

**MASTER AGREEMENT #081225****CATEGORY: Language Services: Interpretation, Translation, Testing, and Training****SUPPLIER: 2092995 Ontario, Inc. dba Hybrid Lynx, Afghan Translation Service**

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 2092995 Ontario, Inc. dba Hybrid Lynx, Afghan Translation Service, 130 King Street West, Suite 1900, Toronto, ON M5X 1E3, Canada (Supplier).

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

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

**Article 1:  
General Terms**

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

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

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

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

**13) Supplier Representations:**

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

Sourcewell's Authorized Representative is its Chief Procurement Officer.

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

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

The Report must contain the following fields:

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

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

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

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



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

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

19) **Grant of License.**

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

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

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

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

c) **Use; Quality Control.**

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

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

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

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

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

- e) **Umbrella/Excess Liability/SELF-INSURED RETENTION.** The limits required by this Agreement can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.
- 23) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.
- 24) **Termination for Cause.** Sourcewell may terminate this Agreement upon providing written notice of material breach to Supplier. Notice must describe the breach in reasonable detail and state the intent to terminate the Agreement. Upon receipt of Notice, the Supplier will have 30 calendar days in which it must cure the breach. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

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

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

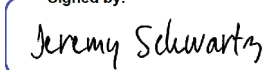
- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within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

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

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

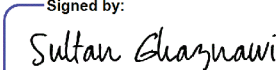
Sourcwell

2092995 Ontario Inc.  
dba Hybrid Lynx, Afghan Translation Service

Signed by:  
  
C0FD2A139D06489...

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

Date: 12/2/2025 | 9:44 PM CST

Signed by:  
  
276E3719B3EF479...

By: \_\_\_\_\_  
Sultan Ghaznawi  
Title: President

Date: 12/2/2025 | 1:56 PM CST

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

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## Vendor Details

Company Name: 2092995 Ontario Inc.

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

Address: 130 King Street West  
Suite 1900  
Toronto, Ontario M5X 1E3

Contact: Jim Price

Email: corporate@hybridlynx.com

Phone: 888-427-5999

HST#: 808055677

## Submission Details

Created On: Monday August 11, 2025 14:51:02

Submitted On: Tuesday August 12, 2025 08:27:27

Submitted By: Jim Price

Email: corporate@hybridlynx.com

Transaction #: a0e9d531-03b2-40a5-852a-7e37ad784623

Submitter's IP Address: 147.243.254.107

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## Specifications

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

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

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

Line Item	Question	Response *	
1	Provide the legal name of the Proposer authorized to submit this Proposal.	2092995 Ontario Inc.	*
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).	DBA: Hybrid Lynx, Afghan Translation Service	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	CAGE Code: L7940 UEI: XLMYWGM654N7	*
5	Provide your NAICS code applicable to Solutions proposed.	54193 - Translation and interpretation services 541930 - Translation and interpretation services - Canadian industry 56141 - Document preparation services - Industry 561410 - Document preparation services - Canadian industry	
6	Proposer Physical Address:	130 King Street West Suite 1900 Toronto ON M5X 1E3, Canada	*
7	Proposer website address (or addresses):	<a href="https://www.hybridlynx.com">https://www.hybridlynx.com</a>	*
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):	Sultan Ghaznawi, President 130 King Street West Suite 1900 Toronto ON M5X 1E3, Canada Tel: 1-888-427-5999	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Sultan Ghaznawi, President 130 King Street West Suite 1900 Toronto ON M5X 1E3, Canada Tel: 1-888-427-5999	*
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Aimee Claasen, Director of Business Development 130 King Street West Suite 1900 Toronto ON M5X 1E3, Canada Tel: 1-888-427-5999	*

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

Line Item	Question	Response *
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11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	<p>Hybrid Lynx is a Canadian company with specialty in translation of common languages as well as those of rare nature and lesser diffusion. The company was founded in 2006 in response to demand for translation of difficult to source languages and overtime it has developed a resource pool of highly proficient linguists from North America, Europe and Africa. The company serves clients around the globe covering industries such as:</p> <ul style="list-style-type: none"> <li>• Healthcare/life sciences</li> <li>• Education</li> <li>• Legal/law</li> <li>• Government</li> <li>• Multinational infrastructure development</li> <li>• Non-profit</li> </ul> <p>Our model is outcomes-driven, designed to address specific communication challenges across languages and regions. We prioritize impact: how localized content improves access to critical information, enhances user experience, and strengthens stakeholder engagement. In each project—whether supporting healthcare education campaigns, legal advocacy for vulnerable populations, or climate policy dissemination—we work closely with our partners to define success metrics and ensure that our language services deliver tangible results.</p> <p>Hybrid Lynx combines the precision of professional linguists with the efficiency of smart technologies. While we actively integrate artificial intelligence, machine learning, and natural language processing into our workflows, our core belief remains rooted in human expertise. We see technology as a powerful enabler, not a replacement—for it is human insight, contextual sensitivity, and linguistic intuition that transform translation into meaningful communication.</p> <p>As a values-driven organization, Hybrid Lynx is committed to inclusive, ethical, and high-quality language support that aligns with the missions of our clients. Whether addressing global audiences or marginalized communities, our goal is to ensure that every word we translate serves a greater purpose: connection, comprehension, and change.</p> <p>Our Unique Value</p> <p>Improve Lives: We believe we can improve people's lives by delivering the correct message through translation and interpretation between languages, creating understanding between people.</p> <p>Technology Integration: We leverage advanced technology for video and telephone interpretation, ensuring accessibility and scalability for your organization's needs.</p> <p>Cultural Competence: With experience in providing government translation services, our team understands the cultural nuances required for effective communication in a diverse learning environment.</p> <p>Quality Assurance: We adhere to strict quality control measures, utilizing experienced linguists and certified interpreters to ensure that all translations and interpretations are accurate and contextually appropriate.</p>	*
12	What are your company's expectations in the event of an award?	<p>Hybrid Lynx expects to deliver value to Sourcewell's Participating Entities by actively and proactively implementing business development initiatives.</p> <p>As an awarded supplier, we expect to work closely with Sourcewell's business development team to identify the Participating Entities which may be the best fit for our services and mode of delivery. As a Canadian company with extensive experience in the US, we expect to be able to negotiate with Participating Entities in both countries to provide them the best value for language services.</p> <p>As we deal directly with Sourcewell's Participating Entity, we expect that we will be fully informed and educated on Sourcewell's policies and protocols for suppliers to deliver their services in compliance with all rules.</p>	*
13	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.	Hybrid Lynx has consistently been a financially healthy and stable company since its launch in 2006. As a private company we do not release our financial records and data, but we can state that we consistently bring in revenues of \$1M plus on an annual basis.	*
14	Tell us your US market share for your proposed solutions.  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.	We have worked as a subcontractor to US based companies covering translation and interpretation for over 285 US school districts, hospitals, non-profits, community organizations. We also have direct relationship with a very large number of international non-profit organizations, United Nations agencies and organizations in the private sector.	*
15	Tell us your Canadian market share for your proposed solutions.  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.	In Canada, we continue to remain a supplier to the Translation Bureau of the federal government and provide language services in a variety of languages since 2010. We also work with enterprise and private sector clients in Canada.	*

16	Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcwell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.	Not applicable	*
17	How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b). a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned? b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?	Hybrid Lynx is a service provider offering language translation for documents, interpretation for verbal interactions, transcription for multimedia products, document compliance and accessibility as well language technology. We work directly with subject matter experts to provide the services for our clients.  Our organization works with a sale and account management model. We have 3 sales persons focused on responding to the needs of organizations in US and Canada. These are our employees. We also assign account managers once an organization is onboarded as a client. Our sales staff work on a relationship based model, we identify a need and once there is trust between our staff and our client we offer our services to solve a specific problem such as responding to language access needs of Spanish speaking parents in a school district.	*
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.	Hybrid Lynx has acheived the following certifications:  - ISO 17100:2015 (Professional Language Translation) - certified since 2012 - ISO 18587:2015 (Machine Translation Post-Editing) - certified in 2025 - ISO 23155:2022 (Conference Interpreting) - certified in 2025 - ASTM F2575 Compliant - Quality Assurance in Translation - SAE J2460 Compliant - Automotive Translation Quality Metric Task Force - ISO 13611:2024 Compliant – Community Interpreting - ISO 18841:2018 Compliant – Interpreting Services  We expect some of our translator and interpreters to have achieved certification status from American Translators Association (ATA) or in Canada from OTTIAQ or ATIO entities. The linguists that do not have certification must demonstrate either an undergraduate degree in linguistics, translation, interpretation to be qualified to work with us, or they must possess an undergraduate degree in a different field but must possess at least 3 years of professional linguistic experience.	*
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 Sourcwell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.	Not Applicable	*
20	Describe any relevant industry awards or recognition that your company has received in the past five years.	Hybrid Lynx leadership was elected as a member of the Board of Directors of the Association of Language Companies in 2024/2025. Furthermore, Hybrid Lynx leadership have elected in leadership roles at Canadian Language Industry Association (CLIA) Board of Directors.	*
21	What percentage of your sales are to the governmental sector in the past three years?	50%	*
22	What percentage of your sales are to the education sector in the past three years?	70%	*
23	List all state, cooperative purchasing agreements that you hold. What is the annual sales volume for each of these agreement over the past three years?	We do not have direct agreements with states and cooperative purchasing organizations	*
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?	We are registered on GSA but we do not have any SOSA or current contracts	*

Table 2B: References/Testimonials

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

Entity Name *	Contact Name *	Phone Number *	
Teach For All	Ms. Verity Leonard Hill	(416) 535-8501	*
FHI 360	Ms. Olivia Ferguson, MSC	1.202.884.8000	*
Center for Addiction & Mental Health - Canada	Ms. Jianmeng Song	(416) 535-8501	*

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

Describe your company’s capability to meet the needs of Sourcwell 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>Hybrid Lynx operates with a strategically structured sales force designed to maximize outreach, responsiveness, and relationship-building with Sourcewell Participating Entities.</p> <p>Headquarters Sales Team: Our headquarters is home to two dedicated, full-time sales professionals who manage strategic accounts, respond to RFPs, and provide direct support to Participating Entities. They coordinate closely with our service delivery teams to ensure smooth onboarding and ongoing client satisfaction.</p> <p>Regional Contract Sales Representatives: Four contracted sales professionals are positioned across the United States, covering the West Coast, Midwest, and East Coast. Their role is to conduct localized outreach, attend regional events, meet with prospective clients in person, and promote the benefits of using the Sourcewell agreement.</p> <p>Canadian and International Support: Our Canadian operations provide additional sales coordination and bilingual (English/French) client engagement, ensuring accessibility and responsiveness to Canadian Participating Entities and supporting cross-border projects.</p>	*
27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	We do not have Authorized Sellers, but a very large number of language services companies in the United States and Canada resell our services as white labelled under their brand.	*
28	Service force.	<p>Hybrid Lynx's service force is a highly skilled, globally distributed team dedicated to delivering language and accessibility services to Sourcewell Participating Entities with speed, accuracy, and cultural precision.</p> <p>1. Global Coverage: Our service force operates across North America, Europe, Africa, and Asia, enabling true 24/7/365 availability. We strategically position interpreters, translators, project managers, and technical staff across time zones to ensure immediate response to service requests.</p> <p>2. Dedicated Project Management: Each Participating Entity is assigned a dedicated Project Manager who serves as the single point of contact. Project Managers oversee service delivery, ensure compliance with the Sourcewell agreement, and coordinate with our linguists and technical teams to meet deadlines and quality standards.</p> <p>3. Diverse Linguist Network: We maintain a vetted network of over 2,000 professional linguists, including:</p> <ul style="list-style-type: none"> <li>- Certified interpreters (spoken language and ASL)</li> <li>- Specialized translators across 250+ languages and dialects</li> <li>- Accessibility specialists for captioning, CART, and ADA/Section 508 compliance</li> </ul> <p>4. Technical Support Team: Our technical support staff provides:</p> <ul style="list-style-type: none"> <li>- Setup and troubleshooting for remote interpretation platforms</li> <li>- File preparation and formatting for translation and accessibility projects</li> <li>- Onsite AV and interpretation equipment management for conferences and events</li> </ul> <p>5. Quality Assurance Specialists: A dedicated QA team reviews deliverables for linguistic accuracy, formatting, and compliance with client specifications. They use ISO 17100 and ISO 23155-compliant workflows to maintain consistent quality.</p> <p>6. Emergency Response Capability: Our service force includes rapid-response interpreters and translators who can be deployed within minutes for urgent scenarios, such as emergency broadcasts, public health updates, or crisis communication.</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.	We handle the orders from our direct clients through our own sales and account management team, whereas orders received through our white labelled solution from our LSP partners is received by those respective companies who then relay them to our sales team for execution.	*
30	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	<p>Hybrid Lynx operates on a 24/7/365 basis and covers every single global timezone, ensuring follow-the-sun coverage for our translation and interpretation services. Our project managers, account managers and sales team are trained to ensure our customers receive the highest quality of service. Among other things we rank ourselves on the following KPIs:</p> <ol style="list-style-type: none"> <li>1. Response time - customer inquiries must be responded to via email or our platform's chat system within 30 minutes of receipt.</li> <li>2. Resolution - every inquiry or reported issue must be resolved, documented and tracked</li> <li>3. Reporting - we must report to our customers on the progress of their work, issue resolution and keep them informed at all times</li> <li>4. Transparency - we believe that an informed client can make the best decisions and as such we maintain the highest level of transparency across our processes</li> <li>5. Friendly service - we want our customers to feel good in doing business with us</li> </ol> <p>In addition, we maintain very good and cordial relationships with our linguists and suppliers, some of whom have been loyal and providing services for over 15 years. We provide them incentives in the form recognition, higher volumes of work, and featuring in our organization as preferred expert.</p>	*
31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	<p>Hybrid Lynx has a very deep understanding, knowledge and experience with institutional users of language services in the US. While mostly in a subcontractor role, and in some instances in direct supplier role, we have consistently delivered very high quality of language services to organizations across the US, including FEMA, state agencies, municipal and civil organizations and companies in a variety of sectors including education, healthcare, legal, general government communications and other related domains.</p> <p>We are prepared and willing to provide our services to Participating Entities in this contract across the US and serve them on a 24/7 basis.</p>	*

32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	Hybrid Lynx is a Canadian company, based in Toronto, Ontario. We have very deep ties with government agencies and have experience working as a language services provider for the Translation Bureau of the Federal Government of Canada, The City of Toronto, The Province of Saskatchewan and many other organizations.  We are naturally prepared to work with Canadian organizations from coast to coast to coast and deliver world class linguistic services on a round the clock basis.	*
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	Hybrid Lynx is prepared to cover all of the United States and Canada for the duration of the proposed agreement. However, during the execution of the contract, if any extenuating circumstances prevent us from conducting our work in a geographic area, we will provide detailed analysis and description.	*
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.	We do not have any restriction on the type of Participating Entity for accessing our services. We remain open to all organizations that legally function in Canada and the US to use our linguistic services.	*
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	Hybrid Lynx is fully capable of delivering all contracted language and accessibility services to Participating Entities located in Hawaii, Alaska, and U.S. Territories (including Puerto Rico, Guam, American Samoa, the U.S. Virgin Islands, and the Northern Mariana Islands). Our service approach balances maximum coverage with transparent communication regarding any logistical considerations.  Remote Services: All remote service offerings—such as telephone interpretation (OPI), video remote interpretation (VRI), translation, transcription, and CART—are available without restriction in these locations. Service quality, availability, and pricing remain identical to those provided to mainland U.S. entities.  Onsite Services: Onsite interpretation, conference interpretation, and in-person accessibility services are available; however, due to travel distances and limited availability of certain language professionals locally, onsite assignments may require: Extended lead times for scheduling.  Additional travel and per diem expenses in accordance with GSA rates or mutually agreed rates.  Possible multi-day minimum booking requirements for certain assignments. Equipment Shipping: For any equipment rental or delivery, Hybrid Lynx will coordinate with Participating Entities to select the most efficient and cost-effective shipping method. Lead times may be longer due to air or sea freight schedules, and shipping costs will be quoted in advance.  Local Compliance: We will comply with any applicable local licensing, labor, or procurement regulations in each jurisdiction.	*
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes, in fact we work with a lot of nonprofit organizations in the US and we would be very happy extend the awarded master agreement to Sourcewell's participating entities that operate as nonprofit organizations.	*

**Table 4: Marketing Plan (100 Points)**

Line Item	Question	Response *
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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>Hybrid Lynx will deploy a targeted, multi-channel marketing strategy designed to create immediate awareness and sustained engagement among Sourcewell Participating Entities across the United States and Canada. Our approach leverages direct outreach, strategic partnerships, and coordinated campaigns with Sourcewell's own communication channels to ensure the Master Agreement is widely visible and easy for members to act on.</p> <ol style="list-style-type: none"> <li>1. Direct Engagement with Participating Entities <ul style="list-style-type: none"> <li>- Dedicated Account Managers assigned by region to make initial contact within 30 days of contract award.</li> <li>- Personalized introduction emails and calls to procurement officers, program managers, and department heads in key sectors such as education, healthcare, municipal services, and nonprofit organizations.</li> <li>- Virtual briefings and live demonstrations highlighting service capabilities, contract benefits, and how to order services under the agreement.</li> </ul> </li> <li>2. Sourcewell Co-Branding and Joint Outreach <ul style="list-style-type: none"> <li>- Integration of the Master Agreement details into Sourcewell's vendor portal listing, ensuring clear categorization under language and accessibility services.</li> <li>- Collaboration with Sourcewell marketing staff to include Hybrid Lynx in newsletters, webinars, and social media campaigns targeting existing members.</li> <li>- Co-branded brochures and fact sheets distributed through Sourcewell events and association meetings.</li> </ul> </li> <li>3. Multi-Channel Digital Marketing <ul style="list-style-type: none"> <li>- Dedicated landing page on the Hybrid Lynx website, optimized for keywords related to Sourcewell, cooperative purchasing, and language services, with direct "request a quote" functionality.</li> <li>- Email campaigns to targeted public-sector and nonprofit contacts highlighting cost savings, compliance benefits, and success stories.</li> <li>- LinkedIn and industry-specific digital advertising campaigns aimed at procurement professionals and decision-makers.</li> </ul> </li> <li>4. Conference and Event Presence <ul style="list-style-type: none"> <li>- Attendance and exhibition at relevant trade shows, educational conferences, and municipal association events, especially those with high Sourcewell member participation.</li> <li>- Speaking engagements and panel participation to establish thought leadership in language access and accessibility services.</li> </ul> </li> <li>5. Ongoing Relationship Development <ul style="list-style-type: none"> <li>- Quarterly webinars for Sourcewell members showcasing case studies, service updates, and best practices in language and accessibility services.</li> <li>- Annual satisfaction surveys and performance reviews with Participating Entities to refine service delivery and identify new opportunities.</li> </ul> </li> </ol>
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38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>We integrate advanced digital tools, analytics, and content delivery technologies to ensure our marketing efforts for the Master Agreement are targeted, measurable, and continuously optimized. Our goal is to engage Sourcewell Participating Entities through the right channels, with the right message, at the right time.</p> <ol style="list-style-type: none"> <li>1. Data-Driven Targeting and Segmentation <ul style="list-style-type: none"> <li>- CRM &amp; Marketing Automation: We use a centralized Customer Relationship Management system (CRM) integrated with marketing automation tools to segment Participating Entities by sector, location, and historical purchasing patterns.</li> <li>- Data Enrichment: Public procurement databases and Sourcewell metadata (where available) are used to refine targeting—ensuring our outreach reaches decision-makers most likely to benefit from cooperative purchasing.</li> </ul> </li> <li>2. Social Media and Digital Campaigns <ul style="list-style-type: none"> <li>- LinkedIn Campaigns: Sponsored content and InMail outreach targeting procurement officers, administrators, and executives in government, education, and nonprofit sectors.</li> <li>- Content Marketing: Regular posting of case studies, success stories, and language access insights on LinkedIn, X (formerly Twitter), and Facebook to reinforce expertise and relevance.</li> <li>- Hashtag and Keyword Strategy: Use of sector-specific hashtags (#LanguageAccess, #SourcewellVendors) and search engine optimization (SEO) for improved visibility in searches.</li> </ul> </li> <li>3. Metadata and Web Analytics <ul style="list-style-type: none"> <li>- SEO Optimization: All digital content is tagged with structured metadata (service type, sector, geographic focus) to improve search ranking and ensure discoverability.</li> <li>- Web Analytics Tracking: Google Analytics and CRM-integrated tracking pixels monitor landing page visits, downloads, and quote requests—allowing us to measure engagement from Sourcewell members specifically.</li> <li>- Conversion Tracking: Metrics such as click-through rates, form completions, and meeting requests are tracked and reported quarterly to guide campaign adjustments.</li> </ul> </li> <li>4. Email Marketing Optimization <ul style="list-style-type: none"> <li>- A/B Testing: Subject lines, content formats, and call-to-action buttons are tested to determine which approach yields the highest engagement from Participating Entities.</li> <li>- Open &amp; Engagement Tracking: Email campaign software records open rates, link clicks, and document downloads, enabling refinement of future communications.</li> </ul> </li> <li>5. Feedback and Continuous Improvement <ul style="list-style-type: none"> <li>- Surveys and Polls: Embedded in post-event emails and webinars to capture member feedback on relevance, quality, and accessibility of information.</li> <li>- Dashboard Reporting: Marketing KPIs are visualized on internal dashboards, allowing our team to adjust campaigns quickly based on data trends.</li> </ul> </li> </ol>
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<p>39</p>	<p>In your view, what is Sourcewell's role in promoting agreements arising out of this RFP?</p> <p>How will you integrate a Sourcewell-awarded agreement into your sales process?</p>	<p>In our view, Sourcewell plays a pivotal role in amplifying awareness and credibility of agreements awarded under this RFP. By leveraging its established relationships with thousands of Participating Entities across the United States and Canada, Sourcewell:</p> <ul style="list-style-type: none"> <li>- Serves as a trusted intermediary, validating the quality and compliance of awarded suppliers.</li> <li>- Publishes and maintains vendor listings on its procurement portal, making agreements easily discoverable by members.</li> <li>- Promotes agreements through newsletters, webinars, and industry events, introducing suppliers to procurement and program decision-makers.</li> <li>- Educates Participating Entities on the benefits of cooperative purchasing, streamlining procurement and compliance requirements.</li> </ul> <p>This promotion extends beyond awareness; Sourcewell's endorsement carries significant weight in the public and nonprofit sectors, increasing engagement and adoption rates for awarded agreements.</p> <p>If awarded, Hybrid Lynx will embed the Sourcewell Master Agreement into our end-to-end sales, marketing, and service delivery workflows so that Participating Entities can seamlessly access our services. Key actions include:</p> <p>Sales Team Enablement</p> <ul style="list-style-type: none"> <li>- All account managers and business development representatives will receive training on the Sourcewell agreement terms, eligible services, pricing, and ordering process.</li> <li>- Internal sales resources will include a "Sourcewell Quick Reference Guide" to ensure uniform, accurate communication to prospective members.</li> </ul> <p>CRM Integration</p> <ul style="list-style-type: none"> <li>- The Sourcewell Master Agreement will be coded as a contract vehicle in our CRM, allowing us to track all opportunities, quotes, and sales tied to the agreement.</li> <li>- Automated reminders will prompt sales staff to present the agreement as a procurement option to eligible leads.</li> </ul> <p>Marketing Alignment</p> <ul style="list-style-type: none"> <li>- Dedicated landing page and co-branded materials explaining how Participating Entities can procure through Sourcewell.</li> <li>- All outbound campaigns to public-sector and nonprofit leads will reference the agreement as a means to simplify procurement and access discounted pricing.</li> </ul> <p>Proposal &amp; Quoting Process</p> <ul style="list-style-type: none"> <li>- Standard proposal templates will include a "Sourcewell Purchasing Option" section with contract number, validity dates, and instructions for members.</li> <li>- Pricing and service descriptions for Sourcewell members will reflect the Master Agreement's terms to ensure compliance.</li> </ul> <p>Account Management &amp; Reporting</p> <ul style="list-style-type: none"> <li>- Dedicated account managers for Sourcewell opportunities will conduct regular check-ins with high-usage members and work with Sourcewell's member relations team to expand awareness.</li> <li>- Quarterly sales reports to Sourcewell will track adoption, service utilization, and growth trends, enabling collaborative marketing adjustments.</li> </ul>
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40	<p>Are your Solutions available through an e-Procurement or e-Commerce ordering process?</p> <p>If so, describe your system(s) and provide one (1) example of how governmental and educational entities have successfully utilized them.</p>	<p>Yes. Hybrid Lynx's full range of language and accessibility services is available through a secure e-procurement and e-commerce ordering process. We have designed our ordering systems to integrate seamlessly with public-sector and educational purchasing workflows, ensuring compliance, ease of use, and traceability from request to delivery.</p> <p>1. System Capabilities</p> <p>Hybrid Lynx Client Portal: A secure, web-based platform where Participating Entities can:</p> <ul style="list-style-type: none"><li>- Request quotes or initiate service orders 24/7.</li><li>- Select services from a structured service catalog, including interpretation, translation, transcription, accessibility services, and equipment rental.</li><li>- Upload documents and reference files securely, with encryption in transit and at rest.</li><li>- Track order status in real time, including assigned linguists and expected delivery timelines.</li><li>- View and download invoices, project reports, and usage summaries.</li></ul> <p>- Integration with e-Procurement Systems: We can interface with common government and education platforms such as Coupa, Jaggaer, Ariba, and PeopleSoft. Purchase orders generated within these systems can be routed directly to our order processing team via electronic data interchange (EDI) or secure email.</p> <p>- Catalog Access: Upon award, we will create a Sourcwell-specific e-catalog reflecting Master Agreement pricing and terms, accessible via our portal or directly embedded in participating entities' procurement systems.</p> <p>2. Example of Successful Government/Education Use</p> <p>In 2024, Hybrid Lynx partnered with a company to implement an e-procurement catalog for translation and interpretation services within their existing Jaggaer platform. Their staff could log into their purchasing portal, select "Language Services – Hybrid Lynx" from the catalog, and choose the required service type and language tier. Orders were automatically routed to Hybrid Lynx's project management system, where they were acknowledged, assigned to a vetted linguist, and tracked until delivery. The client's procurement team benefited from:</p> <ul style="list-style-type: none"><li>- Standardized pricing tied to the cooperative contract.</li><li>- Reduced administrative overhead (no need for multiple bids per job).</li><li>- Detailed monthly usage reports for budgeting and compliance audits.</li></ul> <p>3. Benefits for Sourcwell Members</p> <p>By offering our services through a streamlined e-commerce process, Sourcwell Participating Entities will gain:</p> <ul style="list-style-type: none"><li>- Faster ordering without sacrificing compliance.</li><li>- Transparent pricing and predictable turnaround times.</li><li>- Centralized reporting for budget tracking and grant compliance.</li></ul>	*
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Table 5A: Value-Added Attributes (100 Points, applies to Table 5A and 5B)

Line Item	Question	Response *	
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<p>41</p>	<p>Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities.</p> <p>Include details, such as whether training is standard or optional, who provides training, and any costs that apply.</p>	<p>Hybrid Lynx provides free, unlimited training for Participating Entities to ensure they can fully utilize our ordering systems and AI-powered tools. While we do not supply physical equipment requiring operator training, we place strong emphasis on helping members confidently use our digital platforms to request, track, and manage services under the Master Agreement.</p> <p>1. Ordering Platform Training (TMF)</p> <ul style="list-style-type: none"> <li>- Scope: TMF (Translation Management Framework) is our secure online ordering and project tracking portal for interpretation, translation, transcription, and accessibility services.</li> <li>- Standard Training (Included at No Cost): <ul style="list-style-type: none"> <li>a. Live onboarding session for designated staff via Zoom or Teams.</li> <li>b. Step-by-step walkthrough of placing an order, uploading documents, selecting language tiers, and reviewing project progress.</li> <li>c. Guidance on downloading deliverables and accessing invoices/reports.</li> </ul> </li> <li>- Resources Provided: <ul style="list-style-type: none"> <li>a. PDF quick-start guides.</li> <li>b. Short instructional videos covering common actions.</li> <li>c. On-demand refresher training available at any time.</li> </ul> </li> </ul> <p>2. Elixir Platform Training (AI Tools)</p> <ul style="list-style-type: none"> <li>- Scope: Elixir is Hybrid Lynx's AI-powered platform offering translation QA, accessibility tools, and other specialized language solutions.</li> <li>- Standard Training (Included at No Cost): <ul style="list-style-type: none"> <li>a. Role-based sessions for procurement, program, or technical staff.</li> <li>b. Demonstration of AI tool features relevant to each member's needs (e.g., AI-assisted translation review, automated transcription QA).</li> <li>c. Hands-on practice in a test environment.</li> </ul> </li> <li>- Resources Provided: <ul style="list-style-type: none"> <li>a. Recorded training videos tailored to each AI tool.</li> <li>b. User manuals and best-practice guides.</li> <li>c. Direct access to Hybrid Lynx support for real-time assistance.</li> </ul> </li> </ul> <p>3. Training Delivery &amp; Flexibility</p> <ul style="list-style-type: none"> <li>- Format: All training is remote unless in-person is specifically requested.</li> <li>- Availability: Offered on-demand, with no limit on number of sessions.</li> <li>- Trainers: Provided by Hybrid Lynx's in-house project managers and technical specialists.</li> <li>- Cost: All training, resources, and support are included in the Master Agreement at no additional cost to Participating Entities.</li> </ul>
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42	Describe any technological advances that your proposed Solutions offer.	<p>While Hybrid Lynx's core services are delivered by professional human linguists in accordance with the RFP requirements, our solutions incorporate carefully designed technological enhancements that improve efficiency, consistency, and service quality for Sourcewell Participating Entities—without replacing the human expertise that is central to language access.</p> <p>1. Elixir Platform – AI-Enhanced Service Delivery</p> <ul style="list-style-type: none"> <li>- AI-Assisted Quality Assurance: Our Elixir platform uses artificial intelligence to perform pre-delivery checks on translated or transcribed content—flagging potential terminology inconsistencies, formatting issues, and accessibility errors for human review.</li> <li>- Automated Workflow Management: Project intake, assignment, and progress tracking are centralized, reducing administrative turnaround and enabling faster deployment of linguists.</li> <li>- Custom Client Models: For high-volume clients, we can develop custom-trained AI review models using the member's past approved content to improve style and terminology consistency.</li> </ul> <p>2. TMF (Translation Management Framework) – Streamlined Ordering &amp; Tracking</p> <ul style="list-style-type: none"> <li>- Single-Point Ordering: Participating Entities can request interpretation, translation, transcription, and accessibility services from a unified online platform.</li> <li>- Real-Time Status Updates: Members can monitor project progress, download deliverables, and view service usage history at any time.</li> <li>- Secure File Handling: End-to-end encryption ensures that sensitive materials remain protected during upload, review, and delivery.</li> </ul> <p>3. Accessibility-First Service Features</p> <ul style="list-style-type: none"> <li>- Integrated 508/WCAG Compliance Tools: During document preparation, our system can run automated accessibility checks on PDFs and Word files, providing instant feedback to our production team.</li> <li>- Captioning &amp; CART Platform Integration: We leverage secure live-captioning interfaces that allow remote CART writers to deliver real-time captions to any web-enabled device.</li> </ul> <p>4. Data &amp; Analytics for Members</p> <ul style="list-style-type: none"> <li>- Usage Reporting Dashboards: Participating Entities receive detailed reports showing language usage, service type breakdowns, cost summaries, and trends over time.</li> <li>- Decision Support Data: These analytics help members identify high-demand languages, optimize budgeting, and track program impact.</li> </ul> <p>5. Scalable Remote Service Infrastructure</p> <ul style="list-style-type: none"> <li>- High-Capacity Video Interpretation Rooms: Our cloud-based interpretation hubs can support multi-channel, multi-language virtual events with high-definition audio/video and low latency.</li> <li>- Global Linguist Network with Remote Connectivity: Secure remote access allows us to mobilize linguists from anywhere in the world, expanding coverage for rare and low-diffusion languages.</li> </ul>	*
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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>Hybrid Lynx is committed to reducing our environmental impact both in daily operations and in the delivery of services to Sourcewell Participating Entities. Our approach focuses on minimizing waste, reducing travel-related emissions, and using digital-first processes wherever possible.</p> <p>1. Digital-First Service Delivery</p> <ul style="list-style-type: none"> <li>- Remote Interpretation and Meetings: We prioritize remote (telephone, video, virtual event) solutions whenever appropriate, significantly reducing travel and associated carbon emissions.</li> <li>- Paperless Workflows: All client orders, contracts, project files, and invoices are handled electronically through our secure platforms (TMF and Elixir), reducing paper consumption to near zero.</li> <li>- Electronic Invoicing &amp; Reporting: All reporting and billing are delivered digitally to eliminate printed materials.</li> </ul> <p>Certifying/Recognizing Agency: While paperless initiatives do not have a single certifying body, these practices align with EPA WasteWise recommendations for paper reduction.</p> <p>2. Energy Efficiency in Operations</p> <ul style="list-style-type: none"> <li>- LED Lighting: Our office spaces utilize energy-efficient LED lighting systems, reducing electricity consumption and extending fixture lifespan.</li> <li>- Energy Star Equipment: We select Energy Star-rated office equipment, including computers, monitors, and printers, to minimize power use.</li> </ul> <p>3. Responsible Hardware Lifecycle Management</p> <ul style="list-style-type: none"> <li>- Electronics Recycling: We partner with certified e-waste recyclers to ensure that all retired IT and networking equipment is responsibly processed, with hazardous materials diverted from landfills.</li> <li>- Refurbishment Programs: Where possible, equipment is donated or refurbished for secondary use before recycling.</li> </ul> <p>4. Green Event Practices (When Providing Onsite Services)</p> <p>Consolidated Shipping: When event equipment is required, shipments are consolidated to minimize transport impact.</p> <ul style="list-style-type: none"> <li>- Reusable Equipment: We use reusable headsets, microphones, and interpretation booths that are maintained for long-term use, reducing single-use waste.</li> <li>- Local Vendor Sourcing: For large-scale events, we work with local audio-visual partners to reduce long-haul shipping.</li> </ul> <p>5. Remote Workforce Policies</p> <ul style="list-style-type: none"> <li>- Hybrid &amp; Remote Work Model: Encourages reduced commuting for our staff and contractors, lowering overall carbon footprint.</li> <li>- Cloud-Based Infrastructure: By hosting our TMF and Elixir platforms in optimized data centers, we leverage energy-efficient cloud services instead of on-premises servers.</li> </ul>	*
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>At present, Hybrid Lynx does not hold third-party eco-labels, ratings, or certifications specific to energy efficiency, conservation, or life-cycle design for the solutions included in this proposal.</p> <p>However, our service delivery model inherently supports sustainability through:</p> <ul style="list-style-type: none"> <li>- Digital-first workflows that eliminate the need for printed materials.</li> <li>- Remote service delivery options (telephone/video interpretation, online ordering) that reduce travel-related emissions.</li> <li>- Cloud-based platforms that reduce the energy demands of on-premises infrastructure.</li> </ul> <p>We continually monitor industry best practices in sustainability and remain open to pursuing relevant third-party certifications that align with our operations and the needs of Sourcewell's Participating Entities.</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>Hybrid Lynx offers a combination of accessibility, quality, innovation, and linguistic breadth that sets us apart in the language services industry—particularly in the context of serving Sourcewell’s diverse Participating Entities across government, education, nonprofit, and public sectors.</p> <p>1. True 24/7/365 Availability Our operations never close. Whether a Participating Entity needs an interpreter for an emergency hospital intake, an urgent document translation, or real-time transcription support, our teams are available around the clock, every day of the year. This ensures continuity of service across all time zones, including Alaska, Hawaii, and U.S. Territories.</p> <p>2. Multiple, Accessible Communication Channels Sourcewell members can reach us through their preferred method—email, live chat, secure portal messaging, or phone—ensuring rapid responses and eliminating barriers to initiating service requests.</p> <p>3. High Quality at the Most Competitive Pricing We deliver premium quality language services at the most competitive rates in the market, backed by transparent Master Agreement pricing. By combining operational efficiency with strategic resource management, we maximize value for Participating Entities without compromising quality.</p> <p>4. ISO-Certified Processes Hybrid Lynx operates under internationally recognized quality standards, including ISO 17100:2015 for Translation Services and ISO 23155:2022 for Conference Interpreting. These certifications assure Sourcewell members of our commitment to accuracy, consistency, and service excellence.</p> <p>5. Innovative Integration of Technology and Human Expertise Our solutions blend AI-powered tools—such as the Elixir platform for translation QA and workflow automation—with the expertise of professional linguists. This hybrid approach enhances speed, accuracy, and consistency while ensuring that final outputs meet human-level quality standards.</p> <p>6. Access to Languages of Lesser Diffusion Unlike many providers who focus only on high-demand languages, Hybrid Lynx maintains a global network of vetted linguists covering rare and low-diffusion languages, including Indigenous and emerging refugee languages. This capability is especially valuable for Participating Entities serving diverse and multilingual communities.</p> <p>Why This Matters for Sourcewell Members Sourcewell Participating Entities require a language services partner that is responsive, reliable, versatile, and cost-effective—able to handle everything from a last-minute ASL interpreter request to multi-language document localization. Hybrid Lynx’s combination of 24/7 availability, multi-channel communication, competitive pricing, ISO-certified quality, innovative tech-human synergy, and unmatched language coverage directly supports these needs, making our solutions uniquely suited to this Master Agreement.</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	Hybrid Lynx is owned by a member of a minority group in Canada and it is a Small Business Entity (SBE), but it is not certified for these attributes
47		Minority Business Enterprise (MBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	Hybrid Lynx is owned by a member of a minority group in Canada but it is not certified for these attributes
48		Women Business Enterprise (WBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	Not Applicable
49		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	Not Applicable
50		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	Not Applicable
51		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	Not Applicable
52		Small Business Enterprise (SBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	Hybrid Lynx is a Small Business Entity (SBE), but it is not certified for these attributes
53		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	Not Applicable
54		Women-Owned Small Business (WOSB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	Not Applicable

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>Hybrid Lynx follows industry standard accounting practices in concert with accepted norms in North America. We operate on a basis of trust and credit; we honor our commitment to deliver superb translation and professional customer service and invoice for our service either at the acceptance of a deliverable or on a rolling basis such as weekly or monthly invoicing.</p> <p>We only accept payment in USD currency in all our bank accounts. Funds submitted in other currencies, including Euros, will be converted by our bank into USD upon receipt.</p> <p>Account Receivable Methodology Our accounting team is responsible for calculating the cost of completed service work and issuing an invoice for payment. Invoices are submitted to Sourcewell's Participating Entities' via established accounting processes and payments are tracked according to maturity of invoices. We typically work with a 30 - day payment term; however, we are flexible and work with our clients to allow payments to align with their accounting timelines and policies.</p> <p>Invoice Cycles Hybrid Lynx submits invoices on a per-assignment basis for the work completed. Invoice will be submitted as soon as the project is delivered, showing cost breakdown per assignment and per language based on the purchase orders received.</p> <p>Payment Mode and Method Hybrid Lynx accepts payment for the issued invoices via a variety of methods. Our preferred method is bank wire transfer via global SWIFT network. Please find specifics of the different methods of payment as follows: Wire Transfer, Cheque or Bank Draft, Direct Deposit.</p>
56	Describe any leasing or financing options available for use by educational or governmental entities.	Hybrid Lynx does not provide equipment for financing or leasing, except conference interpretation equipment on a rental basis.
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>Hybrid Lynx proposes to use a set of clear, consistent, and client-friendly transaction documents in connection with any awarded Sourcewell agreement. These documents ensure transparency, compliance, and efficient service delivery for Participating Entities.</p> <p>Order Forms: Standardized project order forms capture all essential details including service type, source and target languages, delivery format, deadlines, and any special instructions. These forms are available in both PDF and electronic portal formats for ease of use.</p> <p>Terms and Conditions: Our terms and conditions outline the scope of work, payment terms, confidentiality provisions, cancellation policies, and dispute resolution mechanisms. These terms are compliant with Sourcewell requirements and can be adapted for entity-specific needs.</p> <p>Service Level Agreements (SLAs): SLAs define our performance commitments, including turnaround times, quality benchmarks, communication protocols, and escalation procedures. They also cover contingencies for urgent or emergency requests.</p> <p>Quotes and Pricing Schedules: Detailed quotes include line-item pricing tied directly to the Master Agreement rates, ensuring transparency and compliance with agreed discounts for U.S. and Canadian Participating Entities.</p> <p>Change Order Forms: For modifications to ongoing projects, our change order forms record agreed adjustments to scope, timeline, or cost, ensuring all parties remain aligned.</p> <p>Completion and Acceptance Forms: Upon project delivery, these forms confirm that the Participating Entity has received the service or deliverable and has the opportunity to provide acceptance or request revisions.</p>
58	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	<p>Yes. Hybrid Lynx accepts procurement cards (P-cards) as a method of payment from Sourcewell Participating Entities. We can process payments from major card providers, including Visa, MasterCard, and American Express, through our secure payment gateway.</p> <p>There is no additional cost to Participating Entities for using a P-card. Our pricing under the Master Agreement is the same regardless of the payment method selected.</p> <p>For transparency and record-keeping, P-card transactions will be documented in the same way as other payment methods, with itemized invoices and receipts provided to the purchasing entity.</p>

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>Hybrid Lynx uses a line-item pricing model for all services included in this proposal. Each service type and language tier is listed as a distinct line item with:</p> <p>List Price – Standard retail rate charged to non-Sourcewell clients.</p> <p>Sourcewell Master Agreement Price – The discounted “not-to-exceed” rate offered exclusively to Sourcewell Participating Entities.</p> <p>Unit of Measure – Per word, per minute, per hour, or per day, depending on the service type.</p> <p>Notes – Additional details, such as minimums, travel applicability, or inclusions (e.g., project management, QA).</p> <p>This model ensures complete transparency for Participating Entities and allows for accurate, predictable budgeting.</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>The pricing in this proposal reflects exclusive discounts for Sourcewell Participating Entities applied across all line items in our service catalog:</p> <p>United States: Pricing reflects a 20% discount from Hybrid Lynx's standard retail (list) rates.</p> <p>Canada: Pricing reflects a 10% discount from Hybrid Lynx's standard retail (list) rates.</p> <p>These discounts are already incorporated into the “Master Agreement Price” column of our pricing tables and represent not-to-exceed rates for Sourcewell members. Additional project-based or volume discounts may be offered for large-scale or multi-year engagements at Hybrid Lynx's discretion.</p>	*
61	Describe any quantity or volume discounts or rebate programs that you offer.	<p>We offer an addition 2% discount for orders of \$5000 in value, 3% discount on orders of \$15000 in value and 5% discount on orders of \$30,000 in value.</p> <p>In addition, Hybrid Lynx will waive rush fees for translation or interpretation requests. We will also waive cancellation fees for interpreting for unforeseen circumstances.</p> <p>We will also provide discount on translation of repetitive text through translation memory tools.</p> <p>We will waive our project management fee.</p>	*
62	<p>Propose a method of facilitating “sourced” products or related services, which may be referred to as “open market” items or “non-contracted items”. For example, you may supply such items “at cost” or “at cost plus a percentage,” or you may supply a quote for each such request.</p> <p>Define the costs/fees associated with “sourcing/quoting” products and related services.</p>	<p>Facilitating Sourced (“Open Market”) Products or Related Services</p> <p>In addition to the services covered under the Master Agreement, Hybrid Lynx can assist Participating Entities in procuring related products or services not specifically listed in our pricing tables (“open market” or “non-contracted” items).</p> <p>1. Sourcing Method</p> <ul style="list-style-type: none"> <li>- Upon receiving a request for a non-contracted item, Hybrid Lynx will source it from our vetted supplier network.</li> <li>- We will provide a written quote for each request, detailing the supplier's cost, applicable shipping, and any fees, for approval before proceeding.</li> </ul> <p>2. Pricing Model for Sourced Items</p> <ul style="list-style-type: none"> <li>- At Cost + 5% – We will supply open market items at our actual cost from the supplier plus a 5% handling fee to cover administrative and procurement processing.</li> <li>- This fee is only applied to the product cost itself and does not apply to shipping charges or taxes.</li> </ul> <p>3. Quoting Process</p> <ul style="list-style-type: none"> <li>- All sourced items will be quoted individually to the Participating Entity for review and acceptance before purchase.</li> <li>- Quotes will include:</li> </ul> <p>Supplier name and part number (if applicable)</p> <ul style="list-style-type: none"> <li>- Item description and specifications</li> <li>- Supplier unit price</li> <li>- Quantity requested</li> <li>- Shipping cost (if applicable)</li> <li>- Total cost including the 5% handling fee</li> </ul> <p>4. No Additional Sourcing/Quoting Fee</p> <ul style="list-style-type: none"> <li>- Hybrid Lynx does not charge a separate administrative fee for preparing quotes. The 5% handling fee is the only markup applied, ensuring transparency and value.</li> </ul> <p>5. Examples of Potential Sourced Items</p> <ul style="list-style-type: none"> <li>- Specialty interpretation or transcription software licenses</li> <li>- Event-specific equipment or accessories not in our standard offering</li> <li>- Printed or bound deliverables for projects requiring physical output</li> </ul>	*

63	<p>Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.</p>	<p>The pricing provided in our proposal represents fully inclusive not-to-exceed rates for all standard service delivery under the Master Agreement. These rates include project management, quality assurance, and digital delivery of all services to Sourcewell Participating Entities.</p> <p>The following elements are not included in the submitted pricing and may apply only under specific circumstances:</p> <ol style="list-style-type: none"> <li>1. Travel-Related Costs for Onsite Services <ul style="list-style-type: none"> <li>- For onsite interpretation, conference interpreting, or in-person accessibility services, travel, lodging, and per diem expenses may apply if no local qualified resource is available.</li> <li>- These costs will be billed at actual cost in accordance with GSA rates (U.S.) or Treasury Board of Canada rates (Canada).</li> <li>- Travel costs are incurred only when onsite service is specifically requested and agreed upon in advance.</li> <li>- Parties imposing such costs: Hybrid Lynx, as the primary service provider.</li> </ul> </li> <li>2. Third-Party Equipment Rentals (Event-Specific) <ul style="list-style-type: none"> <li>- If a Participating Entity requires specialized equipment not included in our standard offering (e.g., conference booths, large-scale AV setups), costs for rental will be billed at cost plus any applicable sourcing fee as described in the "Sourced Items" section.</li> <li>- Parties imposing such costs: Equipment suppliers (third-party vendors) with Hybrid Lynx acting as procurement facilitator.</li> </ul> </li> <li>3. Physical Deliverables <ul style="list-style-type: none"> <li>- Printed, bound, or media-based deliverables (e.g., USB drives, hard copies of translated materials) requested in addition to standard digital delivery will be billed at cost plus shipping.</li> <li>- Parties imposing such costs: Printing or production vendors (third-party), procured by Hybrid Lynx on behalf of the Participating Entity.</li> </ul> </li> </ol>
64	<p>If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.</p>	<p>For the majority of services provided under the Master Agreement, Hybrid Lynx delivers all work products electronically via secure online platforms or encrypted email—at no cost to the Participating Entity.</p> <p>Physical freight, delivery, or shipping costs only apply under the following circumstances:</p> <ul style="list-style-type: none"> <li>- Physical Equipment Shipments (Special Events or Accessibility Services) <ol style="list-style-type: none"> <li>a. If a Participating Entity requests specialized equipment (e.g., portable interpretation headsets, microphones, or accessibility devices) for an event, these items will be shipped from our warehouse or through an authorized third-party supplier.</li> <li>b. Shipping Options: <ol style="list-style-type: none"> <li>i. Standard ground shipping (default) via national carriers such as UPS, FedEx, or Canada Post.</li> <li>ii. Expedited or overnight shipping available upon request.</li> </ol> </li> <li>c. Shipping Charges: <ol style="list-style-type: none"> <li>i. Billed at actual carrier cost, with no markup, unless expedited service is specifically requested.</li> <li>ii. Expedited shipping billed at carrier's published rates and approved in advance by the Participating Entity.</li> </ol> </li> <li>d. Lead Times: <ol style="list-style-type: none"> <li>i. Standard shipments: 3–7 business days within continental U.S. and Canada.</li> <li>ii. Alaska, Hawaii, U.S. Territories, and remote Canadian locations: 5–10 business days.</li> </ol> </li> </ol> </li> <li>- Printed or Media-Based Deliverables <ol style="list-style-type: none"> <li>a. If a Participating Entity requests physical deliverables (e.g., bound reports, printed translations, USB drives with files), production and shipping will be arranged through certified printing/duplication vendors.</li> <li>b. Shipping charges are billed at actual cost from the vendor to the Participating Entity's designated address.</li> </ol> </li> <li>- Freight Insurance <ol style="list-style-type: none"> <li>a. For high-value shipments (e.g., full interpretation booth systems or large-scale AV kits), Hybrid Lynx insures the shipment for full replacement value at no additional cost to the Participating Entity.</li> </ol> </li> <li>- International Shipments (Including U.S. Territories) <ol style="list-style-type: none"> <li>a. Customs documentation and brokerage fees, if applicable, are passed through at cost.</li> <li>b. Hybrid Lynx will coordinate with the Participating Entity in advance to ensure compliance with import/export requirements.</li> </ol> </li> </ul>

65	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	<p>Hybrid Lynx provides services to Sourcewell Participating Entities across all U.S. states and territories, Canada, and offshore locations. While the majority of our deliverables are provided digitally at no cost, physical shipments may occasionally be required for equipment rentals, printed deliverables, or accessibility materials.</p> <p>1. Alaska and Hawaii</p> <ul style="list-style-type: none"> <li>- Carriers: UPS, FedEx, or USPS Priority Mail are used for reliability and timely delivery.</li> <li>- Transit Times: <ul style="list-style-type: none"> <li>a. Standard shipping: 5–7 business days from dispatch.</li> <li>b. Expedited shipping: 2–3 business days, subject to carrier availability.</li> </ul> </li> <li>- Costs: <ul style="list-style-type: none"> <li>a. Billed at actual carrier rates with no markup.</li> <li>b. Expedited or special handling costs quoted in advance.</li> </ul> </li> </ul> <p>Notes: Weather and seasonal conditions may affect transit times; Hybrid Lynx will monitor shipments and update clients proactively.</p> <p>2. Canada (Including Remote and Northern Locations)</p> <ul style="list-style-type: none"> <li>- Carriers: Canada Post, Purolator, UPS, or FedEx depending on location and urgency.</li> <li>- Transit Times: <ul style="list-style-type: none"> <li>a. Standard shipping: 3–7 business days to most locations.</li> <li>b. Remote/Northern communities: 7–12 business days.</li> </ul> </li> <li>- Costs: <ul style="list-style-type: none"> <li>a. Billed at actual carrier rates with no markup.</li> <li>b. Duties and taxes (if applicable) are the responsibility of the Participating Entity and will be disclosed in advance.</li> </ul> </li> </ul> <p>Notes: Shipments remain fully trackable; customs clearance is arranged prior to dispatch to minimize delays.</p> <p>3. U.S. Territories (Including Puerto Rico, Guam, U.S. Virgin Islands, American Samoa, and Northern Mariana Islands)</p> <ul style="list-style-type: none"> <li>- Carriers: USPS Priority Mail, FedEx International, or UPS Worldwide.</li> <li>- Transit Times: <ul style="list-style-type: none"> <li>a. Standard shipping: 5–10 business days.</li> <li>b. Expedited shipping: 3–5 business days.</li> </ul> </li> <li>- Costs: <ul style="list-style-type: none"> <li>a. At actual carrier rates; no markup.</li> <li>b. Brokerage or customs fees (if applicable) passed through at cost.</li> </ul> </li> </ul> <p>4. Other Offshore or International Locations</p> <ul style="list-style-type: none"> <li>- Carriers: FedEx International, DHL, UPS Worldwide depending on destination and urgency.</li> <li>- Transit Times: Quoted individually based on location, carrier, and service level.</li> <li>- Costs: <ul style="list-style-type: none"> <li>a. Actual carrier charges with no markup.</li> <li>b. All customs duties, taxes, and clearance fees billed at cost.</li> </ul> </li> </ul> <p>Notes: Hybrid Lynx will provide complete shipping documentation and tracking for all offshore deliveries.</p>
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66	Describe any unique distribution, delivery, or deployment methods or options for the goods and services offered in your proposal.	<p>Hybrid Lynx delivers language and accessibility services through a digital-first, client-centric distribution model designed for speed, security, and flexibility. This approach allows Sourcewell Participating Entities to receive services quickly, with options tailored to their operational needs and geographic location.</p> <p>Digital-First Service Delivery (Standard)</p> <p>All translation, transcription, captioning, and accessibility deliverables are provided via our secure client portal (TMF) or encrypted email delivery.</p> <p>Advantages include:</p> <ul style="list-style-type: none"> <li>Instant, no-cost delivery</li> <li>Full encryption in transit and at rest for sensitive documents</li> <li>Centralized record of all orders, communications, and files</li> <li>Rapid Remote Deployment for Interpretation</li> <li>On-demand Telephone Interpretation (OPI) and Video Remote Interpretation (VRI) are available 24/7/365 without prior scheduling for supported languages.</li> <li>Participating Entities can receive a dedicated access number or portal login to streamline repeat use and reduce connection time.</li> <li>Hybrid Event Support</li> </ul> <p>For conferences and events, we can deliver simultaneous interpretation both onsite and remotely, ensuring coverage for in-person attendees and virtual participants.</p> <p>When onsite presence is needed in remote or difficult-to-reach locations, we partner with vetted local interpreters to minimize travel costs and speed deployment.</p> <p>Flexible Delivery for Physical Items</p> <p>For requests involving physical goods (e.g., printed materials, accessibility equipment), Hybrid Lynx offers:</p> <ul style="list-style-type: none"> <li>Direct-to-site shipping from our supplier or warehouse to reduce handling time</li> <li>Drop-ship to multiple locations for distributed events or multi-branch organizations</li> <li>Pre-event delivery windows coordinated with the client to ensure readiness</li> <li>Multi-Platform Accessibility</li> </ul> <p>All services can be accessed via:</p> <ul style="list-style-type: none"> <li>Secure web portal for ordering and tracking</li> <li>Email for quick order submission without portal login</li> <li>Live chat for real-time assistance and small orders</li> <li>Phone for urgent or complex service arrangements</li> <li>Scalable Deployment for High-Demand Scenarios</li> </ul> <p>For emergencies, elections, large-scale training, or public events, Hybrid Lynx can rapidly scale service capacity by mobilizing additional linguists from our global network, supported by our remote-ready infrastructure.</p>
67	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing.	<p>Self-Audit and Compliance Verification Process for Sourcewell Agreement</p> <p>Hybrid Lynx will implement a structured self-audit program to ensure full compliance with the Sourcewell Master Agreement, including the guarantee that Participating Entities always receive the proper pricing and benefits.</p> <ol style="list-style-type: none"> <li>1. Contract Compliance Team: A dedicated compliance coordinator within our project management office will oversee all Sourcewell-related transactions to ensure they follow contract terms.</li> <li>2. Quarterly Internal Audits: We will conduct quarterly reviews of all orders placed under the Sourcewell agreement. This process will involve: <ul style="list-style-type: none"> <li>- Random sampling of invoices and comparing them to the agreed-upon Master Agreement price list.</li> <li>- Confirming that the correct U.S. or Canadian pricing tier is applied.</li> <li>- Verifying that any applicable discounts (e.g., Sourcewell member rates) have been correctly implemented.</li> </ul> </li> <li>3. Automated Pricing Controls: Our ordering and billing system will be configured with locked-in Sourcewell pricing for each service and language tier, reducing the risk of manual entry errors.</li> <li>4. Discrepancy Resolution Protocol: If an error is identified, we will: <ul style="list-style-type: none"> <li>- Immediately notify the Participating Entity.</li> <li>- Issue a corrected invoice or credit note within 3 business days.</li> <li>- Record the incident and corrective action for internal tracking.</li> </ul> </li> <li>5. Documentation &amp; Reporting: A summary of compliance checks will be maintained and made available to Sourcewell upon request. These records will include audit dates, samples reviewed, and any corrective actions taken.</li> <li>6. Staff Training: All sales and project management staff handling Sourcewell orders will undergo mandatory annual training on contract terms, pricing structures, and compliance procedures.</li> </ol>

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>VOLUME AND USAGE: Total number of projects, hours, or words delivered under the agreement; frequency of repeat orders from Participating Entities; growth in active Sourcewell member accounts over time.</p> <p>REVENUE AND GROWTH: Total contract value generated from Sourcewell members; quarterly and annual growth rates in usage; proportion of total business coming from the agreement compared to other channels.</p> <p>SERVICE PERFORMANCE: On-time delivery rate; average project turnaround time by service category; number of rush requests successfully completed within agreed timeframes.</p> <p>CLIENT SATISFACTION: Post-project satisfaction scores; Net Promoter Score (NPS) from Sourcewell members; percentage of repeat business from existing accounts.</p> <p>QUALITY ASSURANCE: Error rate identified in quality control reviews; number of revisions requested; adherence to ISO-certified processes.</p> <p>ENGAGEMENT METRICS: Number of Sourcewell-targeted outreach activities (emails, webinars, demos) completed; percentage of outreach resulting in inquiries or orders.</p>	*
69	Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The propose an Administrative Fee will be payable to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.	<p>Hybrid Lynx proposes an Administrative Fee of 2% of the total value of all completed transactions with Sourcewell Participating Entities utilizing this Master Agreement.</p> <p>The Administrative Fee will be calculated on the total invoice amount (excluding taxes) for all work completed within the reporting period defined in the agreement. The fee will be payable to Sourcewell in accordance with the payment schedule and reporting requirements outlined in the Master Agreement.</p> <p>This percentage-based fee structure ensures transparency, is easy to calculate, and scales proportionally with the volume of work completed under the agreement.</p>	*

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.	Hybrid Lynx is offering an attractive pricing by reducing its margins, yet being able to maintain the quality of the output. We have demonstrated the difference between our standard offered price and the discounted pricing.	*

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>Hybrid Lynx offers a complete portfolio of professional human-delivered language and accessibility solutions to meet the needs of Sourcewell Participating Entities across government, education, nonprofit, and public sectors. All services are delivered by qualified linguists and specialists, supported by secure, technology-enabled workflows, and are available 24/7/365.</p> <p>INTERPRETATION SERVICES:</p> <ul style="list-style-type: none"> <li>- Onsite Consecutive Interpretation for meetings, hearings, community events, and client interactions.</li> <li>- Telephone Interpretation (OPI) for immediate, on-demand language access over the phone.</li> <li>- Video Remote Interpretation (VRI) for secure, high-quality video-based language support, including American Sign Language (ASL).</li> <li>- Conference Interpretation (Simultaneous) for large-scale events, both onsite and hybrid/virtual, with professional interpreter teams.</li> </ul> <p>TRANSLATION SERVICES:</p> <ul style="list-style-type: none"> <li>- Document translation for policies, reports, educational materials, legal documents, and public communications.</li> <li>- Specialized subject-matter translation for technical, medical, and legal content.</li> <li>- Quality assurance through ISO 17100:2015-certified processes, with optional bilingual review and formatting services.</li> </ul> <p>TRANSCRIPTION SERVICES:</p> <ul style="list-style-type: none"> <li>- Audio and video transcription in multiple languages.</li> <li>- Time-coded transcripts for hearings, conferences, or recorded interviews.</li> <li>- Optional translation of transcripts into additional languages.</li> </ul> <p>ACCESSIBILITY SERVICES:</p> <ul style="list-style-type: none"> <li>- Communication Access Real-Time Translation (CART) for live captioning of events, classes, and meetings.</li> <li>- Video and audio description services to make media content accessible for visually impaired audiences.</li> <li>- Section 508 / WCAG compliance review and remediation for documents and digital content to meet accessibility standards.</li> </ul> <p>LANGUAGES OF LESSER DIFFUSION:</p> <ul style="list-style-type: none"> <li>- Specialized network of linguists covering rare, Indigenous, and emerging refugee languages not commonly available from other providers.</li> </ul> <p>TECHNOLOGY-ENABLED WORKFLOWS:</p> <ul style="list-style-type: none"> <li>- TMF (Translation Management Framework) secure client portal for service ordering, tracking, and delivery.</li> <li>- Elixir AI-enhanced tools for translation quality assurance, document accessibility checks, and workflow automation—always with human review before final delivery.</li> </ul> <p>SERVICE AVAILABILITY:</p> <ul style="list-style-type: none"> <li>- All services are available nationwide in the U.S., across Canada, and to U.S. Territories.</li> <li>- Remote services are available globally, eliminating geographic barriers.</li> </ul>	*
72	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<ul style="list-style-type: none"> <li>- Onsite Interpretation (Consecutive and Simultaneous)</li> <li>- Telephone Interpretation (OPI)</li> <li>- Video Remote Interpretation (VRI), including ASL</li> <li>- Conference Interpretation (Onsite, Remote, and Hybrid)</li> <li>- Document Translation (General, Technical, Legal, and Medical)</li> <li>- Transcription (Audio and Video, with Optional Translation)</li> <li>- Communication Access Real-Time Translation (CART)</li> <li>- Video Description and Audio Description Services</li> <li>- Section 508 / WCAG Compliance Review and Remediation</li> <li>- Languages of Lesser Diffusion and Rare Language Support</li> <li>- Technology-Enabled Language Services (TMF Portal, Elixir AI QA Tools)</li> </ul>	*
73	Describe any industries that you specialize in.	<ul style="list-style-type: none"> <li>- Government and Public Sector – municipal, state/provincial, and federal agencies, courts, public safety, and community outreach</li> <li>- Education – K–12, higher education, and education service agencies</li> <li>- Healthcare and Life Sciences – hospitals, clinics, public health, and medical research institutions</li> <li>- Legal and Judicial – court proceedings, depositions, legal translation, and law enforcement</li> <li>- Nonprofit and NGO Sector – humanitarian aid, refugee and immigrant support, and community-based nonprofits</li> <li>- Corporate and Technical – employee training, product documentation, technical manuals, and client communication</li> <li>- Accessibility and Inclusion – Section 508/WCAG compliance, CART, video/audio descriptions, and accessible event support</li> </ul>	*

74	Describe how your company helps clients maintain compliance with ADA standards related to effective communication and accessibility, including qualified sign language interpreting, captioning/CART services, and accessible digital content.  Provide one (1) example of how you assist clients in meeting ADA obligations. Include any accommodations or accessibility considerations for language testing or training environments.	<p>Hybrid Lynx helps clients maintain compliance with the Americans with Disabilities Act (ADA) by delivering qualified, accessible language and communication services that meet or exceed ADA standards for effective communication. Our approach ensures that individuals who are deaf, hard of hearing, blind, visually impaired, or have other communication-related disabilities can fully participate in programs, services, and activities.</p> <p><b>QUALIFIED SIGN LANGUAGE INTERPRETING:</b> We provide certified American Sign Language (ASL) interpreters and other sign language professionals with documented training and qualifications. Assignments are matched to interpreter skill level, setting, and subject matter to ensure accuracy and compliance with ADA requirements for "qualified interpreters."</p> <p><b>CAPTIONING AND CART SERVICES:</b> We deliver real-time Communication Access Real-Time Translation (CART) for meetings, classrooms, hearings, and public events. Services can be provided onsite or remotely, with secure streaming options for virtual participation. All captioning is produced by trained professionals, not automated software alone, to meet ADA accuracy and timeliness standards.</p> <p><b>ACCESSIBLE DIGITAL CONTENT:</b> Our translation and document preparation workflows incorporate Section 508 and WCAG 2.1 AA compliance checks to ensure digital content is perceivable, operable, and understandable for all users. This includes properly tagged PDFs, alt text for images, accessible tables, and keyboard navigation compatibility.</p> <p><b>ACCOMMODATIONS FOR LANGUAGE TESTING AND TRAINING:</b> For testing and training environments, we can provide accessible formats (Braille, large print, screen-reader compatible files), extended time allowances, live interpreters, and captioning. We coordinate with the client in advance to confirm specific participant needs and integrate accommodations without compromising test security or training objectives.</p> <p><b>EXAMPLE OF ADA SUPPORT:</b> A large public university requested our assistance in making an international student orientation program fully ADA-compliant. We deployed two certified ASL interpreters for in-person sessions, provided live remote CART captioning for virtual modules, and reformatted program handouts into tagged, accessible PDFs. The university's ADA compliance officer confirmed that all communication accommodations met federal and institutional accessibility standards, allowing all students to fully participate.</p>
75	Describe the measures your company has in place to ensure redundancy and security on all designated communication platforms used to deliver language services.	<p>Hybrid Lynx uses secure, redundant, and highly available communication platforms to ensure uninterrupted delivery of language services for Sourcewell Participating Entities. Our measures address both system redundancy and data security to protect client information and maintain service continuity.</p> <p>Redundancy measures include: multiple communication channels (secure web portal, encrypted email, telephone, video conferencing, and live chat) with immediate rerouting to alternate channels if one is unavailable; cloud-based hosting in geographically redundant Tier III+ data centers with automatic failover to backup servers; load balancing and automatic scaling during high-demand periods; and backup internet connectivity for interpreters to prevent disruptions.</p> <p>Security measures include: end-to-end encryption for all file transfers and communications in transit (TLS 1.2 or higher) and at rest (AES-256); role-based access controls with multi-factor authentication; workflows compliant with ISO 17100:2015, ISO 23155:2022, HIPAA, and GDPR; regular vulnerability scans, penetration testing, and patching; and secure, encrypted video platforms with participant authentication and waiting room controls.</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>Hybrid Lynx has extensive capabilities to integrate with client-facing systems, allowing seamless delivery of language services within the platforms and workflows already in use by Sourcewell Participating Entities. We can integrate with all major virtual meeting platforms, including Zoom, Microsoft Teams, Webex, Google Meet, and GoToMeeting, to provide live interpretation, captioning, and CART services. Interpreters and captioners can join as panelists or designated language channels, ensuring that multilingual and accessibility features are fully enabled without requiring additional software for participants.</p> <p>For administrative and procurement systems, Hybrid Lynx can work with platforms such as Coupa, Jaggaer, Ariba, PeopleSoft, and other e-procurement solutions. We can provide Sourcewell-specific catalogs, automated quote generation, and secure electronic invoicing to simplify purchasing and compliance tracking.</p> <p>We are also experienced in integrating with emergency communication technologies, including mass notification systems and dispatch platforms used by public safety agencies, healthcare providers, and educational institutions. Our teams can coordinate language access within these systems to support real-time alerts, crisis response calls, and emergency information hotlines.</p> <p>Where APIs or secure data exchange protocols are available, Hybrid Lynx can connect directly to client systems for file transfer, scheduling, reporting, and real-time service initiation. Our technical team collaborates with client IT departments to ensure integrations meet security, privacy, and operational requirements, including HIPAA, GDPR, and applicable public-sector data handling standards.</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 *
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77	<p>Describe how many languages you support for interpretation.</p> <p>Provide a list of the languages you support and attach it to your proposal. Label the document "7B - Interpretation".</p>	<p>Hybrid Lynx provides interpretation services in over 250 languages, covering high-demand world languages, regional dialects, Indigenous languages, and languages of lesser diffusion that are often difficult to source. Our network includes qualified, vetted interpreters for in-person, telephone, video remote, and conference interpretation assignments.</p> <p>We have prepared a detailed list of supported interpretation languages and dialects as a separate attachment, labeled "7B – Interpretation", to be included with this proposal. This list is organized alphabetically and includes both widely spoken languages and rare or low-resource languages to ensure that Sourcewell Participating Entities can meet the needs of diverse communities.</p> <p>Our coverage includes:</p> <ul style="list-style-type: none"> <li>- Major global languages such as Spanish, French, Arabic, Mandarin, Russian, and Portuguese.</li> <li>- American Sign Language (ASL) and other sign languages.</li> <li>- Indigenous and refugee languages from Africa, Asia, the Americas, and the Pacific.</li> <li>- Variants and dialects such as Brazilian vs. European Portuguese, Simplified vs. Traditional Chinese, and Latin American vs. European Spanish.</li> </ul> <p>Since the system allows only one attachment, we have combined our list of languages for translation and interpretation and uploaded with the filename "7B - Interpretation -- 7C - Translation - HYBRID LYNX.pdf".</p>
78	<p>Describe your operational model for ensuring 24/7/365, on-demand, service availability.</p> <p>Response should include details on staffing, shift coverage, time zones and countries (US/Canada) served/covered, and continuity of service during holidays or emergencies.</p>	<p>Hybrid Lynx operates on a true 24/7/365 service model to ensure on-demand availability for all Sourcewell Participating Entities, regardless of time zone, holiday schedules, or emergency situations.</p> <p>We maintain continuous operations by staffing a minimum of three project managers per shift, supported by interpreters, translators, and technical staff across multiple global locations. This ensures that requests can be processed and assigned at any hour of the day.</p> <p>Our operations are strategically distributed across Canada, Europe, and South Africa, enabling full coverage of all North American time zones and providing built-in redundancy. If one region is affected by an emergency, workload and client communications can be immediately transferred to another region without service interruption.</p> <p>Shift Coverage: Staffing is arranged in overlapping shifts to provide seamless handovers, avoid service gaps, and maintain high responsiveness. All incoming requests—whether for immediate interpretation, urgent document translation, or rapid deployment of accessibility services—are triaged and routed to the appropriate team in real time.</p> <p>Holiday and Weekend Availability: We operate without exceptions for weekends or public holidays. Special scheduling ensures adequate staffing during high-demand holiday periods and events, maintaining the same service standards year-round.</p> <p>Continuity During Emergencies: Our multi-region operations and secure cloud-based communication systems allow us to reroute calls, reassign projects, and maintain client support even during localized disruptions such as severe weather, power outages, or technical incidents.</p>
79	<p>Describe the interpreter testing, screening, and evaluation process for:</p> <p>1. Spoken Language Interpreters</p> <p>2. American Sign Language (ASL) Interpreters</p>	<p>1. Spoken Language Interpreters</p> <ul style="list-style-type: none"> <li>- Hybrid Lynx follows a structured, multi-step process to test, screen, and evaluate all spoken language interpreters before they are approved to work with clients.</li> <li>- Application and Credential Verification: We review resumes, certifications, training records, and proof of language proficiency. All interpreters must have a minimum of two years' professional experience or relevant interpreter education.</li> <li>- Language Proficiency Testing: Candidates complete oral proficiency assessments in both source and target languages, with emphasis on accuracy, clarity, and fluency.</li> <li>- Interpreting Skills Assessment: We conduct live or recorded mock interpreting sessions (consecutive and/or simultaneous) using role-play scenarios relevant to public-sector, healthcare, legal, and community settings.</li> <li>- Ethics and Standards Evaluation: Candidates are evaluated on knowledge of professional codes of ethics, confidentiality requirements, and cultural competence.</li> <li>- Reference Checks: We contact at least two professional references to confirm work quality, reliability, and professionalism.</li> <li>- Ongoing Performance Monitoring: Approved interpreters are subject to periodic call monitoring, client feedback review, and re-assessment every two years or sooner if concerns arise.</li> </ul> <p>2. American Sign Language (ASL) Interpreters</p> <ul style="list-style-type: none"> <li>- ASL interpreters undergo a rigorous screening process designed to ensure compliance with ADA requirements for "qualified interpreters" and alignment with industry best practices.</li> <li>- Certification Verification: All ASL interpreters must hold current certification from the Registry of Interpreters for the Deaf (RID) or equivalent recognized credential.</li> <li>- Specialization Review: We review interpreter experience in relevant environments such as legal proceedings, educational settings, healthcare, and government services.</li> <li>- Skills Assessment: Candidates are evaluated through recorded or live interpretation exercises in both ASL-to-English and English-to-ASL, focusing on accuracy, register, and cultural mediation.</li> <li>- Knowledge of Accessibility Standards: Interpreters must demonstrate understanding of ADA requirements, effective communication principles, and working with DeafBlind and hard-of-hearing individuals.</li> <li>- Reference and Background Checks: Professional references are verified, and background checks are conducted where required by the client or jurisdiction.</li> <li>- Ongoing Quality Review: ASL interpreters receive ongoing monitoring through client feedback, peer review, and periodic skills refreshers to maintain high standards.</li> </ul>

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

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

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

Line Item	Category or Type	Comments *
80	Describe how many languages you support for translation.  Provide a list of supported languages in the upload section. Label the document "7C - Translation".	<p>Hybrid Lynx provides professional human translation services in more than 250 languages, covering high-demand global languages, regional dialects, Indigenous languages, and languages of lesser diffusion. Our network includes experienced, vetted translators with subject-matter expertise in legal, medical, technical, educational, and public-sector content.</p> <p>We maintain the capability to deliver translations that meet ISO 17100:2015 quality standards, ensuring accuracy, consistency, and cultural appropriateness for each target audience.</p> <p>A full, detailed list of supported translation languages is provided as a separate attachment labeled "7C – Translation" in the upload section of this proposal. The list is organized alphabetically and includes both widely spoken and rare languages to ensure Sourcewell Participating Entities can meet the needs of diverse communities.</p> <p>Since the system allows only one attachment, we have combined our list of languages for translation and interpretation and uploaded with the filename "7B - Interpretation – 7C - Translation - HYBRID LYNX.pdf".</p>
81	Describe the translator testing, screening, and evaluation process.	<p>Hybrid Lynx uses a rigorous, multi-stage process to test, screen, and evaluate all translators before they are approved to work with Sourcewell Participating Entities. This process ensures that only qualified linguists with proven subject-matter expertise and adherence to ISO 17100:2015 quality standards are assigned to projects.</p> <p><b>Application and Credential Verification:</b> We review each translator's resume, education, and professional certifications (e.g., ATA, ITI, or equivalent). Candidates must demonstrate at least two years of professional translation experience or hold a recognized translation qualification.</p> <p><b>Language Proficiency and Subject-Matter Screening:</b> Candidates undergo written proficiency testing in both source and target languages. They are also assessed on their subject-matter expertise (legal, medical, technical, public-sector, etc.) to ensure accurate use of specialized terminology.</p> <p><b>Test Translation:</b> Applicants complete a paid test translation in their subject area. The test is evaluated by a senior reviewer or lead linguist for accuracy, grammar, style, tone, and adherence to client-specific guidelines.</p> <p><b>Quality Assurance and Standards Evaluation:</b> Translators must demonstrate familiarity with style guides, glossaries, terminology management, and quality assurance tools. They must also show adherence to confidentiality, ethical conduct, and data protection protocols.</p> <p><b>Reference Checks:</b> We verify professional references to confirm work quality, reliability, and ability to meet deadlines.</p> <p><b>Ongoing Performance Monitoring:</b> Approved translators are subject to continuous quality monitoring. Every project is reviewed by a second linguist or editor, and performance is tracked through QA scores, client feedback, and error analysis. Translators who do not consistently meet quality standards are re-trained or removed from our active roster.</p>
82	Describe how you ensure that localized materials are culturally appropriate, accessible, and relevant.	<p>We ensure that all localized materials are culturally appropriate, accessible, and relevant by combining professional human expertise with rigorous quality assurance processes aligned with ISO 17100:2015 standards.</p> <p><b>Use of Native-Speaking Linguists:</b> All translation and localization projects are assigned to linguists who are native speakers of the target language and have in-depth knowledge of the target culture. This ensures that tone, idiomatic expressions, and context are natural and culturally accurate.</p> <p><b>Cultural Adaptation:</b> Our linguists adapt content beyond direct translation, modifying examples, references, and visuals to match the cultural norms, sensitivities, and preferences of the target audience. We also ensure that terminology is relevant to the intended demographic and sector.</p> <p><b>Accessibility Standards:</b> For digital content, we follow Section 508 and WCAG 2.1 AA accessibility guidelines, ensuring that localized materials are usable by individuals with disabilities. This includes properly tagged PDFs, alt text for images, screen reader compatibility, and captions or transcripts for multimedia.</p> <p><b>Client and Community Review:</b> When appropriate, we work with client-appointed reviewers, community representatives, or subject-matter experts to validate that the localized materials align with the audience's expectations and are free from cultural bias or inaccuracies.</p> <p><b>Quality Assurance and Testing:</b> All localized materials undergo a multi-step QA process that includes linguistic review, formatting checks, and functionality testing (for digital assets). This ensures both linguistic and technical accuracy before delivery.</p> <p><b>Continuous Feedback Loop:</b> We collect and track client and end-user feedback to refine cultural adaptation strategies for future projects, ensuring continual improvement and relevance.</p>

83	<p>Describe any Translation Management System(s) (TMS) your company uses to support the delivery of translation services.</p> <p>Response should include details about key features such as translation memory, terminology management, workflow automation, quality assurance, security protocols, and client access or integration capabilities.</p>	<p>We use a secure, cloud-based Translation Management System (TMS) to manage all translation and localization projects efficiently and consistently. Our TMS is fully compliant with ISO 17100:2015 standards and incorporates key features that support quality, security, and client collaboration.</p> <p>Translation Memory (TM): The TMS stores previously approved translations in a client-specific translation memory database. This ensures consistent terminology across projects, speeds up delivery, and reduces costs by reusing repeated text segments.</p> <p>Terminology Management: We maintain customized termbases (glossaries) for each client, including approved terminology, definitions, and usage guidelines. Linguists can access these resources directly during translation to ensure accuracy and brand consistency.</p> <p>Workflow Automation: The platform automates task assignments, deadline tracking, and progress notifications. This minimizes manual intervention, reduces turnaround times, and ensures each step in the translation workflow (translation, editing, proofreading, QA) is completed in sequence.</p> <p>Quality Assurance Tools: Built-in QA checks automatically flag potential issues such as missing translations, numerical inconsistencies, formatting errors, and terminology mismatches. These checks supplement human review and help maintain high accuracy standards.</p> <p>Security Protocols:</p> <ul style="list-style-type: none"><li>- All data is encrypted in transit (TLS 1.2 or higher) and at rest (AES-256).</li><li>- User access is role-based with multi-factor authentication.</li><li>- The system is hosted in secure, ISO 27001-certified data centers.</li><li>- Files are never stored on individual linguists' local devices beyond active project work.</li></ul> <p>Client Access and Integration Capabilities: Clients can be granted secure portal access to submit projects, track progress, review deliverables, and download completed files. Our TMS can integrate with content management systems (CMS), e-procurement platforms, and other client systems via API for automated file transfer and project initiation.</p>
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Table 7D: Depth and Breadth of Offered Solutions - LANGUAGE TESTING AND TRAINING

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

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

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

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

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

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

Documents

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

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

- [Pricing](#) - RFP 081225 - FINANCIAL PROPOSAL - HYBRID LYNX.pdf - Tuesday August 12, 2025 06:04:18
- [Financial Strength and Stability](#) - Letter - Financial Statements.pdf - Tuesday August 12, 2025 06:13:23
- [Marketing Plan/Samples](#) - RFP 081225 - MARKETING PLAN - HYBRID LYNX.pdf - Tuesday August 12, 2025 07:16:15
- [WMBE/MBE/SBE or Related Certificates](#) - Letter - Business Certification.pdf - Tuesday August 12, 2025 07:21:01
- [Standard Transaction Document Samples](#) - RFP 081225 - SAMPLE TRANSACTION DOCUMENTS - HYBRID LYNX.pdf - Tuesday August 12, 2025 07:58:52
- Requested Exceptions (optional)
- [Upload Additional Document](#) - 7B - Interpretation -- 7C - Translation - HYBRID LYNX.pdf - Tuesday August 12, 2025 08:09:56



## 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.

- Sultan Ghaznawi, President, 2092995 Ontario Inc. (dba Hybrid Lynx)

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