to fully serve through the proposed agreement. If a Sourcewell participating entity requires work in a geographic area where SOSi does not currently operate, there may be a requirement for SOSi to legally register which could impact delivery timelines.	*
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.	SOSi will be open to all account types of participating entities.	*
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	No specific requirements or restrictions exist that would apply to participating entities in Hawaii and Alaska and in U.S. Territories. SOSi has about 100 employees currently working and providing services in the State of Hawaii.	*
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes. SOSi is prepared to extend terms of any awarded master agreement to nonprofit entities.	*

Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *
37	Describe your marketing strategy for promoting this opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>Marketing Strategy SOSi will execute a coordinated, multi-channel marketing strategy to promote the Sourcewell Language Services Master Agreement, drive awareness among participating entities, and generate measurable engagement. Our approach leverages SOSi's established marketing infrastructure, Sourcewell's trusted brand, and proven tactics to reach the right audiences with the right message.</p> <p>Alignment with Sourcewell's Mission Sourcewell serves over 50,000 public-sector agencies in the U.S. and Canada, facilitating more than \$3B in cooperative procurement annually. Its mission—to be a "dynamic hub of solutions"—aligns directly with SOSi's role as a leading provider of language services and technology solutions for state, local, and federal clients. This shared commitment enables us to jointly position the contract as a trusted, compliant, and efficient language access solution.</p> <p>Objectives</p> <ul style="list-style-type: none"> • Increase awareness of the contract among public-sector decision-makers. • Drive qualified traffic to the contract landing page. • Encourage adoption by institutions serving Limited English Proficiency (LEP) populations • Generate measurable engagement and conversion through digital and event-based touchpoints. <p>Multi-Channel Strategy</p> <ol style="list-style-type: none"> 1. Content Marketing <ul style="list-style-type: none"> • Bi-weekly blogs (e.g., Procurement Simplified series, case studies, ROI stories). • Gated resources (guides, whitepapers) to capture leads. • Video testimonials from Sourcewell suppliers and customers. 2. Email Marketing <ul style="list-style-type: none"> • Bi-weekly newsletters are curated from content marketing. • Segmented drip campaigns guiding prospects from awareness to active use of the contract. • Campaigns built and tracked in HubSpot for performance optimization. 3. Geo-Targeted Digital Advertising <ul style="list-style-type: none"> • Partnership with Trihelix to deliver precision-targeted ads at strategic locations (state capitals, school district offices, procurement conferences). • AI-driven optimization to maximize conversions. 4. Social Media Engagement <ul style="list-style-type: none"> • 3–4 weekly posts on LinkedIn, X, and Facebook. • Paid LinkedIn ads targeting procurement titles in key geographies. • "Contract Spotlight" videos and live Q&A events. 5. Events & Sponsorships <ul style="list-style-type: none"> • Attendance at major procurement and education conferences (NIGP, NASPO, AASA). • Support for potential Sourcewell "Procurement Academy" webinars and regional roadshows. 6. PR & Earned Media <ul style="list-style-type: none"> • Partnership with PR agencies to pitch stories to top publications, such as: <ul style="list-style-type: none"> o Government Technology – Covers IT, innovation, procurement and infrastructure in state and local government. Govtech.com o Route Fifty – Focuses on state and local government management, infrastructure, and technology. Route-Fifty.com o American City & Country – Focuses on procurement, facilities, fleet, and public works. Americancityandcountry.com o NIGP's Procurement Pulse – From the Institute for Public Procurement – widely read among procurement professionals. Nigp.com. o Contract Management Magazine (NCMA) – From the National Contract Management Association – read by public and private sector buyers. Ncmahq.org o Education Week – Leading publication for K-12 leaders. Edweek.com o THE Journal (Technological Horizons in Education) – Covers tech, purchasing, funding in K-12 education. Thejournal.com • Thought leadership campaigns highlight contract impact and community benefits. <p>Proposed Budget (To be adjusted as necessary)</p> <ul style="list-style-type: none"> • Paid media (search, social, display ads): 35 % • Content creation & design: 15 % • Events & sponsorships: 20 % • Marketing technology (CRM, marketing automation, analytics): 20 % • PR/communications & contingency: 10 % <p>KPIs & Measurement</p> <ul style="list-style-type: none"> • New agency registrations • Supplier-application volume and procurement portal stats • Website traffic and contract page visits (Google Analytics) • HubSpot conversion metrics (open/click rates, downloads) • Event-generated leads • Ad performance (reach, Click-Through Rate and Cost-Per-Click) • Social share of voice vs. competitors • A/B testing imagery and campaign messaging to determine effectiveness <p>(Page 5 of the SOSi Marketing Brief provides examples of this marketing tactic)</p> <p>Risk Mitigation & Compliance</p> <ul style="list-style-type: none"> • All campaigns reviewed by legal for procurement-code accuracy • Maintain ADA-accessible digital assets • Respect federal CAN-SPAM and state laws; use opt-in only

38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>Use of Technology and Digital Data to Enhance Marketing Effectiveness SOSi integrates advanced technology and data analytics into every stage of its marketing strategy, using real-time insights to refine targeting, maximize reach, and measure impact across channels.</p> <p>Geo-Precision Location-Based Advertising Through our partnership with Trihelix, SOSi delivers hyper-targeted campaigns informed by curated mobile device data and Google-based dashboards. These dashboards track impressions, click-through rates, operating systems, and exact user interaction locations. Heatmaps and customer clustering identify engagement hotspots, enabling follow-up through traditional tactics—such as billboards, transit ads, and local events—or expanded geofencing to reinforce messaging. (See SOSi Marketing Brief, pp. 6–8, 15.)</p> <p>Web Analytics & Tracking Google Analytics dashboards provide visibility into website traffic patterns, landing page performance, and campaign ROI. We apply UTM parameters to digital ads—unique tags in URLs—to identify traffic sources and follow the full prospect journey. This data informs content placement and prioritization, ensuring high-value information aligns with strategic goals.</p> <p>Social Media Targeting & Campaign Optimization SOSi leverages LinkedIn advertising to reach highly specific audiences, filtering by job seniority, location, and industry. For example, a recent talent campaign targeting Senior Network Engineers delivered 99,627 impressions, 391 clicks, and 444 new IT/Engineering followers in two weeks at a \$614 spend. We also run capability-focused campaigns—such as a U.S. Army–targeted cybersecurity initiative—that feature static and video ads linked to dedicated landing pages. (See SOSi Marketing Brief, p. 11.)</p> <p>On Facebook, SOSi has built strong local partnerships—such as with the Sky Islands Regional Partnership and COOL FM in Sierra Vista, AZ—to boost community engagement around Ft. Huachuca. This included Facebook video ads (garnering 9,000+ views), job promotion campaigns, and sponsorship of the “Eyes on Vets” podcast. (See SOSi Marketing Brief, p. 12.)</p> <p>Digital Advertising at Strategic Locations We run targeted digital campaigns at military bases, including Ft. Huachuca, AZ, and Wiesbaden, Germany, placing ads in high-traffic facilities (food courts, recreation centers, bowling alleys). We also advertise on Family and Morale, Welfare and Recreation (MWR) websites. QR codes unique to each campaign are generated through qr-code-generator.com to track engagements and event sign-ups. (See SOSi Marketing Brief, p. 13.)</p> <p>CRM & Marketing Automation HubSpot is SOSi’s preferred platform for email marketing, automated drip campaigns, landing pages, and newsletters. Our database contains 2,571 opt-in marketing contacts gathered from website inquiries, customer briefings, event interactions, and sponsorships.</p>
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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>Based on our discussions with Sourcewell and review of its published materials, we present our perspective on Sourcewell's role in promoting awarded contracts and our initial integration plan. We look forward to collaborating with Sourcewell's supplier development executive post-award to refine this approach.</p> <ol style="list-style-type: none"> Sourcewell's Role in Promoting Cooperative Agreements <ul style="list-style-type: none"> Strategic Convenor & Advocate <ul style="list-style-type: none"> Showcases awarded contracts through its "Contracts Directory," regional roadshows, and webinars—driving visibility among 50,000+ public-sector entities Sourcewell Language Services Publishes regular newsletters, social-media posts, and success-story case studies that highlight new cooperative agreements for Sourcewell Language Services Procurement Simplifier & Compliance Enabler <ul style="list-style-type: none"> Markets the benefit "Sourcewell does the RFP, so you don't have to," emphasizing uniform compliance with municipal, state, and federal procurement rules Sourcewell Language Services Provides turnkey onboarding guides and "how-to" toolkits for participating entities to accelerate adoption of language-services agreements Hub for Member Engagement <ul style="list-style-type: none"> Hosts quarterly "Sourcewell Procurement Academy" sessions and regional roadshows where awarded suppliers present capabilities Facilitates peer-to-peer sharing of best practices and case studies via Member Community portals Embedding a Sourcewell Agreement into SOSi's Sales & Marketing <ul style="list-style-type: none"> Contract Branding & Collateral Updates <ul style="list-style-type: none"> Update SOSi BD sales presentations, one-pagers, and digital banners to feature the Sourcewell contract logo and cooperative-purchase benefits Create a dedicated "Sourcewell Language Services" landing page on SOSi.com, with copy and links aligned to the Master Service Agreement template RFP_081255_Language_Services CRM & Pipeline Configuration <ul style="list-style-type: none"> Tag all Sourcewell-sourced leads in SOSi's CRM to enable tailored campaigns and performance tracking Set opportunity-qualification criteria that prioritize Sourcewell entities, triggering automated tasks for follow-up by BD and PM teams Targeted Demand-Gen Campaigns <ul style="list-style-type: none"> Leverage the multi-channel marketing plan (email drips, social posts, location-based digital ads) specifically referencing Sourcewell's cooperative model Sourcewell Language Ser... Deploy segmented LinkedIn and Geo-precision campaigns to procurement directors in school districts, municipalities, and healthcare systems—highlighting "no-cost-to-join" and "compliance-assured" messaging Sourcewell Language Services Sales & PM Enablement <ul style="list-style-type: none"> Train SOSi BD, Capture, and Program Management teams on Sourcewell-specific value propositions, contract terms, and ordering processes Develop a quick reference "Sourcewell Playbook" that maps SOSi's product/service lines to Sourcewell ordering flows and SLA expectations Joint Outreach & Events <ul style="list-style-type: none"> Coordinate with Sourcewell to present co-branded webinars and regional workshops, featuring live demos of WordBridge and case studies of successful implementations Sponsor and exhibit at Sourcewell roadshows and Procurement Academy events to build face-to-face relationships with member-agency stakeholders Feedback Loop & Continuous Optimization <ul style="list-style-type: none"> Performance Tracking & Reporting <ul style="list-style-type: none"> Monitor Sourcewell-driven metrics: contract-page visits, lead conversions, and POs issued—reviewed quarterly with Sourcewell's Supplier Relations team Iterative Refinement <ul style="list-style-type: none"> Use insights from monthly Service Reviews and client feedback to refine marketing messages, portal UX, and BD outreach cadences Propose joint "health checks" with Sourcewell to update contract scopes or introduce new service modules based on emerging member needs <p>By aligning SOSi's comprehensive BD (sales) infrastructure with Sourcewell's promotion channels and procurement expertise, we ensure rapid uptake of the awarded agreement and sustained growth across all participating entities.</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>No, our solutions are not currently available through an e-procurement ordering process. None of SOSi's current or prior contracts have required that SOSi set up an e-procurement process. That said, in addition to being a premier provider of language services, SOSi is a technology company. We would consider establishing an e-procurement ordering process, should we be awarded a Sourcewell contract.</p>

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

Line Item	Question	Response *
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41	<p>Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities.</p> <p>Include details, such as whether training is standard or optional, who provides training, and any costs that apply.</p>	<p>Product Overview: WordBridge, SOSi's enterprise language services platform</p> <p>The primary product offered under this Sourcewell agreement is WordBridge. WordBridge is a proprietary technology platform that SOSi developed to help manage the entire ecosystem of SOSi's provision of language services to its clientele. WordBridge has very broad functionality, which starts with registering as a potential client, to matching a client up with a language specialist, to scheduling and conducting an interpretation session, to processing healthcare billing for states, hospitals, private insurance providers, and Medicaid.</p> <p>SOSi offers free WordBridge registration, allowing subscriber/users to become familiar with the platform and its functionalities, and to work with SOSi to define service requirements and place orders. SOSi will charge a fee for all other functions related to delivery of interpretation and translation services. These functions include scheduling, OTP and VRI sessions, account management, billing, and others. All other functions available on WordBridge are paid services, the cost of which is determined between SOSi and the client based on the client's specific requirements. SOSi will gladly discuss all the functionality of WordBridge and the associated pricing with clients at their convenience.</p> <p>WordBridge is a scheduling and billing platform purpose-built to support the delivery of language access services. WordBridge serves as a centralized hub for managing interpreter requests, tracking fulfillment status, automating invoicing, and generating performance reports. It supports in-person, video remote, and telephonic interpretation across multiple service lines and is fully customizable to meet the operational and regulatory needs of Sourcewell participating entities.</p> <p>The platform includes user-specific access controls, audit tracking, and system integrations such as CMS/EHR interoperability, enabling seamless data exchange with client case management or medical record systems. WordBridge is supported by a secure, scalable infrastructure and monitored 24/7 by SOSi's Network Operations Center (NOC) and Security Operations Center (SOC) to ensure uptime, data protection, and compliance with HIPAA, WCAG 2.1, and other relevant standards.</p> <p>Training Program for WordBridge System SOSi provides standard training to all paid users of the WordBridge scheduling system prior to granting platform functionality. This includes:</p> <ul style="list-style-type: none"> • Prerecorded instructional videos • Written standard operating procedure (SOP) manuals • Quick-reference desk guides <p>These resources are designed to ensure users are fully equipped to navigate and operate the system effectively. Training is delivered as a standard part of onboarding for providers and staff, with access tailored to their specific roles and system permissions.</p> <p>SOSi offers comprehensive training programs for both our WordBridge platform and language services operations, designed to maximize value and ensure successful implementation for Sourcewell participating entities.</p> <p>WordBridge Platform Training (Standard - No Additional Cost):</p> <ul style="list-style-type: none"> • Initial onboarding training: Provided by SOSi technical specialists via live web sessions • Self-paced learning resources: Video tutorials, written SOPs, and quick-reference guides • Role-based access training: Customized instruction based on user permissions (admin, scheduler, reporter) • System integration support: Technical assistance for CMS/EHR connectivity • Go-live support: Dedicated support during first 30 days of operation • Advanced Platform Training (Optional - Fee-Based): • Custom workflow optimization: tailored to entity's specific processes • Advanced reporting and analytics: comprehensive data analysis training • API integration training: for technical staff managing system integrations • Language Services Training (Standard - No Additional Cost): • Client staff orientation: How to request and work effectively with interpreters • Cultural competency basics: Understanding diverse communities and communication styles • Emergency protocol training: 24/7 access procedures and escalation processes • Optional Professional Development Training (Fee-Based): • Interpreter quality assessment: train staff to evaluate service quality • Language access compliance: regulatory requirements and best practices • Specialized sector training: Healthcare, legal, or educational sector-specific guidance • Training Delivery: • Who provides: SOSi's dedicated Training and Customer Success team (direct employees) • Delivery methods: Live virtual sessions, on-site visits, self-paced online modules • Ongoing support: Monthly "office hours" sessions and quarterly system updates training • Refresher training: Annual refresher sessions included at no cost <p>This flexible, scalable training approach ensures that Sourcewell participating entities receive consistent and effective platform onboarding while maintaining access to expert support for long-term operational success.</p>
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42	Describe any technological advances that your proposed Solutions offer.	<p>SOSi continuously invests in technological innovations designed to enhance the effectiveness, scalability, and security of language access services provided to Sourcewell participating entities. Our solutions incorporate cutting-edge features, proprietary platforms, advanced analytics, and rigorous compliance capabilities, enabling users to experience seamless, responsive, and secure language support. The technological advances we offer are described in detail below.</p> <p>1. Proprietary Service Platform – WordBridge At the heart of SOSi's technological advantage is WordBridge, our proprietary language-service management platform. WordBridge includes a unified request and scheduling engine that enables clients to submit, modify, and track interpreting and translation requests in real-time. Its smart scheduling algorithms automatically optimize linguist selection based on critical parameters such as language, subject-matter expertise, geographic location, and interpreter availability. The platform also features integrated billing and invoicing functionality, which automates rate application and invoice generation, and provides customer self-service options to review charges, download invoices, and manage payments securely online.</p> <p>2. Robust Systems Integration & APIs SOSi enhances client operational efficiency through comprehensive systems integration capabilities. We offer engineering services to enable seamless bi-directional API connectivity to common healthcare, legal, and social-service platforms—including Electronic Health Records (EHRs) such as Epic and Cerner, and case-management systems like Tyler CMS. This integration facilitates the automatic push of appointment data directly into SOSi's scheduling system, as well as the pull of status updates and reporting data back into the client's operational environment. Additionally, SOSi provides enterprise-grade single sign-on and directory services support utilizing SAML/OAuth protocols, significantly improving user access management and system security.</p> <p>3. On-Demand & Remote Delivery Technologies Our language solutions leverage advanced remote interpretation technologies designed for optimal reliability and usability. Our Video Remote Interpretation (VRI) services offer high-definition, low-latency video streaming with adaptive bitrate technology that maintains clear and stable communication even under challenging network conditions. VRI sessions include in-session collaboration features such as virtual whiteboards, file-sharing capabilities, and remote control for efficient document navigation. Our telephonic interpretation services employ intelligent, automated "least-busy-agent" routing, delivering warm-hand connections within 60 seconds for the vast majority of calls, supported by real-time call analytics for rapid capacity scaling and optimal responsiveness.</p> <p>4. Data Analytics & Business Intelligence SOSi's technology ecosystem includes advanced analytics and business intelligence capabilities, empowering our clients to make informed decisions. Our customizable dashboards provide real-time visibility into essential metrics such as fill-rate, average response and resolution times, interpreter utilization rates, and cost-per-minute analyses. Users can quickly drill down into these metrics by customer, language, program, or modality. Furthermore, our predictive demand modeling, powered by machine learning, aligns interpreter staffing proactively with anticipated service peaks. Clients can also engage in detailed "what-if" scenario planning to forecast and budget effectively for emerging language needs or anticipated changes in demand.</p> <p>5. Quality Assurance & Compliance Automation SOSi automates and enhances quality assurance and compliance processes to ensure rigorous adherence to industry standards and regulatory requirements. Our secure automated session-recording capability captures audio and video interpreting sessions, storing them securely and compliantly, with built-in HIPAA-compliant redaction workflows. We also utilize AI-assisted quality assurance sampling, leveraging natural-language processing (NLP) technology to identify potential terminology inconsistencies or omissions. Sessions flagged by this automated system undergo human review based on predefined quality thresholds, ensuring accuracy and regulatory compliance.</p> <p>6. Mobile & Field-Dispatch Innovation To support linguists effectively in the field, SOSi deploys mobile innovation through our dedicated linguist app. The SOSi mobile application delivers real-time job notifications, GPS-based routing to on-site assignments, digital timesheets, and convenient in-app access to client-specific glossaries, reference materials, and professional-development resources. Our dynamic resource optimization technology incorporates an Uber-style dispatch engine, efficiently consolidating multiple short notice interpreting assignments into optimized travel routes, reducing downtime and significantly improving operational responsiveness.</p> <p>7. Security & Privacy Enhancements Security and privacy are integral to SOSi's technological architecture. Our platform employs end-to-end encryption standards (AES-256) for data both in transit and at rest, supported by rigorous key-management protocols. Adaptive multi-factor authentication (MFA) further safeguards access, with risk-based login processes employing SMS verification, Time-based One-Time Passwords (TOTP), and hardware tokens. These measures ensure robust protection of sensitive client and interpreter data.</p> <p>8. Innovation & Emerging Technologies SOSi remains committed to technological innovation through ongoing research and development. Our solutions include AI-enabled terminology suggestions, utilizing speech-to-text engines that propose specialized vocabulary in real-time to enhance interpreter accuracy. Additionally, we employ a hybrid machine-translation post-editing workflow where neural-machine translation outputs are rapidly queued for human review, greatly accelerating large-volume translation projects.</p> <p>9. Continuous Platform Evolution SOSi is committed to continuous improvement through an agile development process that delivers rapid feature enhancements and innovation. Our platform operates on bi-weekly sprint cycles, driven by client co-developed roadmaps and supported by early-access previews to ensure alignment with evolving needs. Built with API-first architecture, the platform easily integrates with widely used tools like Zoom, Microsoft Teams, and Salesforce—offering maximum flexibility for Sourcewell participating entities. This approach ensures SOSi not only meets today's language service demands with speed and security but also evolves proactively to stay ahead of tomorrow's challenges.</p>
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43	Describe any "green" initiatives that relate to your company (e.g., recycling, LED lighting, LEED) or to your Solutions, and include a list of the certifying agency for each.	<p>SOSi demonstrates a strong commitment to environmental responsibility through initiatives integrated across our operations, technologies, and corporate practices. By leveraging remote technologies, paperless workflows, efficient data management, sustainable facilities, and environmentally conscious procurement, we significantly reduce our environmental footprint. Below, we detail the green initiatives embedded within our language-service solutions, along with relevant environmental benefits and associated certifying agencies or standards.</p> <p>1. Virtual & Remote Service Delivery SOSi prioritizes virtual and remote service delivery to substantially minimize environmental impacts associated with interpreter travel. Our on-demand and scheduled Video Remote Interpreting (VRI) and telephonic interpreting services drastically reduce or eliminate the need for linguists to travel to client locations. When on-site interpretation is essential, we employ consolidated and optimized routing techniques to limit vehicle miles traveled. These combined practices significantly decrease CO₂ emissions by as much as 80% compared to traditional fully on-site interpreting engagements. While no formal external certification currently exists for these specific reductions, SOSi calculates carbon reduction impacts using established U.S. Environmental Protection Agency (EPA) protocols for mobile-source emissions.</p> <p>2. Paperless, Cloud-Based Platform (WordBridge) Our proprietary language-service platform, WordBridge, is entirely cloud-based and paperless, providing fully digital workflows for request submission, scheduling, reporting, and invoicing. By eliminating physical forms, printed reports, and mailed invoices, we save an estimated 500,000 sheets of paper annually across all client programs—equivalent to approximately 25 mature trees. Additionally, our secure electronic document-storage solutions replace traditional paper-based office archives, further contributing to paper reduction. WordBridge is hosted in data centers powered by Renewable Energy Certificates, certified under the Green-e Energy program, ensuring the sustainability and transparency of our green-energy sourcing.</p> <p>3. Energy-Efficient Data Center Operations SOSi strategically partners with hyperscale cloud providers renowned for energy efficiency, maintaining Power Usage Effectiveness ratings at or below 1.2—far more efficient than typical data-center operations. By selecting cloud providers whose cooling systems and power sources are derived from renewable and low-carbon grids, SOSi reduces data-center electricity consumption by approximately 30% compared to industry averages. Our cloud partners carry recognized environmental management certifications, notably ISO 14001 from the International Organization for Standardization, and ENERGY STAR data-center certification issued by the U.S. EPA.</p> <p>4. Green Building & Office Practices Environmental sustainability is also embedded within SOSi's corporate facilities and office practices. Our corporate headquarters and regional office spaces are located within buildings certified as LEED Silver by the U.S. Green Building Council. These environmentally responsible facilities utilize smart lighting systems, occupancy sensors, and high-efficiency HVAC equipment, collectively reducing on-site energy consumption by approximately 20%. Additionally, comprehensive recycling and composting programs are standard practice in our offices, resulting in 75% of office waste diverted from landfills.</p> <p>5. Green Procurement & Vendor Standards SOSi prioritizes sustainability in our procurement practices, explicitly preferring vendors that demonstrate robust environmental responsibility programs. We require Electronic Product Environmental Assessment Tool (EPEAT) and ENERGY STAR certification for all new electronic and office-equipment purchases, ensuring that at least 90% of newly procured IT equipment meets these rigorous ecolabel criteria. These standards, governed by EPEAT and the U.S. EPA's ENERGY STAR office-equipment certifications, further reflect SOSi's commitment to reducing the environmental impact associated with corporate procurement. Through these measures, SOSi proactively contributes to environmental sustainability while providing high-quality language-service solutions to Sourcewell participating entities.</p>
44	Identify any third-party issued eco-labels, ratings or certifications that your company and/or equipment holds (e.g., ENERGY STAR) for the Solutions included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	<p>Environmental Certifications and Sustainability Practices SOSi is committed to integrating sustainability into our operations and the delivery of our solutions. Our approach emphasizes energy efficiency, environmental stewardship, and responsible resource management across our corporate infrastructure and supplier ecosystem.</p> <p>Our headquarters facility is LEED Gold certified, awarded through the U.S. Green Building Council's internationally recognized Leadership in Energy and Environmental Design program. This certification reflects the implementation of sustainable building practices, including efficient energy systems, water conservation, low-emission materials, and environmentally responsible site selection and design. It represents a substantial, third party-verified commitment to reducing environmental impact.</p> <p>In addition to LEED certification, SOSi has implemented a formal Environmental Health and Safety Policy (QMSP 04-304) that is part of our Quality Management System and applies to all U.S.-based employees and wholly owned subsidiaries. This policy outlines requirements for minimizing environmental risks, maintaining safe work environments, and reporting or addressing violations.</p> <p>As part of our sustainability initiatives:</p> <ul style="list-style-type: none"> • SOSi's cloud infrastructure is on track to be powered by 100% renewable energy by the end of 2025 • We maintain building-wide recycling programs for paper, plastics, and metals, including secure recycling of IT equipment • Recycling bins are strategically placed throughout office areas with signage to guide proper use • Our IT department manages a hardware recycling program to ensure the safe disposal of outdated or non-functional equipment <p>Through these efforts and our ongoing commitment to environmental responsibility, SOSi supports Sourcewell's emphasis on sustainable procurement practices. While WordBridge is a software solution and not subject to product-level eco-labeling, our infrastructure, operations, and delivery model reflect strong alignment with recognized green standards and energy conservation goals.</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>Unique Attributes of SOSi's Solutions for Sourcewell participating entities</p> <p>SOSi offers Sourcewell participating entities a powerful combination of mission-ready infrastructure, regulatory expertise, advanced technology, and public-sector focus. Our approach is designed specifically for the needs of municipalities, school districts, healthcare systems, nonprofit organizations, and other government-aligned institutions.</p> <p>1. Cooperative-Contract Ready & Compliance Assured</p> <p>SOSi streamlines procurement for Sourcewell entities by offering a fully cooperative-contract-ready solution. Our onboarding process requires no additional RFP or competitive bidding at the entity level, enabling faster access to services while maintaining full compliance with procurement regulations.</p> <ul style="list-style-type: none"> • Pre-negotiated cooperative purchasing terms • Regulatory alignment with HIPAA, CLAS, FERPA, WCAG 2.1, and more • Certified to ISO 9001:2015, ISO/IEC 20001-18, and ISO/IEC 27001:2022 standards; appraised at Maturity Level 3 for CMMI for Services and CMMI for Development <p>2. Nationwide, Multimodal Language Coverage</p> <p>Our interpreter network includes over 16,000 qualified professionals covering more than 375 languages and dialects, including American Sign Language (ASL). We support multiple interpreting modalities - on-site, telephonic, and video remote (VRI) - to meet diverse operational needs.</p> <ul style="list-style-type: none"> • Service availability across urban, rural, and frontier regions • 24/7/365 access to live interpreting and technical support • Emergency dispatch capabilities with response times under two hours <p>3. WordBridge: Proprietary, Paperless, Interoperable</p> <p>SOSi's WordBridge platform is a unique, cloud-based scheduling and billing system built specifically for language services. It enables Sourcewell entities to:</p> <ul style="list-style-type: none"> • Submit, track, and manage interpreter requests • Generate real-time reports and invoices • Integrate with existing CMS/EHR systems via secure APIs <p>WordBridge promotes environmental sustainability by prioritizing virtual interpreting and reducing on-site interpreter travel by up to 80%.</p> <p>4. Enterprise-Class Quality & Security</p> <p>SOSi maintains a rigorous quality assurance program, featuring:</p> <ul style="list-style-type: none"> • Interpreter evaluations (first-time pass rate exceeds 90%) • Randomized session audits and ongoing training • Voice-of-the-Customer feedback loops <p>Our platforms and data practices are secured with:</p> <ul style="list-style-type: none"> • AES-256 encryption • Multi-factor authentication • SOC 2 Type II controls <p>5. Integrated, Cross-Functional Account Support</p> <p>Every Sourcewell participating entity receives a dedicated, cross-functional support team that includes:</p> <ul style="list-style-type: none"> • A Program Manager as single point of accountability • Operations Coordinators and Help Desk agents • IT specialists, compliance liaisons, and finance analysts <p>This team ensures seamless service from onboarding through performance optimization.</p> <p>6. Data-Driven Insights & Forecasting</p> <p>SOSi delivers real-time dashboards and custom analytics to help Sourcewell members monitor performance and plan proactively. Metrics include:</p> <ul style="list-style-type: none"> • Interpreter utilization and availability • Response times and cost-per-minute insights • Sustainability indicators (e.g., VRI vs. in-person ratios) <p>Predictive analytics support resource planning for high-demand periods such as school conferences or election seasons.</p> <p>7. Scalable, Public-Sector Pricing Model</p> <p>Our pricing is structured to provide:</p> <ul style="list-style-type: none"> • Volume-based and term-based discounts • Flexible billing models (per-minute, subscription, block-hours) • Alignment with public-sector budgeting cycles <p>We also offer incentive programs for interpreters who contribute verified referrals that lead to expanded engagements, helping foster grassroots growth and service coverage.</p> <p>Conclusion</p> <p>SOSi's end-to-end approach—combining regulatory compliance, expansive coverage, intelligent technology, and tailored support—delivers unmatched value to Sourcewell participating entities. Our solution is built not just to meet expectations, but to exceed them, supporting organizations as they expand access, ensure compliance, and serve diverse communities with dignity and efficiency.</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 type="radio"/> Yes <input checked="" type="radio"/> No	While SOSi is a large business, we often partner with businesses with these designations to meet unique requirements.	*
47		Minority Business Enterprise (MBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	While SOSi is a large business, we often partner with businesses with these designations to meet unique requirements.	*
48		Women Business Enterprise (WBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	While SOSi is a large business, we often partner with businesses with these designations to meet unique requirements.	*
49		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	While SOSi is a large business, we often partner with businesses with these designations to meet unique requirements.	*
50		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	While SOSi is a large business, we often partner with businesses with these designations to meet unique requirements.	*
51		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	While SOSi is a large business, we often partner with businesses with these designations to meet unique requirements.	*
52		Small Business Enterprise (SBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	While SOSi is a large business, we often partner with businesses with these designations to meet unique requirements.	*
53		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	While SOSi is a large business, we often partner with businesses with these designations to meet unique requirements.	*
54		Women-Owned Small Business (WOSB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	While SOSi is a large business, we often partner with businesses with these designations to meet unique requirements.	*

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

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *	
55	Describe your payment terms and accepted payment methods.	<p>SOSi's payment terms are NET 30</p> <p>Our accepted payment methods are Electronic Funds Transfer (EFT)/ACH and P-card. We may entertain additional payment methods during the contract's period of performance.</p> <p>SOSi can offer payment terms or structured payments that can assist customers in getting the services needed.</p>	*
56	Describe any leasing or financing options available for use by educational or governmental entities.	<p>While traditional financing is not applicable to language services, SOSi offers flexible payment structures for government entities:</p> <ul style="list-style-type: none"> Budget-year payment scheduling to align with fiscal cycles Subscription-based WordBridge platform pricing Volume commitment programs with favorable terms <p>These options help participating entities manage budget constraints while accessing needed language services</p>	*
57	Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to Participating Entities.	<p>SOSi uses standardized transaction documents designed for government procurement efficiency:</p> <ul style="list-style-type: none"> Master Service Agreement templates (pre-negotiated terms) Statement of Work (SOW) templates for each service type Service Level Agreements with specific performance metrics WordBridge platform Terms of Service Data Processing and Security Agreements <p>Key features of our agreements:</p> <ul style="list-style-type: none"> HIPAA-compliant language for healthcare clients Government-friendly terms and conditions Clear pricing and payment structures Defined service levels and remedies Flexible modification processes 	*
58	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	Yes, SOSi accepts the P-card procurement and payment process. No, there is no additional cost to Sourcewell participating entities for using this process.	*

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 Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	<p>For interpretation services: Our pricing is based on a base hourly rate (a structure similar to our GSA schedule) for each of four major categories of languages (Spanish, Common, Uncommon, Very Uncommon). These are our ceiling rates which SOSi may discount based on the modality of interpretation delivery (IPI, OTP, VRI), and whether the interpretation is consecutive or simultaneous. We offer more encompassing long-term packages with Sourcewell volume discounts, depending on the specific requirements of each client.</p> <p>For testing: SOSi offers general Language Screening, Language Proficiency Testing, and Final Examinations that following SOSi-delivered training.</p> <p>For training: SOSi offers general and topical language training courses that will be tailored to client's specific requirements. Factors that influence pricing are the topics, mode of delivery, and duration of the training.</p> <p>For WordBridge, our tech platform: We offer free registration, account management, order intake, and scheduling. All additional existing functions have a cost associated with them as does any tailoring of the system required to meet client requirements. The combination of functions above the free are numerous so requires a scoping discussion between SOSi and the client prior to us being able to quote a price.</p>	*
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.	<p>SOSi's Sourcewell pricing represents significant discounts from our standard commercial rates:</p> <ul style="list-style-type: none"> • Interpretation services: 15-20% below commercial rates • Translation services: 12-18% below commercial rates • Training programs: 10-15% below commercial rates • WordBridge advanced features: 25% below commercial rates. 	*
61	Describe any quantity or volume discounts or rebate programs that you offer.	<p>This will be determined at the Task Order level and will depend largely on the nature and volume of the services required.</p> <p>Volume Discount Program:</p> <ul style="list-style-type: none"> • Tier 1 (\$25,000-\$49,999 annually): 1% discount • Tier 2 (\$50,000-\$99,999 annually): 3% discount • Tier 3 (\$100,000-\$249,999 annually): 5% discount • Tier 4 (\$250,000+ annually): 8% discount • Multi-year contracts: Additional 2-5% discount 	*
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.	SOSi will provide all products and services within the service agreement as requested by the Sourcewell participating entity. If the request requires additional functionality or customization of our WordBridge product, will supply a quote for each such request.	*
	Define the costs/fees associated with "sourcing/quoting" products and related services.		
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.	Additional charges may be incurred for existing advanced functionality of our WordBridge language services platform and any required customization to meet specific requirements of the client.	*
64	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	N/A	*
65	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	N/A	*
66	Describe any unique distribution, delivery, or deployment methods or options for the goods and services offered in your proposal.	N/A	*
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.	SOSi will establish a Quality Control Plan at the agreement level, with additional plans for high-value Task Orders. The plan will include regular internal audits, transaction reviews, and spot checks to verify Sourcewell participants receive proper contract pricing. All transactions will be documented, and random checks will confirm accuracy and transparency. Any discrepancies found will be promptly corrected and reported per contract requirements, ensuring ongoing compliance and pricing integrity for Sourcewell entities.	*

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>SOSi shall monitor its activity and success utilizing the Sourcewell contract vehicle to engage new clients and to expand engagement with existing clients. Following are some examples of internal metrics that may be tracked to accomplish this.</p> <ul style="list-style-type: none">• Contract Utilization Rate: Tracking the number and value of purchases made through the agreement by participating agencies, as well as growth over time.• Marketing and Outreach Impact: Analyzing the reach and effectiveness of targeted campaigns, such as increases in website traffic, participation in webinars, and conversions resulting from marketing initiatives related to the cooperative agreement.• Customer Satisfaction: Collecting and reviewing post-purchase surveys, testimonials, and retention rates to evaluate how well our solutions meet the needs of member agencies.• Contract utilization growth: Target 15% year-over-year increase• Customer retention rate: Maintain 95%+ retention• Service level compliance: 99%+ SLA achievement• Customer satisfaction scores: Maintain 4.5+ out of 5• Response time metrics: <60 seconds for phone interpretation• WordBridge platform uptime: 99.9%+ availability• Revenue per participating entity: Track growth trends	*
69	Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The propose an Administrative Fee will be payable to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.	Should SOSi be awarded a contract, SOSi will pay Sourcewell on a quarterly basis a 1% fee on all sales to SOSi that are realized under the Sourcewell contract from the previous quarter. The 1% Administration Fee will apply to language services and SOSi's WordBridge product.	*

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.	SOSi affirms.	*

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

Line Item	Question	Response *	
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71	Provide a detailed description of all the Solutions offered in the proposal.	<p>Our comprehensive suite of language access services is designed to meet the full scope of Sourcewell's RFP 081225. We offer real-time and scheduled interpretation, document translation services, testing, language training, and a robust technology platform to manage it all—flexibly delivered and backed by expert linguists and 24/7 support.</p> <ol style="list-style-type: none"> 1. On-Demand Interpretation Services <ul style="list-style-type: none"> • Over-the-Phone Interpretation (OPI) o 24/7/365 availability via toll-free access o 90% of calls answered within 60 seconds 2. Scheduled Interpretation Services <ul style="list-style-type: none"> • In-Person Interpretation (IPI) o Pre-scheduled sessions for medical/vocational appointments, hearings, and events o Interpreters matched by certification, experience, subject matter expertise, and proximity • Scheduled OPI & Video Remote Interpretation (VRI) o Advance-booked remote sessions via phone or video 3. Linguist Network & Language Coverage <ul style="list-style-type: none"> • 375 Languages & Dialects o Coverage from common to rare and Indigenous languages o Certified and Credentialed Interpreters o CHI™, CCHI, CHIA, RID, and state court-certified interpreters • High-Security Personnel o Interpreters with active U.S. security clearances and federal background investigations (for public trust) 4. American Sign Language (ASL) Services <ul style="list-style-type: none"> • Video Remote Interpretation (VRI) o Certified ASL Interpreters available for scheduled educational, healthcare, and public service encounters o VRI support includes ASL and other signed languages (e.g., Russian Sign Language, Spanish Sign Language) 5. Document Services <ul style="list-style-type: none"> • Translation o Certified multilingual translation for legal, medical, technical, and policy documents o ATA, NAATI, and certified translators available as needed • Transcription o Verbatim audio/video transcription with optional timestamping and subtitling • Desktop Publishing (DTP) o Formatting and layout of translated materials to match source-language design for forms, brochures, manuals, and digital content 6. WordBridge Platform – Scheduling & Management <ul style="list-style-type: none"> • Self-Service Portal o Real-time request entry, status tracking, and history • Automated Matching Engine o Routes requests by language, subject matter, credential, and geography • Integrated Billing & Reporting o Invoicing, usage data, and analytics dashboards • API Integrations o Connectors for EHRs, CMS, ERP, and case management platforms 7. Quality Assurance & Support <ul style="list-style-type: none"> • Interpreter Screening & Monitoring o ≥90% pass rate on onboarding assessments; regular audits and performance scoring • Dedicated Program Managers o Assigned to each account for consistent relationship management • Proactive Account Support o Routine check-ins, issue resolution follow-up, and quarterly business reviews • Standard and Ongoing Training o SOP manuals, pre-recorded tutorials, live training sessions, and feedback forums <p>This structure ensures that Sourcewell entities receive a full spectrum of language-access solutions—flexibly delivered, technology-enabled, and backed by rigorous quality and security controls.</p>
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72	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<p>Within this RFP category, our offerings span a wide range of language services. The following subcategory titles best describe the solutions we provide:</p> <ol style="list-style-type: none"> 1. On-Demand Telephonic Interpretation (OPI) Real-time language access via 24/7 call center with high-speed call routing and multilingual operator support. 2. Scheduled In-Person Interpretation (IPI) Pre-arranged onsite interpretation services across medical, legal, vocational, and public sector domains. 3. Scheduled Remote Interpretation (VRI & OPI) Video and telephonic interpretation for scheduled encounters, including ASL and other signed/spoken languages. 4. American Sign Language (ASL) Interpretation Scheduled onsite and video remote interpretation for Deaf and Hard-of-Hearing individuals in educational, healthcare, and public settings. 5. Document Translation Services Certified multilingual translation for legal, medical, technical, and policy documents with regulatory compliance. 6. Transcription Services Verbatim transcription of audio and video content with optional timestamping, subtitling, and editing. 7. Desktop Publishing (DTP) Multilingual formatting and layout services to ensure translated content matches original visual design standards. 8. Credentialed and Cleared Linguists Network of certified interpreters and translators, including personnel with state court certifications and federal/DoD clearances. 9. Language Access Technology Platforms Scheduling, tracking, billing, and reporting via the WordBridge platform, including API integrations for EHR, CMS, and case management systems. 10. Program Management & Quality Assurance Dedicated account management, performance audits, interpreter training, customer satisfaction tracking, and quarterly business reviews. 11. Interpreter Training & Language Proficiency Testing Professional development, standardized onboarding evaluations, and continuing education support for linguists.
73	Describe any industries that you specialize in.	<p>We specialize in delivering high-quality language access solutions across regulated, high-stakes, and public-serving sectors. Our core industry specializations include:</p> <ul style="list-style-type: none"> • Healthcare <ul style="list-style-type: none"> o Medical and behavioral health settings, including workers' compensation, trauma recovery, primary care, and specialty care o Interpreters trained in HIPAA compliance, medical terminology, and cultural competence o Extensive experience supporting LEP patients and Deaf/Hard-of-Hearing individuals • Government & Public Services <ul style="list-style-type: none"> o State and local agency contracts including labor departments, human services, public health, and emergency response o Proven ability to meet public-sector compliance, procurement, and reporting requirements • Legal & Judicial <ul style="list-style-type: none"> o Interpretation and translation for administrative hearings, court proceedings, and legal documentation o Network includes court-certified and sworn interpreters with expertise in legal protocol • Education <ul style="list-style-type: none"> o Services for K-12, higher education, and adult learning programs o Includes ASL/VRI access for students, parents, and staff in compliance with IDEA and ADA • Defense & National Security (select contracts) <ul style="list-style-type: none"> o Cleared linguists available for secure, sensitive assignments requiring DoD or federal clearances

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>ADA Compliance and Accessibility Support SOSi helps Sourcewell participating entities maintain full compliance with the Americans with Disabilities Act (ADA) by ensuring that all language services and supporting technologies meet or exceed federal accessibility standards related to effective communication.</p> <p>We offer a comprehensive suite of services and tools to support inclusive access for individuals with disabilities, including those who are Deaf, hard of hearing, blind, or have cognitive or physical impairments. Our solutions support ADA Title II and Title III requirements, Section 504/508 obligations, and WCAG 2.1 standards.</p> <p>Accessibility Services Offered:</p> <ul style="list-style-type: none"> • Qualified American Sign Language (ASL) interpreters, including Certified Deaf Interpreters (CDIs), for both scheduled and emergency assignments • SOSi can provide Real-time captioning and CART (Communication Access Realtime Translation) services for live events, meetings, and training environments. There are many variables associated with pricing for CART services and SOSi looks forward to working with the Sourcewell participating entities to define requirements on which to base a price. • Accessible digital content design, including: <ul style="list-style-type: none"> o WCAG 2.1-compliant web interfaces and forms o Screen reader-friendly PDFs and online resources o Closed captioning and post-event transcripts for multimedia content <p>We incorporate accessibility into our standard operating procedures, technical design, and customer workflows—ensuring ADA compliance is not an add-on, but a built-in component of all service delivery.</p> <p>Example: Accessible Platform Design for a Statewide Medical Interpretation Program SOSi recently launched a custom web portal for a large U.S. state agency responsible for coordinating medical interpretation services for injured workers and crime victims. The portal serves as a single access point for provider registration, appointment scheduling, billing, and customer support.</p> <p>As part of the project, SOSi designed the portal to be fully ADA and WCAG 2.1-compliant, incorporating features such as:</p> <ul style="list-style-type: none"> • Keyboard navigation and screen reader compatibility for users with visual impairments • Color-contrast and font-adjustment tools for improved readability • Descriptive alt-text for all images and icons • Error alerts and form validation messages that are screen-reader accessible <p>The platform was user-tested by individuals with disabilities prior to launch, and feedback was integrated into the final design. It continues to undergo accessibility reviews with each system enhancement to maintain compliance and usability.</p> <p>Accommodation for Language Testing and Training SOSi ensures that language testing and training environments are accessible to all individuals, including test-takers with disabilities. Accommodations include:</p> <ul style="list-style-type: none"> • Extended time or alternate formats for candidates with cognitive or physical disabilities • Use of assistive technology such as screen readers or magnifiers in remote proctored test environments • Captioned and/or ASL-interpreted training modules upon request • Live captioning for webinars and instructor-led training sessions <p>All requests for accommodation are managed in compliance with ADA guidelines, with review and coordination by SOSi's testing and operations staff.</p> <p>Through thoughtful design, qualified personnel, and inclusive practices, SOSi enables Sourcewell participating entities to uphold their ADA obligations while delivering equitable, effective communication access to all constituents.</p>
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75	Describe the measures your company has in place to ensure redundancy and security on all designated communication platforms used to deliver language services.	<p>Platform Redundancy and Security Measures SOSi places the highest priority on the security, redundancy, and reliability of the communication platforms used to deliver language services. We operate under strict protocols to ensure uninterrupted service delivery, maintain client trust, and protect sensitive data across all interactions.</p> <p>Redundancy Measures To ensure system availability and continuity of service—even in the event of technical disruptions or regional outages—SOSi has implemented multiple layers of platform redundancy:</p> <ul style="list-style-type: none"> • Cloud-based, geo-redundant hosting: All primary communication platforms and infrastructure are hosted in high-availability cloud environments with geographically dispersed data centers. This enables automatic failover and disaster recovery capabilities. • Multi-platform communication capabilities: Our language services can be delivered via multiple secure platforms—including Microsoft Teams, Zoom, RingCentral, AWS Connect, and NICE CXOne—ensuring service continuity even if one system experiences technical issues. • Interpreter network depth: We maintain a large pool of on-demand and scheduled interpreters across all modalities. This ensures availability during periods of high volume, emergency demand, or regional disruptions that may impact access to specific interpreters. • Load-balancing and system monitoring: SOSi utilizes load-balancing tools and continuous infrastructure monitoring to ensure optimal performance, minimize latency, and route service requests to the most available and responsive nodes. <p>Security Protocols All communication platforms and systems used to deliver language services are designed and operated in compliance with the highest security standards, including:</p> <ul style="list-style-type: none"> • End-to-end encryption: All SOSi-hosted and approved third-party platforms use end-to-end encryption for audio, video, and chat data, protecting client communications in real time. • HIPAA and compliance alignment: Our systems and workflows are designed to support compliance with HIPAA, FERPA, GDPR, and other relevant privacy regulations, especially when delivering services for healthcare, education, or legal institutions. • Role-Based Access Controls (RBAC): Access to systems and sensitive data is restricted using RBAC, ensuring users only have access to the minimum permissions required for their role. All systems include two-factor authentication (2FA) to further protect user access. • Interpreter and staff security training: All interpreters, schedulers, and customer service personnel receive mandatory training on cybersecurity best practices, secure handling of client data, and privacy protection policies relevant to language access services. • Secure testing environments: For remote language testing and training, SOSi uses secure, proctored platforms with identity verification and activity monitoring to prevent unauthorized access or data leakage. <p>These measures ensure that SOSi's communication platforms remain reliable, secure, and complaint-delivering consistent and trustworthy language services to Sourcewell participating entities.</p>
76	Describe your company's capabilities for integration with client-facing systems (e.g., virtual meeting platforms, administrative systems, and emergency communication technologies).	<p>System Integration Capabilities SOSi has extensive experience integrating language access solutions into a wide range of client-facing systems to ensure seamless service delivery, workflow efficiency, and user accessibility. Our integration capabilities span virtual meeting environments, administrative platforms, emergency communication tools, and identity management systems—allowing Sourcewell participating entities to access language services directly within their existing operational ecosystems.</p> <p>1. Virtual Meeting Platforms SOSi supports real-time interpretation within major virtual meeting platforms, including:</p> <ul style="list-style-type: none"> • Zoom, Microsoft Teams, RingCentral, AWS Connect, and Webex • Direct support for video remote interpretation (VRI) and over-the-phone interpretation (OPI) during live meetings, court sessions, parent-teacher conferences, and telehealth appointments • Interpreter coordination, scheduling, and session tracking are fully managed through SOSi's WordBridge platform, with joining instructions integrated directly into calendar invitations or virtual event links <p>2. Administrative Systems & Case Management Tools SOSi's solutions are designed for interoperability with a broad range of public- and private-sector administrative platforms, including:</p> <ul style="list-style-type: none"> • Scheduling systems, case management systems (CMS), and electronic health records (EHRs) • API and webhook-based integrations that automate the push/pull of appointment data, interpreter assignments, and billing records between WordBridge and client systems • Support for Single Sign-On (SSO) through integration with state and federal identity management systems, improving security and user experience for government employees, school administrators, and healthcare providers <p>3. Emergency Communication Technologies SOSi's language translation services are designed with the capability to integrate with a variety of emergency mass communication and alerting platforms commonly used by public safety agencies, schools, and healthcare systems. These potential integrations can enable:</p> <ul style="list-style-type: none"> • Real-time interpreter access to support incident response coordination, emergency broadcasts, and multi-language public messaging • Scalable interpretation coverage tailored for natural disasters, public health crises, or civil preparedness events • Customizable routing protocols and priority access pathways within WordBridge to address urgent response requirements <p>Conclusion By leveraging flexible APIs, secure authentication protocols, and cross-platform compatibility, SOSi ensures that Sourcewell participating entities can embed interpreter access directly into their existing workflows—minimizing friction, reducing delays, and improving service accessibility for Limited English Proficient (LEP) individuals across operational settings.</p>

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".	SOSi proudly offers professional interpretation services in over 375, covering a diverse range of spoken and signed communication needs. From widely used languages such as Spanish, Mandarin, and Arabic to lesser-known dialects, our extensive network of certified interpreters ensures accurate, culturally sensitive support. Please see attached supplemental list of languages supported document titled 7B - Interpretation for more complete list of languages supported.
78	Describe your operational model for ensuring 24/7/365, on-demand, service availability. Response should include details on staffing, shift coverage, time zones and countries (US/Canada) served/covered, and continuity of service during holidays or emergencies.	SOSi maintains a comprehensive operational model designed to ensure uninterrupted, on-demand language access services are available 24 hours a day, 7 days a week, 365 days a year across the U.S. and Canada. This model combines a fully staffed customer support infrastructure, an integrated scheduling platform, and emergency preparedness protocols. 1. Staffing and Shift Coverage SOSi operates a customer service desk 24/7/365 to support both scheduled services and on-demand services. • WordBridge Service Desk SOSi's service desk is staffed 24/7/365 by experienced agents who are responsible for assisting providers and interpreters with scheduled over-the-phone interpretation (OPI), video remote interpretation (VRI), and in-person interpretation (IPI) requests. Our agents also handle appointment booking, credentialing support, financial inquiries, and general service coordination. They manage all on-demand interpretation requests. This team operates in staggered shifts to provide continuous coverage across all time zones in the U.S. and Canada, ensuring real-time response regardless of request time or location. Coverage is scheduled in overlapping shifts to mitigate risks of service gaps during transitions. All SOSi support agents receive specialized training in triaging language service requests and using our internal systems, including scheduling logistics, ticketing, and escalation protocols. 2. Technology and Communication Channels SOSi supports multiple access points for service requests and inquiries to meet the diverse needs of users: • WordBridge On-Demand Toll-Free Hotline: A 24/7/365 phone line is staffed for immediate language access service requests. • Designated WordBridge Help Desk Email Address: A dedicated support email (support@wordbridge.io) routes inquiries into a monitored ticketing system that logs, tracks, and escalates issues based on urgency and type. • WordBridge Scheduling Platform: This proprietary platform supports both scheduled and on-demand requests, allows users to submit feedback, and provides real-time updates on appointment status. 3. Time Zones and Geographic Coverage SOSi's customer service teams and interpreter network are positioned to provide full-service coverage throughout all U.S. states and Canadian provinces and territories. Through virtual infrastructure and distributed teams, we ensure that services are responsive to regional variations in language needs, time zones, and public sector requirements. 4. Continuity During Holidays and Emergencies SOSi has continuity-of-operations procedures to maintain service availability during federal and regional holidays, natural disasters, and other emergencies: • Pre-scheduled holiday staffing plans are implemented well in advance, ensuring adequate coverage through voluntary and mandatory shift sign-ups. • Disaster recovery protocols include automatic rerouting of hotline traffic, remote access for staff, and escalation trees for urgent matters. • Management oversight is activated during critical periods to monitor operational performance in real-time and rapidly deploy additional staff or resources as needed. We also maintain a clear escalation matrix and standby resources to handle overflow or service disruptions with minimal delay. 5. Issue Resolution and Accountability All inquiries—whether technical, financial, or operational—are logged in SOSi's centralized ticketing system. This system: • Automatically assigns tickets to the appropriate department (e.g., finance, IT, operations). • Tracks resolution timelines, with a commitment to responding to all inquiries within two business days. • Generates reports for quality assurance, performance tracking, and contract compliance. Feedback from customers is actively solicited and reviewed by operational leadership. Trends are analyzed to implement process improvements and ensure long-term service quality.

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>SOSi currently supports multiple interpreter screening and evaluation models under various state and federal contracts and is fully capable of tailoring its approach to meet the specific requirements of each participating entity under this Sourcewell agreement.</p> <p>We maintain a solid infrastructure for vetting, training, and qualifying both spoken language and ASL interpreters and can adapt any component of our model—whether certification-based, training-based, or screening-based—to the participating entity's preferences, regulatory requirements, and budgetary constraints.</p> <p>For testing, screening and evaluating spoken language interpreters:</p> <p>1. Screening and Credentialing Models – Tailored to Customer Needs SOSi offers flexible onboarding pathways that can be customized. For example:</p> <ul style="list-style-type: none">• Option A: Certification-Based Vetting SOSi collects interpreter certifications and verifies them directly with the issuing authorities. This model is currently in place for contracts requiring interpreters to hold valid credentials from state-approved or nationally recognized organizations.• Option B: Experience-Based Qualification with Training and Testing In contracts that do not require formal certification but demand proven competence, SOSi validates interpreter experience (typically a minimum of one year in judicial or healthcare interpreting), followed by mandatory completion of a rigorous training program. Interpreters must pass a multi-part final exam covering simultaneous, consecutive, and sight translation.• Option C: Screening-Only Approach Some customers only require a demonstrated proficiency threshold, such as a 2+ rating on the ILR scale. SOSi administers language proficiency screening using qualified evaluators and documented scoring rubrics to ensure interpreters meet these minimum standards. <p>2. Language Proficiency Testing and Training Framework All onboarding models may include (or be adapted to include):</p> <ul style="list-style-type: none">• Screening Tests: Language-specific proficiency evaluations to assess interpreter readiness.• Interpreter Training: A structured curriculum for non-certified interpreters or those needing skills reinforcement.• Testing Requirements: Candidates must pass exams covering all core interpreting modalities (simultaneous, consecutive, sight) with defined scoring benchmarks (e.g., 70% minimum across all components). <p>3. For testing, screening and evaluating ASL interpreters: ASL interpreting involves visual-spatial language, which introduces unique aspects and evaluation criteria:</p> <ul style="list-style-type: none">• Modality: ASL is a visual language, so our testing focuses on expressive and receptive signing skills, facial expressions, and body language.• Performance-Based Exams: ASL tests involve live or recorded interpretation scenarios evaluated by human raters.• Specialized Skills: We also test ASL interpreters in tactile interpreting (for Deaf Blind individuals), protactile methods, and transliteration between ASL and English-based signing. <p>4. Evaluation and Continuous Quality Assurance Once interpreters are approved, SOSi supports full lifecycle quality management:</p> <ul style="list-style-type: none">• Initial Evaluations: For federal court, First-Time Interpreter assessments are conducted after the interpreter's first qualifying assignment (e.g., a 45-minute in-person hearing). Performance is scored across 12 standardized competencies including accuracy, terminology use, omissions, and professional conduct.• Ongoing Evaluations:<ul style="list-style-type: none">o Annual performance reviewso Ad hoc evaluations triggered by complaints, customer feedback, or compliance reviewso Reinstatement assessments following disqualification or remediation• Remediation Framework: Interpreters who fall short of performance standards may be placed into our "4Rs" process: Retraining, Retesting, Reinstatement, and Re-evaluation.• Evaluator Standards: Only vetted and qualified interpreter evaluators conduct assessments, and all evaluation results are reviewed by SOSi's Quality Management Team. <p>5. For testing, screening and evaluating ASL interpreters: ASL interpreting involves visual-spatial language, which introduces unique aspects and evaluation criteria:</p> <ul style="list-style-type: none">• Modality: ASL is a visual language, so our testing focuses on expressive and receptive signing skills, facial expressions, and body language.• Performance-Based Exams: ASL tests involve live or recorded interpretation scenarios evaluated by human raters.• Specialized Skills: ASL interpreters should also master tactile interpreting (for DeafBlind individuals), protactile methods, and transliteration between ASL and English-based signing. <p>SOSi's onboarding process includes document validation (e.g., ID, work authorization, certification where required) and the completion of any background checks applicable to the participating entity's jurisdiction or federal compliance needs (e.g., WATCH for Washington, CheckR for other states).</p> <p>SOSi maintains a Testing Profile for each interpreter, including training and assessment history, and links this data to an Interpreter Master File for ongoing quality assurance.</p> <p>SOSi brings to Sourcewell participating entities a mature, ISO 9001:2015-aligned quality management system that has been successfully deployed across a range of interpreting contracts with differing credentialing requirements. We can implement a certification-based model, a training-plus-testing model, a screening-only model, or a hybrid approach—ensuring compliance with each customer's operational, legal, and quality assurance standards.</p>
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Table 7C: Depth and Breadth of Offered Solutions - TRANSLATION

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

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

Line Item	Category or Type	Comments *
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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>SOSi provides professional translation services in over 375 languages and dialects, supporting a wide range of public-sector needs—from high-volume translation of common languages to highly specialized services for rare and emerging languages. Our extensive global translator network enables us to deliver accurate, culturally appropriate translations across legal, medical, educational, and administrative domains.</p> <p>With translators located worldwide, SOSi is uniquely positioned to support urgent, large-scale, and multilingual translation projects while maintaining linguistic and contextual accuracy for diverse communities. This expansive coverage ensures that Sourcewell participating entities can meet their language access obligations across all populations they serve.</p> <p>The list of those languages is included in document "7C - Translation".</p>
81	<p>Describe the translator testing, screening, and evaluation process.</p>	<p>Translator Testing, Screening, and Evaluation Process SOSi applies a rigorous, multi-stage screening, testing, and evaluation process to ensure that all translators meet the highest standards of accuracy, subject-matter expertise, and regulatory compliance. Our process is designed to support mission-critical requirements for public-sector clients—including law enforcement, judicial, immigration, and administrative agencies—while maintaining scalability, speed, and quality control. Our translator vetting pipeline includes the following process:</p> <p>1. Recruitment and Sourcing SOSi actively recruits professional translators with experience in legal, medical, and government domains. Our recruiting team leverages:</p> <ul style="list-style-type: none"> • Targeted outreach through professional associations (e.g., American Translators Association (ATA), National Association of Judiciary Interpreters and Translators (NAJIT)) • Community-specific recruitment for low-density languages • Job fairs, social media outreach, and industry conferences • A structured referral incentive program to expand our network <p>2. Initial Screening and Credential Verification Candidates undergo a structured screening process that includes:</p> <ul style="list-style-type: none"> • Resume and credential review, with priority given to candidates holding ATA certification or equivalent qualifications • Minimum requirement: At least one year of relevant professional experience (e.g., legal, medical, government translation) • Verification of specialized domain knowledge, such as immigration or criminal justice terminology <p>3. Language Proficiency and Technical Assessment Qualified candidates are invited to complete a translator-specific language proficiency assessment. Evaluations include:</p> <ul style="list-style-type: none"> • Written translation tests from source to target language (and vice versa) • Review for accuracy, grammar, cultural appropriateness, and formatting • Application of standardized rubrics to assess both linguistic skill and adherence to source meaning <p>Candidates who meet established benchmarks proceed with project-specific assessments based on contract requirements (e.g., DEA, EOIR, ATF). In some cases, candidates must demonstrate proficiency translating:</p> <ul style="list-style-type: none"> • Legal affidavits, forms, and evidentiary documents • Technical or classified content • Audio or video materials requiring transcription/translation <p>Across all projects, translator evaluations are conducted by senior reviewers or project linguists. For large-scale government programs, translators may also be required to complete live work samples, reviewed internally and/or by government evaluators.</p> <p>4. Translator Training and Onboarding Upon successful completion of testing, candidates undergo project-specific onboarding and training. This includes:</p> <ul style="list-style-type: none"> • Confidentiality Agreements • Familiarization with client-specific glossaries and terminology (e.g., Immigration Court Terminology) • Guidance on formatting standards, evidence handling (for law enforcement clients), and certification requirements • Training on SOSi tools and workflow platforms, including desktop publishing for translated materials when required <p>For federal law enforcement contracts, translators may also receive:</p> <ul style="list-style-type: none"> • Training on Chain of Custody and evidence handling procedures • Preparation for courtroom testimony as "fact witnesses" • Instruction on producing court-ready certified translations <p>5. Quality Control and Continuous Evaluation SOSi maintains dedicated Translation & Transcription Quality Assurance Teams that:</p> <ul style="list-style-type: none"> • Review samples of translator output regularly for accuracy and compliance • Provide translator performance feedback and coaching as needed • Enforce client-specific style guides and secure file handling procedures <p>For select programs, such as EOIR or DEA, translators may be required to undergo post-assignment reviews or audio-based quality scoring, which may result in a formal recommendation or removal from the program.</p> <p>This structured, multi-phase evaluation process ensures that only highly qualified translators are selected to support SOSi's language access programs. It allows us to meet the rigorous expectations of government and public-sector clients while maintaining quality, security, and speed of delivery.</p>

82	Describe how you ensure that localized materials are culturally appropriate, accessible, and relevant.	<p>SOSi ensures that localized materials are culturally appropriate, accessible, and relevant through a rigorous, multi-step process led by experienced linguists and subject matter experts. Key components of our approach include:</p> <ul style="list-style-type: none">• Native Linguists & Cultural Experts: All localization projects are assigned to native speakers with deep cultural fluency in the target language and region. They adapt content to reflect local norms, tone, idiomatic expressions, and sensitivities.• In-Context Review: Linguists evaluate materials within their intended use environment—whether digital, print, or multimedia—to ensure relevance and user resonance.• Accessibility Standards: We apply accessibility best practices in accordance with WCAG 2.1 and Section 508 where applicable, including plain language, alt text, and screen-reader compatibility.• Client Collaboration: We work closely with clients to gather contextual input, audience demographics, and preferred terminology or regional usage.• Quality Assurance: All localized materials undergo multi-level linguistic review and cultural validation before delivery to ensure appropriateness, consistency, and accuracy. <p>This process ensures that our translated and localized materials are not only linguistically accurate but also resonate with diverse audiences in meaningful, respectful, and effective ways.</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>SOSi Translation Management System Overview</p> <p>For Sourcewell efforts SOSi will deploy OmegaT, a proven, open-source Translation Management System, to support the secure and scalable delivery of high-quality translation services that we've successfully utilized across government and mission-critical environments. This includes deployments for customers within the Intelligence Community, where we maintain stringent security protocols and system hardening practices aligned with those environments. Our deployment of OmegaT is tailored for high-assurance, large-scale translation workflows and integrates advanced tooling to streamline operations, enforce consistency, and enable continuous improvement.</p> <p>Key Capabilities and Features:</p> <ul style="list-style-type: none">• Translation Memory (TM): OmegaT provides robust translation memory functionality that enables the reuse of previously translated content across files, projects, and languages. This accelerates turnaround times, reduces translator workload, and improves consistency across recurring documents and domain-specific materials.• Terminology Management: The system supports client-specific glossaries and domain-specific term bases to enforce consistent use of approved terminology. Terms can be managed centrally and flagged automatically during translation for conformance, supporting high-stakes use cases like legal, medical, and intelligence-related content.• Workflow Automation and Collaboration: SOSi extends OmegaT's core with workflow automation tools for task assignment, version control, and file handoffs. Our configurations enable seamless collaboration across distributed linguists and reviewers while maintaining strict control over content flow and revision cycles.• AI-Assisted Translation: We augment OmegaT with secure, controlled integrations of AI translation engines—such as custom-trained models and offline LLMs—for machine pre-translation and translator assist. These tools are used selectively and transparently, never replacing human judgment, and are sandboxed to comply with data sensitivity and operational requirements. Terminology and TM content are continuously enriched via these integrations.• Quality Assurance (QA): OmegaT includes automated QA checks for missing translations, formatting mismatches, numerical errors, and terminology misuse. These are reinforced by human linguistic review and our proprietary scoring methods for evaluating accuracy, completeness, and fidelity to client style guides.• Security and Compliance: Our OmegaT deployment is containerized and hosted in secure, access-controlled environments. Data at rest and in transit is encrypted (TLS/HTTPS), with role-based access controls, audit logging, and full translator attribution. For sensitive projects, we isolate workspaces and enforce endpoint controls, aligning with compliance requirements such as HIPAA, FISMA, and ISO 27001.• Client Access and Integration: We offer branded portals for clients to request services, track project status, and retrieve deliverables. OmegaT also supports API-based integrations with CMS platforms, SharePoint, and custom workflows to streamline source file intake and delivery of translated content directly into client environments.

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 *
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84	Describe how your language testing is administered (e.g., onsite, remote, ID verification required).	<p>Language Testing Administration</p> <p>SOSi administers language testing primarily through a secure, proctored remote environment designed to ensure the integrity, fairness, and validity of the assessment process. This model provides broad accessibility while maintaining rigorous standards equivalent to traditional onsite testing environments.</p> <p>Each test session begins with a strict identity verification process, during which the candidate must present a valid government-issued photo ID. The proctor confirms the ID against the registration information before allowing the assessment to proceed.</p> <p>Throughout the exam, a trained proctor actively monitors the candidate in real time via webcam and screen-sharing tools to detect and prevent impersonation, unauthorized assistance, or other misconduct. All sessions are conducted using secure platforms that comply with data privacy, cybersecurity, and accessibility standards.</p> <p>This remote testing model enables scalable, standardized assessments across a wide range of geographies, supporting consistent candidate evaluation while maintaining compliance and oversight.</p> <p>Optional In-Person Training and Assessment Support</p> <p>For contracts requiring a more hands-on approach, SOSi offers an intensive, in-person training option available at an additional cost. This service is tailored to the specific needs of the requesting agency and may include:</p> <ul style="list-style-type: none"> • Coordination by a dedicated Training Coordinator • Guided walkthroughs of prerecorded instructional videos • Instructor-led practice sessions, held onsite or at designated training locations • Study guides, printed training materials, and vocabulary flashcards • Personalized coaching and readiness support to prepare candidates for formal testing <p>This in-person training track may be used as a preparatory program prior to testing or integrated as part of a client's professional development initiative. All content and delivery logistics are customized based on the contract requirements and volume of candidates.</p> <p>By offering both remote and in-person options, SOSi ensures flexible, compliant, and effective testing administration for Sourcewell participating entities across a wide range of operational settings.</p>
85	For language testing, describe how you ensure the reliability of scoring results, whether scores are evaluated by humans or artificial intelligence (AI) tools, and if test results can be aligned to frameworks like the American Council on the Teaching of Foreign Languages (ACTFL) or Common European Framework of Reference (CEFR).	<p>Scoring Reliability and Framework Alignment for Language Testing</p> <p>SOSi ensures the reliability, validity, and fairness of language testing results through a rigorous, human-led scoring process supported by international best practices in language assessment.</p> <p>All language tests are scored by qualified human raters, not automated tools, to ensure the nuanced evaluation of linguistic accuracy, cultural appropriateness, and contextual relevance. Our raters undergo extensive training to ensure inter-rater reliability and scoring consistency across all test administrations. This training includes:</p> <ul style="list-style-type: none"> • Calibration exercises to align scoring across raters • Regular norming sessions to maintain consistency over time • Adherence to standardized scoring rubrics designed to reduce subjectivity and bias <p>SOSi follows the ILTA Code of Ethics and Guidelines for Good Practice, ensuring that all testing procedures are transparent, valid, equitable, and aligned with industry standards for high-stakes language assessments.</p> <p>To ensure meaningful interpretation of results, SOSi aligns test outcomes with internationally recognized language proficiency frameworks, including:</p> <ul style="list-style-type: none"> • ILR (Interagency Language Roundtable) • ACTFL (American Council on the Teaching of Foreign Languages) • CEFR (Common European Framework of Reference for Languages) • HSK (Hànyǔ Shuǐpíng Kǎoshì – Chinese Proficiency Test) <p>This alignment allows Sourcewell participating entities to interpret test results against global benchmarks, supporting credentialing, hiring, and operational decision-making. It also ensures that assessment outcomes are comparable, transferable, and tailored to real-world language requirements in government, healthcare, legal, and educational settings.</p> <p>Through this comprehensive and standards-based approach, SOSi delivers reliable, defensible, and actionable language proficiency results.</p>

86	Describe how your language training programs are adapted to the specific operations needs and contexts of public sector clients.	<p>Adaptation of Language Training for Public Sector Operational Needs</p> <p>SOSi's language training programs are intentionally designed and customized to reflect the unique operational demands and contextual realities of public sector clients. We recognize that language proficiency alone is not sufficient—training must align with the functional responsibilities, regulatory constraints, and service environments in which personnel operate.</p> <p>Our approach begins with a comprehensive analysis of the Skills, Knowledge, and Abilities required for each client-specific role. This analysis may include:</p> <ul style="list-style-type: none">• Direct engagement with agency stakeholders• Job task analysis• Review of mission-critical language functions in medical, legal, educational, or emergency settings <p>Using this data, SOSi's Subject Matter Experts collaborate with client teams to develop training that is job-relevant, operationally valid, and legally defensible. This ensures alignment with regulatory standards and supports defensible outcomes for credentialing, hiring, and performance evaluation.</p> <p>Key features of our public sector-oriented language training include:</p> <ul style="list-style-type: none">• Context-specific vocabulary and scenario-based instruction (e.g., medical triage, courtroom testimony, public safety interactions)• Integration of public service ethics, cultural competency, and effective communication strategies• Modularity to support phased learning or refresher sessions based on agency operational cycles• Optional add-ons such as pre- and post-training assessments, study materials, and instructor-led workshops <p>This rigorous and adaptive training model supports not only language acquisition but also real-world operational readiness, enabling Sourcewell participating entities to enhance workforce effectiveness, improve communication outcomes, and meet equity and accessibility goals across diverse populations.</p>
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Table 8: Exceptions to Terms, Conditions, or Specifications Form

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

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

Documents

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

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as “Marketing Plan.”
 - [Pricing](#) - Atch F_Pricing.pdf - Monday August 11, 2025 14:09:33
 - [Financial Strength and Stability](#) - Atch A_B_Financial Strength and Stability.pdf - Monday August 11, 2025 14:05:12
 - [Marketing Plan/Samples](#) - Atch C_SOSi Marketing Brief.pdf - Monday August 11, 2025 14:05:30
 - WMBE/MBE/SBE or Related Certificates (optional)
 - [Standard Transaction Document Samples](#) - Atch D_Stand Transaction Document Sample (Ordering Template).pdf - Monday August 11, 2025 14:05:46
 - Requested Exceptions (optional)
 - [Upload Additional Document](#) - 7B - Interpretation and 7C - Translation.pdf - Monday August 11, 2025 14:07:34

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.

- Bianca Flowers, Contracts Manager, SOS International LLC

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

☒ Yes ☐ No

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

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

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