

**MASTER AGREEMENT #081225****CATEGORY: Language Services: Interpretation, Translation, Testing, and Training****SUPPLIER: Bromberg & Associates, LLC**

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, P.O. Box 219, Staples, MN 56479 (Sourcewell) and Bromberg & Associates, LLC, 32910 W. Thirteen Mile Road, Suite E-504, Farmington Hills, MI 48334 (Supplier).

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

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

**Article 1:
General Terms**

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

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

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

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

13) Supplier Representations:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Article 2: Sourcewell and Supplier Obligations

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

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

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

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

Sourcewell's Authorized Representative is its Chief Procurement Officer.

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

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

The Report must contain the following fields:

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

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

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

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

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

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

19) **Grant of License.**

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

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

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

c) **Use; Quality Control.**

- i) Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.
- ii) Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Each party may make written notice to the other regarding misuse under this section. The offending party will have 30 days of the date of the written notice to cure the issue or the license/sublicense will be terminated.

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

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

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

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

- 23) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.
- 24) **Termination for Cause.** Sourcewell may terminate this Agreement upon providing written notice of material breach to Supplier. Notice must describe the breach in reasonable detail and state the intent to terminate the Agreement. Upon receipt of Notice, the Supplier will have 30 calendar days in which it must cure the breach. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

Article 3: Supplier Obligations to Participating Entities

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

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

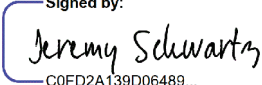
standard form agreements may be offered as part of its Proposal. Supplier and Participating Entity may complete and document transactions utilizing any type of transaction documents as mutually agreed. In any transaction document entered utilizing this Agreement, Supplier and Participating Entity must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

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

Sourcewell

Bromberg & Associates, LLC

Signed by:



C0FD2A139D06489...

By: _____

Jeremy Schwartz

Title: Chief Procurement Officer

Date: 12/2/2025 | 9:49 PM CST

Signed by:



2D4C446DF2894D7...

By: _____

Jinny Bromberg

Title: President

Date: 12/2/2025 | 9:04 AM CST

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

Vendor Details

Company Name: Bromberg & Associates, L.L.C.

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

Address: 32910 W. Thirteen Mile Road
Suite E-504
Farmington Hills, MI 48334

Contact: ROUBA Ayoub

Email: rouba@brombergtranslations.com

Phone: 313-871-0080

Fax: 313-871-0080

HST#: 383493624

Submission Details

Created On: Friday July 25, 2025 08:16:20

Submitted On: Tuesday August 12, 2025 12:17:33

Submitted By: ROUBA Ayoub

Email: rouba@brombergtranslations.com

Transaction #: 8eb0a4c9-97f6-4c3e-9949-de84360e25bb

Submitter's IP Address: 147.243.53.178

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.	Bromberg & Associates, L.L.C.	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Yes	*
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).	N/A	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	CAGE Code: 3SFM9, SAM Unique Entity ID (UEI): YA1VJ9LKZ468	*
5	Provide your NAICS code applicable to Solutions proposed.	NAICS Code: 541930 Translation and Interpretation Services 611630 Language Schools	
6	Proposer Physical Address:	32910 W. Thirteen Mile Road, Suite E-504, Farmington Hills, MI 48334	*
7	Proposer website address (or addresses):	www.BrombergTranslations.com	*
8	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer):	Jinny Bromberg, President, 32910 W. Thirteen Mile Road, Suite E-504, Farmington Hills, MI 48334, jinny@brombergtranslations.com, (313) 481-4981	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	Rouba Ayoub, Business Development Specialist, 32910 W. Thirteen Mile Road, Suite E-504, Farmington Hills, MI 48334, rouba@brombergtranslations.com, (313) 481-4979	*
10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Jessica Yaacoub, Director of Operations & Development, 32910 W. Thirteen Mile Road, Suite E-504, Farmington Hills, MI 48334, jessica@brombergtranslations.com, (313) 831-7651	*

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

Line Item	Question	Response *	
11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	<p>Bromberg & Associates is an award-winning full-service Language and Technology Solutions Company, started in 1999 by its founder and president, Jinny Bromberg. Bromberg is headquartered in Farmington Hills, Michigan, has a branch in North Port, Florida, and covers the entire spectrum of the linguistic and cultural landscape. Bromberg's services and experience include, but are not limited to, document translation, transcription, interpreting in three modalities (video remote, telephonic, and onsite), website localization, graphic design, subtitling and audiovisual services, web accessibility, language proficiency testing, language training, cultural awareness training, compliance assessments and language access consulting and training. Bromberg has been providing linguistic and cultural services for 26 years, which has allowed us to develop in-depth knowledge and understanding of language access requirements and the demographic makeup of Limited English Proficient (LEP) populations nationwide. We work with over 230 spoken and signed languages, with Arabic, Spanish, American Sign Language (ASL), Bengali, Dari, Pashto, Hmong and French being among our top volume languages.</p> <p>Our core values - quality, integrity, and client service - guide every engagement. We believe that clear and culturally competent communication is a basic right and an essential component of public service. We therefore focus on delivering accurate, confidential and culturally appropriate language services that help organizations, including government and educational entities, to connect across all communities. We support continuous professional development for our linguists, maintain rigorous quality control and adapt quickly to clients' needs. After nearly 3 decades in the industry, Bromberg has become a trusted partner for thousands of clients and a leader in accessible communication.</p>	*

12	What are your company's expectations in the event of an award?	<p>In the event of an award, Bromberg intends to actively leverage the Sourcewell contract to broaden our client base and expand access to our comprehensive language services for Sourcewell participating entities across the United States. We plan to collaborate closely with Sourcewell's member engagement, marketing, and procurement support teams to strategically introduce our offerings to new government, education, and nonprofit organizations. This includes joint marketing initiatives, participation in Sourcewell procurement events, webinars, and conferences, as well as tailored outreach campaigns to highlight the unique value of our services.</p> <p>Our goal is to make it simple and efficient for participating entities to procure language access solutions through Sourcewell's streamlined cooperative purchasing process, removing traditional procurement barriers. We will also use this opportunity to share best practices in language access compliance, accessibility, and service delivery, helping entities meet both operational and legal requirements. By forming strong partnerships and maintaining active engagement with Sourcewell, we aim not only to increase awareness of our solutions but also to contribute to Sourcewell's mission of delivering high-quality, cost-effective services to its members.</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.	We have uploaded a reference letter from our banking institution to demonstrate Bromberg's financial strength and stability. This document is titled "2A - 13 Bank Reference Letter" in the document upload section.
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.	Bromberg supports various organizations in government and education settings with an overall client retention rate of 98.5% over the past 3 years. With a client base of over 4,196 clients, we work with 1,637 government clients and 1,217 clients in the education sector. Bromberg operates nationwide and has provided language services to clients in all 50 states and all US territories. Our reach includes federal, state, and local government agencies, school districts, colleges, universities and other educational institutions. Our staff and linguists are located across the country, enabling us to support clients wherever they are based. Our nationwide experience allows us to understand regional preferences, state-specific compliance requirements, and the logistical nuances of delivering consistent, high-quality language access services across jurisdictions.
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.	N/A
16	Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.	Bromberg has never filed for nor been subject to any bankruptcy proceedings. Our long history of stable operations and prudent financial management has allowed us to meet all financial obligations without resorting to bankruptcy or restructuring. This absence of proceedings is evidence of our financial stability and reliability as a supplier.
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?	<p>b) Bromberg is a pure service provider; we do not manufacture physical products or resell goods. Our core offerings are professional services delivered by our qualified translators, interpreters, graders, and instructors.</p> <p>Our sales force consists of dedicated account managers, business development specialists, and an in-house SEO and marketing team.</p> <p>Under the leadership of Jinny Bromberg, our team includes more than 45 staff members and a network of more than 5,000 professional, vetted and contracted linguists who cover over 230 signed and spoken languages. Our organizational structure is headed by our President, followed by the Director of Operations and Development, and then our Operations Manager. Beneath this leadership team, Bromberg is structured into multiple departments, some focused on service delivery, such as the Talent Acquisition Department, Interpreting Department (which includes an ASL unit consisting of an internal team of 8 nationally certified ASL interpreters) and the Translation Department, and others providing essential support functions, including Marketing, Business Development, and Accounting.</p> <p>For language proficiency testing, we work with contracted qualified graders who are rigorously vetted, ILR-calibrated, and experienced in evaluating bilingual professionals across sectors. For language training, our instructors are subject matter experts who customize programs to client needs, with a strong background in both pedagogy and the industries they serve.</p> <p>We internally manage talent acquisition, scheduling, compliance, technology support, quality assurance, and customer service. Our sales efforts are led by a dedicated team of account managers, marketing professionals, and business development specialists. Service delivery operations are overseen by department Project manager and Team Leads who ensure that our high standards of quality, responsiveness, and performance are maintained across all services and client engagements.</p>

18	<p>If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.</p>	<p>Bromberg is proud to be certified under ASTM F3130-18, the industry standard for language service companies that emphasizes quality management, service delivery, and client satisfaction. ASTM F3130-18 certification is similar in its methodology and requirements to the ISO certification, however, what's unique is the fact that only a very limited number of language service companies have attained it thus far. The certification demonstrates that our translation and interpreting services consistently meet stringent standards for responsiveness, accuracy, and service continuity. As a part of our certification, we undergo independent audits every two years to verify compliance with industry's best practices, including linguist onboarding, training, quality assurance, and customer feedback mechanisms. The standard requires that all services maintain an on-time delivery record of at least 90% based on statistically valid sampling of deliverables. Bromberg has consistently exceeded this standard, maintaining an on-time delivery rate of at least 95% for all services. Our translation and interpreting operations exceed the ASTM performance benchmarks, including maintaining real-time service availability, rapid connection times, and high satisfaction ratings. Please see our ASTM certificate in the upload section "2A - 18 ASTM Certificate 2025".</p> <p>Regarding linguists' certifications, all interpreters and translators working with Bromberg are required to maintain the appropriate industry certifications, where applicable, for their language and specialty areas. It's important to note that certification is only available in a limited number of languages in the United States. When certification is not available for a given language, Bromberg ensures that interpreters and translators possess relevant experience, credentials, and subject-matter expertise appropriate to the assignment.</p> <p>These certifications may include, but are not limited to, medical interpreter certifications such as CCHI (Certification Commission for Healthcare Interpreters) or NBCMI (National Board of Certification for Medical Interpreters), SCAO court interpreter certifications, and state-specific certifications as required. Staff interpreters and translators are expected to maintain their certifications on an annual basis and to meet specialty continuing education required. For translation, certification is available through the American Translators Association (ATA) in select language pairs. To ensure compliance, our Compliance Coordinator oversees a centralized compliance database that tracks linguists' (staff and contractors) certification status, continuing education progress, and other client-specific requirements. This system ensures that all linguists meet the necessary professional standards and client requirements.</p> <p>With regard to American Sign Language (ASL), all of Bromberg's ASL interpreters are nationally certified, most holding the RID (Registry of Interpreters for the Deaf) certification, in addition to NAD (National Association of the Deaf), EIPA (Educational Interpreter Performance Assessment), and/or BEI (Board for Evaluation of Interpreters). Additionally, all ASL interpreters must meet the licensure and endorsement requirements of the states in which they operate. For example, in Michigan, ASL interpreters must be certified by a national body such as RID or BEI and must be registered through the state's Department of Licensing and Regulatory Affairs (LARA) and hold the appropriate endorsement for the setting in which they are working in (education/ legal/ medical/mental health, etc.). In Illinois, ASL interpreters providing services in public schools must hold an Illinois State Board of Education (ISBE) approval and, in many settings, are required to possess a valid EIPA score or certification from RID or BEI. In Arizona, ASL interpreters working in K-12 educational settings must be licensed in Arizona and meet the Arizona Department of Education's qualifications, which includes holding a valid RID certification or an acceptable EIPA score.</p> <p>Our compliance team is led by our Compliance Coordinator, who is responsible for maintaining our comprehensive compliance database. Our system tracks all linguist credentials and ensures that each linguist meets client-specific and regulatory requirements, including continuing education, professional certifications, and background checks. Our Compliance Coordinator works closely with our Talent Acquisition and Quality Assurance teams to verify that all interpreters and translators remain current with their certifications, training, and professional development. This proactive approach ensures ongoing compliance with federal, state, and industry standards while providing our clients with the confidence that every linguist assigned to their projects meets the highest professional qualifications. We have developed unique expertise in managing interpreter and translator compliance across multiple jurisdictions and are well-versed in meeting the varying requirements of states, federal agencies, and industry sectors throughout the US. From adhering to court interpreter certification standards to ensuring compliance with medical interpreting and ASL state licensure laws, our processes are designed to meet and exceed all applicable regulations. This proactive approach ensures our clients can trust that every linguist we assign is qualified and/or credentialed, and in full compliance with all relevant laws and professional standards nationwide.</p> <p>Subcontractors: For Language Proficiency Testing (LPT), Bromberg manages the program internally and subcontracts certain testing components to our trusted partner, LEO. LEO & Bromberg's graders and evaluators meet rigorous professional standards, including calibration to the Interagency Language Roundtable (ILR) and/or ACTFL Proficiency Guidelines, and undergo regular quality assurance and performance reviews. Both Bromberg and LEO comply with all applicable privacy, data protection, and accessibility regulations, including HIPAA, FERPA, and GDPR. LEO is an accredited online platform, delivering language-specific comprehensive training programs and testing options that can be found at www.LinguistEducationOnline.com for aspiring and practicing interpreters. LEO is currently offered in 20 language combinations and is recognized in the language industry as a cutting-edge training program. In 2013, LEO programs served as one of the models for developing national guidelines for medical interpreter training accreditation by Certification Commission for Healthcare Interpreters. Additionally, LEO has been accredited through CCHI and has been a Continuing Education Unit (CEU) provider through the Registry of Interpreters for the Deaf (RID), International Medical Interpreters Association (IMIA), American Translators Association (ATA), and many State Court Administrative Offices (SCAO) in the states that offer certification and have CEU requirements, including Arizona, Washington, Florida, Colorado, Texas, California, Oklahoma, Maryland, Wisconsin. Since 2014, Linguist Education Online has been one of a handful of accredited interpreter training programs in the US.</p>
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19	Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.	There have never been any debarments, suspensions or other sanctions issued against Bromberg or any principals of the company since inception. Our compliance program and commitment to ethical business practices have ensured that we remain in good standing with all federal, state and local agencies.	*
20	Describe any relevant industry awards or recognition that your company has received in the past five years.	<p>Over the past 5 years, Bromberg has been named one of "50 Michigan Businesses to Watch" by Michigan Celebrates Small Business, the most prestigious small business awards program in the state of Michigan, and Jinny Bromberg was named a finalist for Ernst & Young's Entrepreneur of the year. Over the past 5 years, MichBusiness has given Bromberg several distinguished awards, such as the Technology Guru Award, Small Business Honoree, and the Economic Bright Spot Award. Corp!Magazine also has been awarding Bromberg notable awards for the past 5 years, like the Salute to Diversity Award, and the Economic Bright Spot Award for 3 consecutive years, Best of Michigan Award, and their Salute to Diversity award.</p> <p>Additionally, Bromberg has been awarded the National Association of State Procurement Officials (NASPO)'s Sales Achievement Award for providing translation services to 9 states during Fiscal Year 2023. This recognition reflects our hard work, dedication, and consistent delivery of high-quality language services that have made a meaningful impact across government agencies. NASPO is a cooperative purchasing contract, very similar in structure and purpose to Sourcewell, that enables state and local agencies to procure services from pre-vetted vendors through a streamlined process.</p> <p>Finally, and most recently, Bromberg's President and Founder, Jinny Bromberg, won the 2024 Enterprising Women of the Year Award. This award is widely considered one of the most prestigious recognition programs for women business owners, demonstrating a fast-growing business and standing out as a leader in the industry.</p>	*
21	What percentage of your sales are to the governmental sector in the past three years?	Around 39% of our sales are for the government sector.	*
22	What percentage of your sales are to the education sector in the past three years?	Around 29% of our sales are for the education sector.	*

23	List all state, cooperative purchasing agreements that you hold. What is the annual sales volume for each of these agreement over the past three years?	<p>Bromberg has extensive experience working with contracting cooperatives.</p> <p>1. NASPO: Total Sales: \$597,778 Bromberg was awarded a master agreement under NASPO in 2019, and while the 2020 pandemic has impacted the initial timeline for the implementation and expansion of the services under the contract, we still were able to enter into 9 Participating Addenda with the states of New Mexico, Florida, Missouri, Alabama, New Jersey, Rhode Island, Alaska, Connecticut, and South Dakota. We have been providing these States with high quality document translation and interpretation services with extremely fast turnaround times, high accuracy rates, and a focus on customer service, including understanding client needs, providing rapid responses, and maintaining open, transparent communication. These differentiators have earned us NASPO's Sales Achievement Award for Fiscal Year 2023, honoring our exemplary provision of translation services to 9 states. This accolade underscores our commitment to excellence and the significant impact we have had supporting many clients across many states.</p> <p>2. State of Michigan: Total Sales: \$ 3,370,000 In 2018, Bromberg was awarded a statewide interpreting and translation contract with the State of Michigan. In this role, we support various departments and divisions, including the Department of Education, Department of Health & Human Services, Department of Corrections, Department of Treasury, Department of Agriculture and Rural Development, and Department of State, to name only a few. We currently provide foreign language interpreting in three modalities (onsite, video remote and telephonic), ASL interpreting (onsite and remote), document translation, audiovisual services (transcription, voice over, video subtitling and closed-captioning), Remote Communication Access Real-Time Translation (CART), language training and language proficiency testing and 508 Compliance under the ADA for digital content which includes: PDF Accessibility and Remediation Services, Web Accessibility Plans Consulting services, and Website Accessibility Assessment and Remediation to support the people with disabilities and different linguistic needs of each department, ensuring meaningful language access and effective communication for all Cognitive and Physical disabilities, LEP, Deaf, Deafblind, and Hard-of-Hearing communities throughout Michigan. Our statewide contract is part of MiDEAL extended purchasing program which allows Michigan cities, townships, villages, counties, school districts, universities, colleges and nonprofits to purchase services directly without a separate bidding process. This model is closely aligned with the cooperative purchasing approach of Sourcewell.</p> <p>3. AACHC (Arizona Alliance for Community Health Centers) Total Sales: \$592,229 Bromberg also holds another major cooperative contract with Arizona Alliance for Community Health Centers (AACHC). AACHC is an industry group consisting of community health centers and affiliated entities in the state of Arizona. Through this agreement, Bromberg provides a comprehensive range of translation, interpretation, and accessibility services, both onsite and remotely, to support healthcare providers in delivering high-quality, culturally and linguistically appropriate care to patients with limited English proficiency and those who are Deaf or Hard of Hearing. Our services under this contract help participating organizations meet federal and state language access requirements, improve patient-provider communication, and ultimately enhance patient outcomes.</p> <p>4. State of Arizona Total Sales: \$65,103 (newly awarded contract) Additionally, Bromberg was recently awarded 2 cooperative statewide contracts with the State of Arizona: Sign Language Interpreting Services – Foreign Language Interpreting and Translation. The state's agencies, boards and commissions as well as participating members (universities, schools, hospitals, clinics, municipalities, etc.) of the State Purchasing Cooperative can utilize this contract. Services under the contract include video remote Interpreting, telephonic interpreting, onsite interpreting as well as document translation and audiovisual services.</p> <p>5. TIPS (The Interlocal Purchasing System) Total Sales: recently awarded this year Bromberg has also been recently awarded a cooperative contract with TIPS (The Interlocal Purchasing System), a department of Texas Region 8 Education Service Center, which is a national purchasing cooperative offering competitively solicited contracts to education, government and nonprofit agencies nationwide. Under this contract, Bromberg will provide a full suite of services, including interpreting in three modalities (video remote, telephonic, and onsite interpreting), audiovisual services, translation, Communication Access Real-time Translation (CART), and web accessibility solutions. We are actively promoting our TIPS contract to various entities nationwide, collaborating directly with TIPS to expand awareness, and investing in targeted marketing efforts to reach potential members. These same strategies will be applied to our Sourcewell contract to ensure broad awareness and adoption among eligible agencies.</p>
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24	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	<p>Bromberg has held a GSA Multiple Award Schedule (MAS) contract for over two decades, enabling us to serve a broad range of federal government clients nationwide. Our legacy contract (GS10F0608P) expired in 2024, and we were awarded a new 20-year MAS contract (47QRAA24D00BB), which is active through July 30, 2044.</p> <p>Over the past three years, total sales under our GSA contracts amounted to \$821,521. Under these agreements, we have successfully delivered a wide range of language services, including onsite interpreting, ASL, document translation, transcription, over-the-phone interpreting (OPI), and video remote interpreting (VRI), language testing and training to numerous federal agencies. These include:</p> <ul style="list-style-type: none">• Evans Army Community Hospital (U.S. Army Medical Command) – \$41,325.06• Fort Meade (U.S. Army Installation) – \$9,282.94• Fort Gordon (now Fort Eisenhower, U.S. Army Installation) – \$12,255.18• Naval Hospital Camp Pendleton (U.S. Navy Medicine West) – \$15,172.84• Travis Air Force Base (U.S. Air Force) – \$16,043.63• U.S. Department of Labor (DOL) – \$707,979.25• U.S. Department of Veterans Affairs – Canandaigua VA Medical Center – \$19,462.27 <p>With the award of our new MAS contract in 2025, we anticipate growing our GSA sales in the years ahead as we continue to support federal agencies with scalable, high-quality language access solutions.</p>	*
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Table 2B: References/Testimonials

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

Entity Name *	Contact Name *	Phone Number *	
State of Michigan, Department of Education	Jennifer Paul	517-335-3967 (paulj@michigan.gov)	*
State of Oklahoma, City of Tulsa, Mayor's Office of Resilience and Equity	Nem Lun	918-576-5071 (nlun@cityoftulsa.org)	*
Detroit Public Schools Community District	Tina Villarreal-Hernandez	313-212-4312 (tina.villarreal-hernandez@detroitk12.org)	*

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

Describe your company's capability to meet the needs of Sourcewell participating entities across the US and Canada, as applicable. **Your response should address in detail at least the following areas:** locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *	
26	Sales force.	<p>Bromberg maintains a dedicated in-house Business Development department consisting of experienced Business Development Specialists and Account Managers, strategically located across the United States to cover all time zones. Our Business Development Specialists operate in two primary capacities:</p> <ul style="list-style-type: none">• RFP & Proposal Team (2 full time employees) – Focused on identifying, tracking, and responding to formal procurement opportunities. This team actively searches for relevant RFPs, develops tailored proposal responses, and ensures compliance with submission requirements.• Sales Team (3 full time employees) – Focused on direct outreach to potential clients. This team researches prospective clients, identifies key decision-makers, and works closely with our Marketing department to execute coordinated outreach campaigns. Our sales team is located across multiple states and regularly attends in-person events, conferences, and industry gatherings to promote our services and generate new client leads. <p>We also assign dedicated Account Managers to each contract, typically specializing in the specific services covered under that agreement, such as prescheduled interpreting, on-demand interpreting, ASL, translation, Language Proficiency Tests (LPTs), and training. Our Account Managers are assigned to active clients and serve as their primary point of contact. They are responsible for delivering exceptional customer service, managing day-to-day requests, monitoring service quality, sharing best practices, providing usage reports, identifying additional service needs, coordinating training, and ensuring contractual and compliance requirements are met. This combined sales force model enables Bromberg to both expand our client base and maintain strong, long-term relationships with existing customers.</p> <p>Our sales force has extensive experience promoting and managing cooperative contracts. This experience has equipped us with proven strategies to increase contract adoption through targeted outreach, cooperative collaboration, and ongoing client engagement - methods we will apply to ensure the success of our Sourcewell partnership.</p>	*

27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	<p>Bromberg delivers all services directly to clients without using third-party dealers, distributors, or resellers. We do not offer physical products, and our industry does not operate within a distribution or reseller model. Our solutions are sold and managed exclusively through our in-house team of Business Development Specialists, Account Managers, and Project Managers, ensuring complete control over quality, compliance, and service delivery. This direct-to-client model allows us to maintain consistent standards across all engagements and provide a seamless experience from initial sales through service fulfillment.</p> <p>As previously mentioned, our team is well-versed in managing cooperative contracts, such as NASPO and TIPS, and understands the importance of clear communication with members on how to access services. The same direct service model and cooperative-focused approach we use for these agreements will be applied to Sourcewell, ensuring members receive personalized attention and high-quality solutions without the complexity of intermediaries.</p>	*
28	Service force.	<p>Bromberg's service force consists of a nationwide pool of over 5,000 vetted, qualified and/or certified linguists (including over 400 certified ASL interpreters), located across all 50 states and U.S. territories to ensure complete coverage in more than 230 languages. Our pool includes professional interpreters and translators with specialized expertise in educational, government, medical, legal, and technical fields. This network allows us to match the right linguist to each assignment based on language, subject matter, and client-specific requirements.</p> <p>We also maintain an in-house ASL department consisting of 8 nationally certified ASL interpreters. This team not only provides direct interpreting services but also serves as a resource for training, quality assurance, and best practices for our nationwide ASL interpreter network.</p> <p>Many of our Project Managers and Account Managers are themselves experienced interpreters and translators in high-volume languages such as Spanish, Arabic, French, Chaldean, Portuguese, Russian, and, as previously mentioned, ASL. This dual expertise allows them to communicate seamlessly with linguists, understand the nuances of each assignment, and make informed decisions that maintain linguistic accuracy and cultural relevance. In addition, their hands-on experience enables them to respond quickly to urgent or complex requests, coordinating directly with our nationwide network to secure the right resources without delay.</p> <p>In addition to our nationwide network of over 5,000 interpreters and translators, Bromberg maintains a pool of over 150 highly qualified and/or certified language instructors and graders who support our Language Proficiency Testing (LPT) and training programs. All graders are trained in standardized scoring frameworks such as the ILR or ACTFL and operate under Bromberg's strict quality, compliance, and confidentiality protocols. While all LPT services are managed directly by Bromberg, we may subcontract specialized testing components to our trusted partner, LEO, to ensure the highest level of accuracy and efficiency. Please refer to Table 2A, question 18 for more details about LEO.</p> <p>Our instructors deliver private and small group training in more than 230 languages, including English as a Second Language (ESL). Each instructor is a native or near-native speaker of the target language, holds at least a Bachelor's degree, and has prior teaching experience in government or academic settings; many also hold instructor certifications. Lessons are tailored to the needs of public sector clients and integrate cultural context with practical language use. Instructors make full use of technology, such as video/audio media, online platforms, and interactive materials, to create engaging, effective learning experiences. This training capability complements our other services by supporting workforce language acquisition, cultural competence, and professional development initiatives.</p> <p>Supporting these front-line roles is a robust in-house operations team that includes Quality Assurance Specialists, Compliance Coordinators, Scheduling Specialists, Talent Acquisition Specialists, and Technology Support Staff. Together, they manage scheduling, service delivery, quality control, and compliance, enabling us to scale rapidly for urgent requests such as disaster response, emergency medical situations, or time-sensitive legal proceedings, while maintaining our rigorous quality standards.</p> <p>We have successfully delivered services under state and national cooperative contracts such as NASPO, State of Arizona, State of Michigan and AACHC, providing members with consistent, reliable, and accessible language services nationwide. This proven ability to serve members under cooperative agreements demonstrates our readiness to deliver the same high level of service to Sourcewell members from day one.</p>	*
29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	<p>All aspects of Bromberg's operations are managed entirely in-house, ensuring complete oversight and quality control from initial client contact through final service delivery. This centralized approach allows us to maintain consistent service high-quality standards and ensure full compliance with all client and industry requirements as well as state and federal laws. Bromberg's interpreting and translation services are available 24 hours per day, 7 days per week, and 365 days per year.</p> <p>1. On-demand Interpreting Services</p> <p>Bromberg has a long history of successfully meeting on-demand service needs for all of its many and varied clients at sites and settings of all types. Further, Bromberg's capacity to provide various levels of certification and differentiated skill sets in more than 230 languages, our attention to HIPAA, FERPA, ADA, ACA and GDRP regulations and expectations, and our many years of focused service delivery to government agencies, educational institutions, non-profits and related clients make Bromberg uniquely situated to meet and exceed both the expected and the unexpected needs and demands of the client.</p> <p>We have built our own robust and scalable on-demand interpreting platform, called Gateway to Access (GTA), and have been supporting clients' needs with on-demand over-the-phone and video remote interpreting options. GTA is also developed, maintained, and supported entirely in-house by our technology team. This enables us to customize features, implement security protocols, and adapt workflows to meet client-specific needs without relying on external vendors. Because we control every stage of development and support, we can rapidly implement updates, integrate client feedback, and ensure the platform remains reliable, secure, and responsive to evolving service demands.</p>	

GTA is both web- and app- based, offering flexibility and convenience for users. Clients can access our services from any device with an internet connection, whether they're on a desktop, laptop, tablet, iPad or mobile device. This ensures seamless connectivity, easy access to on-demand interpreting services, and the ability to engage with the platform anytime, anywhere, providing a highly adaptable solution for diverse client needs.

A. Over-the-phone Interpreting (Telephonic Interpreting)

Bromberg has been providing over-the-phone interpreting (OPI) services since 2007. On average, we deliver over 350,000 minutes of on-demand OPI each month, around 4.2 million minutes a year with a substantial capacity to expand this volume. Upon commencement of OPI Services for a client, Bromberg will provide users with a set of easy-to-use instructional cards (see attachment called "3 - 29 Sample OPI Instructional Card", a toll-free number, and one or more multi-digit account number(s), based on the client's setup needs. The client's most used languages will be listed on the instructional card.

Our OPI solution is user friendly and accessible:

1. Dial the toll-free number which is written on the instructional card
2. Enter your Unit's Account Number
3. For OPI in Spanish simply press #1, and for OPI in a different language listed on the instruction card, press #0 followed by the number correlating to that language.

After pressing the buttons to choose the needed language, the user will be connected to a professional interpreter for the chosen language in under 30 seconds. More than 95.6% of our Spanish calls are answered in under 20 seconds.

B. On-demand Video Remote Interpreting (VRI)

Bromberg has been providing VRI since 2012, making us one of the longest-standing service companies in the field of remote interpreting, long before it became widely implemented. We have been committed to delivering VRI as one of our integral and effective language access tools, eliminating distance, wait times, and related on-site interpreting costs, while still delivering premier-level interpreting services. Each month, we deliver over 81,000 minutes of VRI, including approximately 52,000 minutes of on-demand ASL, serving the Deaf and Hard of Hearing community.

The average answer time for a VRI encounter is less than 30 seconds, with Spanish calls being answered in under 20 seconds. Additionally, GTA supports both on-demand and prescheduled VRI encounters. Bromberg regularly provides prescheduled VRI services with sensitive respect for consistency and specialized quality of service via intentionally screened and appropriately repeated assignment of particular interpreters. The platform is developed with ease of use in mind.

To obtain a VRI interpreter:

1. Log into the platform
2. Select the language, and
3. Press call to connect to an interpreter

2. Document Translation

Bromberg & Associates provides multilingual translation services in more than 230 languages including, but not limited to, the translation of educational, medical, business, legal, technical documents, website localization, internet, video, and audio in written, graphic, electronic, multimedia, and other forms of communications, as required. Always adhering to strict guidelines in maintaining the meaning and intent of the original source text or audio file, Bromberg provides the translation of documents performed by technically qualified and experienced native language specialists. Our staff ensures customer satisfaction through proofreading, editing, and client consultation related to project management, glossary development, formatting, and deliverables. Bromberg can efficiently and accurately translate documents from/to the requested languages for any need and objective.

Documents are received from and delivered to clients typically via e-mail, which can be in any legible delivery format (including all Microsoft platforms, Publisher, PDF files, and InDesign software), with large files delivered via secure cloud. Encrypted email service is available per client request. Bromberg can also send and receive files via hard copy, mail, or fax. Additionally, our Translation Management System (TMS) allows clients, if they prefer, to submit translation requests directly through the platform. Clients can log in, upload files, select language pairs, set deadlines, and provide project instructions. The request is then automatically routed into the TMS workflow for assignment, tracking, and quality management. Our Translation Project Manager would receive requests directly and correspond with the service requester, confirming receipt of the request within one (1) hour during business hours. They would then provide the quote (based on contractual rates) and deadline according to the client's requirements.

3. Testing & Training

A. Language Proficiency Testing

Each candidate is scheduled for a 20-minute fluency test, either live or pre-recorded. To ensure smooth scheduling and candidate tracking, the following information is required:

- Full name
- Email address
- Target language
- Government-issued photo ID (to be used for verification prior to testing)

Identity verification is performed through the system using a unique test ID assigned to each candidate, along with the submission of a government-issued photo ID, which is cross-verified prior to testing. This process helps ensure that only authorized individuals complete the assigned assessments.

B. Language Training

All language training orders are processed directly through Bromberg's in-house operations team, without the use of distributors, dealers, or other intermediaries. Clients may initiate orders by contacting their dedicated Account Manager, submitting a service request by email or phone. Our team then works directly with the client to determine training needs, schedule instructors, and

arrange course logistics. This direct-to-client process ensures seamless communication, fast turnaround, and the ability to customize classes, whether private or small group sessions, based on language, skill level, schedule, and format (in-person or virtual).

4. Additional Services

Prescheduled Onsite and 3rd Party Remote Interpreting (video or audio via Zoom, Microsoft Teams, or any other similar video conferencing platform)

Bromberg offers clients prescheduled interpreting services with full statewide coverage. We support both consecutive and simultaneous interpreting across various settings, including educational, government, healthcare, legal, and corporate events. Our approach includes detailed planning, efficient staffing, seamless coordination, and rigorous quality assurance, all tailored to meet the specific needs of each assignment. Utilizing our proprietary Bromberg Online Scheduling System (BOSS) platform, which streamlines the requesting, assigning, and confirmation process, we ensure quick response times and a fulfillment rate above 95%. Bromberg's team is also proficient in third-party applications for interpreting remotely, including Zoom, Webex, and Microsoft Teams, and is prepared to provide interpreting services on the client's desired platform.

The client's personnel will be provided access to the convenient BOSS, a portal, which streamlines requesting, assigning, and confirming interpreting assignments. Bromberg provides free set up and unlimited free training on the use of BOSS for all client personnel. The client's personnel will be able to specify the type of interpreting assignment (consecutive or simultaneous) and the modality (whether onsite or virtual via a third-party platform such as Microsoft Teams, Zoom, etc.).

Upon receipt of the request from the client, our interpreting scheduling team promptly responds by confirming the request, assigning appropriately qualified and/or certified interpreters that meet the specific event requirements and again confirming that with the client. The interpreting scheduling team is always available during extended business hours for any needs or questions. Additionally, Bromberg provides 24/7 access to a staff member for any emergency support needs.

Note: Difference between VRI and Third-Party remote interpreting

VRI is video remote interpreting through our own VRI platform (GTA), offering both 24/7 on-demand and prescheduled options. As an optional service, Bromberg also offers third-party prescheduled remote interpreting, which is available via video and/or audio and can be delivered through 3rd party platforms such as Zoom, Microsoft Teams, and other similar video conferencing platforms. It is important to differentiate between these two services, as the processes and billing structures differ: VRI is billed by the minute, while third-party prescheduled remote interpreting is billed by the hour.

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>Our customer service team is available via phone and email during extended business hours, Monday through Friday, with a guaranteed response time of within 1 hour. While our headquarters is in Michigan, our staff is distributed across multiple U.S. time zones, allowing us to provide flexible coverage and seamless responsiveness throughout all standard business hours nationwide. Beyond regular hours, we offer extended support in the evenings and on Saturdays to accommodate urgent or time-sensitive requests.</p> <p>We also have a 24/7 support line available for urgent service needs (covering holidays and weekends as well). Clients can also reach us via live chat on our website for immediate technical or service support.</p> <p>A. On-demand Interpreting: For technical concerns regarding the telephonic or video remote interpreting platform, there is a 24/7 Technical Support Team. Investigation into the issue begins within 2 hours of receipt, aiming to deliver a response/solution within 24 hours or sooner.</p> <p>In the rare case of customer-initiated concerns or complaints regarding interpreter quality or performance, Bromberg follows this process:</p> <ol style="list-style-type: none"> 1. The issue is logged through GTA or communicated via email or phone. 2. The Remote Interpreting Coordinator acknowledges the concern immediately upon receipt. 3. The Remote Interpreting Coordinator contacts the interpreter involved to discuss the concern and gathers input from the interpreter in writing. 4. The Remote Interpreting Coordinator reviews the interpreter's response and communicates with the client to discuss the issue, provide the interpreter's input, and outline the steps for resolution. 5. If needed, the interpreter is re-oriented on expectations and best practices. 6. If the issue persists or warrants further action, the interpreter may be temporarily removed from working with the client in question. 7. In cases of recurring concerns or severe performance issues, the interpreter is removed from Bromberg's pool of linguists entirely. <p>B. Document Translation: We highly value client feedback, and we are proud that negative feedback and/or complaints are extremely rare for us. We take proactive measures to avoid any unfavorable experiences for our clients by preemptively working with them on setting and meeting expectations. We also ask for and incorporate client feedback to provide the best service possible, and we create a specific style guide or glossary, as applicable. However, in the case that a client does have concerns or complaints, we take it very seriously and initiate a review on the same business day.</p> <ol style="list-style-type: none"> 1. The original translation and proofreading team will review the concern and provide feedback. 2. If the issue is due to preferred terminology, we will update the translation and glossary accordingly. 3. If a more significant concern is identified, the translation and proofreading team will revise the content as needed. 4. In very rare cases, a new translation and/or proofreading team may be assigned. <p>C. Prescheduled Interpreting Services (additional service)</p> <p>In the rare instance of customer-initiated concerns and complaints with regards to interpreter quality and/or performance, Bromberg employs the following process:</p> <ol style="list-style-type: none"> 1. An issue is logged via Bromberg's Online Scheduling System (BOSS). 2. Bromberg's scheduling coordinator acknowledges the issue immediately upon receipt. 3. The scheduling coordinator reaches out to the interpreter in question to discuss the issue. 4. Interpreter provides input regarding the issue to Bromberg in writing. 5. The scheduling coordinator reviews the interpreter's input and contacts the client to discuss the complaint and provide information regarding the interpreters' input and appropriate steps for correction. 6. Re-orientation is provided to the interpreter, as needed. 7. If necessary, the interpreter is pulled from working with the client in question. 8. If appropriate, the interpreter is pulled from our pool of linguists completely. <p>Additionally, our Account Managers conduct regular check-ins with clients to review service performance, gather feedback, and make process adjustments as needed. Internally, we closely monitor key performance indicators, including response times, on-time service delivery, call completion rates, and client satisfaction scores, which are regularly audited under our ASTM certification to ensure services consistently meet the highest recognized industry standards.</p>
31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in the United States.	<p>Bromberg is headquartered in Michigan with a branch office in Florida, but our operational footprint spans the entire United States. Our translation and on-demand remote interpreting services are available nationwide 24/7/365, ensuring immediate access to interpreters and translators regardless of location.</p> <p>We have delivered services to government agencies at all levels, federal, state, county and municipal, along with school districts and universities. When on-site language services are needed, we tap into our pool of local linguists or arrange travel as necessary. Because of our scale of services, we are willing and able to serve any Sourcewell participating entity in the U.S. Our compliance team ensures that we meet legal requirements specific to each state, and our technology allows us to offer consistent pricing and high quality across jurisdictions.</p>
32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	N/A
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	<p>There are no geographic areas within the United States that we will exclude. Remote interpreting and translation services can be provided anywhere with an internet or phone connection. For on-site interpreting, we cover all 50 states and US territories through our network of linguists or by arranging travel.</p> <p>We note that service to Canada is excluded under this proposal because we are not bidding in that jurisdiction.</p>

34	Identify any account type of Participating Entity which will not have full access to your Solutions if awarded an agreement, and the reasoning for this.	All Sourcewell participating entities, including federal, state and local agencies, tribal governments, K-12 and higher education institutions and qualifying nonprofits, will have full access to the solutions described in our proposal. We impose no restrictions by entity type and have served and continue to service clients in all industries.	*
35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	Our services are available to entities in the Hawaii and Alaska and in US Territories without additional restrictions.	*
36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes. We will extend the same terms and pricing to nonprofit entities that meet Sourcewell's participation criteria, enabling them to leverage the contract for efficient procurement of language services.	*

Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *
37	Describe your marketing strategy for promoting this opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	<p>Our marketing strategy is built on a multi-channel, data-driven approach designed to maximize awareness, credibility, and engagement among Sourcewell's participating entities across the U.S. The plan combines targeted outreach, thought leadership, and cooperative marketing with Sourcewell to ensure rapid adoption.</p> <p>1. Audience Segmentation & Targeting</p> <ul style="list-style-type: none"> Primary Audience: <ul style="list-style-type: none"> a. Government agencies, educational institutions, and nonprofit organizations eligible under Sourcewell agreements. b. Procurement and purchasing officers, administrators, facilities managers, and program directors in federal, state, provincial, municipal, and educational institutions. Secondary Audience: <ul style="list-style-type: none"> a. Decision influencers within these entities, including procurement officers, administrators, and operations managers. b. We maintain an internal CRM database segmented by region, sector, and purchasing behavior to tailor communications for each audience. c. Influencers in finance, compliance, and operational departments who influence purchasing decisions. d. Each segment will receive tailored messaging emphasizing the specific operational and cost-saving benefits most relevant to them. <p>2. Core Value Messaging</p> <ul style="list-style-type: none"> Emphasize cost savings, efficiency, and compliance advantages of purchasing through the Sourcewell cooperative contract. Highlight our proven track record, breadth of solutions, and responsive service model. Reinforce Sourcewell's endorsement to increase buyer trust and shorten procurement cycles. Contract legitimacy and trust reinforced by Sourcewell branding and communications. <p>3. Marketing Channels & Tactics</p> <p>A. Digital Marketing & SEO</p> <ul style="list-style-type: none"> Dedicated Landing Page: Create a Sourcewell-specific page on our website with optimized meta titles, descriptions, header tags, and schema markup for maximum search visibility. Keyword Strategy: Target procurement-related search terms (e.g., "Sourcewell cooperative purchasing," "public sector procurement solutions," "[product/service] Sourcewell contract") to capture high-intent buyers. On-Page SEO: Clear calls-to-action ("Order via Sourcewell Contract #XXXX") with fast load speeds, mobile-friendly design, and accessibility compliance. Content Marketing: Publish quarterly blogs, case studies, and white papers highlighting real-world examples of cost and time savings via the Sourcewell contract. Search Engine Marketing (SEM): Geo-targeted Google Ads campaigns aimed at public sector buyers searching for relevant solutions. Retargeting Ads: Serve reminders to past website visitors, reinforcing contract awareness and prompting action. <p>B. Email & Marketing Automation</p> <ul style="list-style-type: none"> Segmented Campaigns: lists for US entities, by region and by sector (state, K-12, higher ed, municipal, nonprofit). Contract Launch Announcement: Email series introducing the contract, benefits, and ordering process. Lead Nurturing: Drip campaigns with case studies, video explainers, and co-branded collateral to convert inquiries to orders. Email Marketing: Monthly targeted email campaigns to segmented lists, with contract highlights, case studies, and clear calls to action. Direct Outreach: Sales team-led introductions to existing and prospective customers, leveraging the Sourcewell contract as a value-add. <p>C. Social Media & Content Syndication</p> <ul style="list-style-type: none"> LinkedIn: Professional engagement with procurement leaders and association groups. Facebook & X (Twitter): Broader awareness campaigns, highlighting real project outcomes and promotions. YouTube & Vimeo: Short videos explaining the contract process and showcasing successful implementations. Content Mix: Contract highlights, customer testimonials, video explainers, and Sourcewell-specific updates. Engagement Tracking: Monitor click-through rates, engagement levels, and audience growth. <p>D. Events & Industry Presence</p> <ul style="list-style-type: none"> Events & Conferences: Presence at trade shows, Sourcewell-sponsored events, and regional association meetings to directly engage with public sector buyers. Host webinars for procurement teams, co-branded with Sourcewell, to explain benefits and answer contract-related questions. <p>E. Direct Sales Integration</p> <ul style="list-style-type: none"> Sales force training on positioning the Sourcewell contract as a competitive advantage in bids and proposals.

		<ul style="list-style-type: none"> Integration of Sourcewell contract information into proposals, quotes, and presentations. Proactively target agencies, schools, and organizations eligible to purchase via Sourcewell, using tailored outreach sequences across email, phone, and LinkedIn to highlight the contract's benefits. Track and measure performance through KPIs such as the number of qualified leads generated, win rates on Sourcewell-leveraged opportunities, percentage of proposals including Sourcewell language, and average sales cycle time compared to non-Sourcewell deals. Review results in monthly sales meetings, and recognize top performers who achieve the highest contract utilization and win rates to drive continued adoption. <p>4. Cooperative Marketing with Sourcewell</p> <ul style="list-style-type: none"> Co-Branded Collateral: Fact sheets, brochures, and flyers incorporating Sourcewell branding to communicate joint value and legitimacy. Share marketing calendars and align campaigns with Sourcewell initiatives for consistent messaging. Participate in Sourcewell webinars, newsletters, and online promotion opportunities. Provide success stories and measurable results for Sourcewell's own marketing channels. <p>5. Measurable Goals</p> <ul style="list-style-type: none"> Website Traffic: Increase Sourcewell landing page visits by 40% in the first 12 months. Lead Conversion: Achieve 20%+ conversion rate from Sourcewell-related inquiries to purchase orders. Geographic Penetration: Secure contract usage in at least 80% of U.S. states within 24 months.
38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	<p>Our marketing is driven by a robust technology stack that enables precise targeting, continuous optimization, and demonstrable Return On Investment (ROI).</p> <p>1. Marketing Automation & CRM Integration</p> <ul style="list-style-type: none"> CRM System: Centralized CRM database integrates sales, marketing, and customer service data to ensure consistent messaging and follow-up. Automation Platform: HubSpot enables segmented campaigns, automated lead nurturing, and triggered follow-ups based on recipient behavior. Tracking of contract-related opportunities from first touch to closed deal. <p>2. Data Analytics & Metadata Usage</p> <ul style="list-style-type: none"> Use Google Analytics 4 and UTM parameters to track campaign performance by channel (email, social, and SEO sources), region, and entity type. Analyze open rates, click rates, and conversions for each campaign, refining targeting and messaging based on actual user behavior. Apply metadata tagging in all digital assets to improve discoverability and relevance in search engines and Sourcewell's procurement platforms. <p>3. Email Deliverability & Optimization</p> <ul style="list-style-type: none"> Employ A/B testing for subject lines, design, and calls-to-action to continually improve engagement rates. Use segmentation by purchasing history, geography, and organizational type to increase relevance and response rates. <p>4. Continuous Improvement Loop</p> <ul style="list-style-type: none"> Monthly dashboard reporting to marketing and sales leadership to review campaign performance, lead quality, and pipeline progression. Adjust campaigns in real-time based on data trends, ensuring optimal use of marketing funds and maximum reach to Sourcewell-eligible entities. <p>5. Social Media Intelligence</p> <ul style="list-style-type: none"> LinkedIn Campaign Manager and Facebook Business Suite used to monitor engagement, click-through rates, and audience demographics. Retargeting Campaigns: Serve display ads to visitors who interacted with Sourcewell-related content but did not yet submit a request or order. <p>6. SEO & Content Performance Tracking</p> <ul style="list-style-type: none"> Tools such as SEMrush or Ahrefs monitor keyword rankings for Sourcewell-related search terms. Continuous A/B testing of landing page headlines, calls-to-action, and layouts to improve conversion rates. Blog and resource library performance reviewed quarterly to identify high-performing content and expand on it. <p>7. Personalization & Predictive Insights</p> <ul style="list-style-type: none"> AI-driven content personalization based on user behavior, geography, and sector profile. Predictive lead scoring to prioritize outreach to the most likely contract adopters. <p>8. Secure Digital Engagement</p> <ul style="list-style-type: none"> ADA-compliant and WCAG 2.2-accessible digital assets to ensure accessibility in the public sector.

39	<p>In your view, what is Sourcewell's role in promoting agreements arising out of this RFP?</p> <p>How will you integrate a Sourcewell-awarded agreement into your sales process?</p>	<p>Sourcewell plays a pivotal role in promoting awarded agreements through its Cooperative Purchasing Program by connecting Participating Entities with competitively awarded contracts, including ours. Sourcewell's role extends to marketing the agreement to its national network, providing visibility via its website and promotional channels, and granting the supplier the right to co-brand and leverage Sourcewell's reputation and resources to drive adoption. Sourcewell also facilitates outreach through events, publications, and its online contract catalog, ensuring that Participating Entities are aware of and can easily access the agreement.</p> <p>Our approach will integrate this Sourcewell-awarded agreement directly into our in-house sales and marketing processes. We will:</p> <ul style="list-style-type: none"> • Train our sales force nationwide on Sourcewell's eligibility requirements, value proposition, and proper documentation procedures, as required in the Master Agreement. • Create a dedicated, SEO-optimized Sourcewell landing page on our website to educate Participating Entities about the contract's benefits and streamline the onboarding process. • Co-brand marketing collateral with Sourcewell, including email campaigns, digital ads, case studies, and event materials, in line with Phase 1 of our Marketing Strategy (see attachment "4 - 39 Sourcewell Marketing Strategy") • Leverage digital marketing such as Google Ads, LinkedIn, and Facebook awareness campaigns specifically targeting government and education sectors, consistent with Phases 2-4 of our plan. • Participate in joint promotions with Sourcewell, including webinars, tradeshows, and case study showcases, to demonstrate contract success and encourage adoption. • Integrate tracking and reporting into our CRM to monitor and report quarterly to Sourcewell, as required, ensuring transparency and compliance with administrative fee obligations. <p>By combining Sourcewell's established national marketing reach with our in-house capabilities and proactive sales efforts, we will maximize awareness, adoption, and usage of the awarded agreement among Participating Entities across all states and US territories.</p>	*
40	<p>Are your Solutions available through an e-Procurement or e-Commerce ordering process?</p> <p>If so, describe your system(s) and provide one (1) example of how governmental and educational entities have successfully utilized them.</p>	<p>Bromberg's solutions are available through secure, proprietary e-Procurement systems, including our Gateway to Access (GTA), BOSS, and Translation Management System (TMS). These platforms allow governmental and educational clients to submit requests, manage assignments, and receive deliverables entirely online, without the need for email exchanges.</p> <p>All these platforms enable clients to log in using a preconfigured profile linked to their contractual pricing and service parameters. Once logged in, users can request interpreting or translation services, upload documents, track assignment status, and download completed work, all within a secure, encrypted environment that protects sensitive data. The system is fully compliant with HIPAA, FERPA, and other applicable data protection regulations.</p> <p>Example: A large public university relies on BOSS to manage all interpreting requests for classes, events, and administrative meetings. Staff simply log in to their account, select the service type (e.g., ASL, spoken language interpreting), modality (remote or onsite), choose the desired dates and times, and submit the request. The request is instantly routed to our Scheduling Team, who assign the most qualified interpreters based on language, credentials, and availability. The system provides real-time status updates to the client, enabling them to track progress without the need for emails or phone calls. This fully streamlined process saves time, reduces administrative workload, and ensures efficient service delivery. While most requests are processed through BOSS, we remain flexible and can accommodate orders submitted via email when preferred by the client.</p>	*

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

Line Item	Question	Response *	
41	<p>Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities.</p> <p>Include details, such as whether training is standard or optional, who provides training, and any costs that apply.</p>	<p>Bromberg provides free, unlimited training to all Sourcewell Participating Entities on how to effectively utilize our full range of services. Training is delivered by our in-house Account Managers, Project Managers, and Technical Support staff, ensuring that participants receive practical, real-world guidance. We offer both live virtual sessions and, supported by step-by-step user guides, quick-reference materials, and recorded tutorials. Our goal is to ensure every user is confident in accessing services from day one, with ongoing refresher sessions available at no additional cost.</p> <p>As a customer-centric company, we offer an additional step whenever possible, a kick-off training meeting, to ensure a smooth and efficient onboarding process for clients. Such meeting will include applicable Bromberg Team members and client's staff and, after appropriate introductions, shall be focused on discussing relevant processes for onsite and remote work, setting up accounts for telephonic and video remote interpreting, as well as Bromberg's Online Scheduling System, style guide and glossary development, addressing delivery timeline, sharing our best practices, planning training sessions, and covering any other relevant questions. This working meeting will set the tone for our long-term working relationship. Following the kick-off meeting, we will provide an account set-up form, manuals, and schedule meetings as necessary to facilitate training as per the client's needs. Our mission is to provide seamless and timely service and effective communication in support of the client's goals.</p> <p>Regarding GTA, our proprietary on-demand interpreting platform, we recognize that the success of any new technology depends on clear, timely, and accessible user training. Bromberg provides users with free training and informational documents to support all aspects of using telephonic and video remote interpreting. We also supply language identification cards to help employees identify the correct language when placing an interpreting call. Additional materials explain best practices for utilizing telephonic and video remote interpreting, what to expect from interpreters, effective ways to manage the session, and more. These resources ensure the highest quality of telephonic and video remote interpreting services, benefiting both client employees and Limited English Proficient (LEP) consumers. All of the above materials can be incorporated into live training sessions or distributed to staff for self-guided learning, according to the client's preference. For BOSS and our TMS, Bromberg provides free setup and unlimited training on the use of these platforms for all client personnel.</p>	*

42	Describe any technological advances that your proposed Solutions offer.	<p>Bromberg's focus on innovation has resulted in a suite of advanced, proprietary, and integrated technologies designed to improve efficiency, accuracy, and accessibility in language services, while keeping human expertise at the core of every solution. We believe that technology should enhance, not replace, the work of skilled interpreters, translators, and language testers. Our approach to AI and automation is to test extensively before implementation and to deploy these tools strictly as augmentation: streamlining processes, improving quality control, and creating efficiencies for the services delivered by our human experts.</p> <ul style="list-style-type: none"> • Gateway to Access (GTA): Our proprietary on-demand interpreting platform, GTA, provides secure, HIPAA-compliant video remote interpreting (VRI) and over-the-phone interpreting (OPI) connections, available 24/7/365. GTA automatically matches interpreting requests to available linguists based on language, subject matter expertise, and client preferences, reducing wait times and ensuring optimal interpreter selection. The platform supports prescheduled sessions as well and offers real-time reporting dashboards for usage, service levels, and compliance tracking. Our platform is built on advanced, secure, and encrypted technology, leveraging Web Real-Time Communication (WebRTC) to ensure privacy and data protection. WebRTC's design supports reliable, high-quality communication, making our platform an essential and secure tool to meet clients' needs efficiently. This combination of encryption, authentication, and compliance provides peace of mind and protects sensitive information at every stage. • Translation Management System (TMS): Bromberg's TMS incorporates multiple technological advances, including context-sensitive translation workflows that improve efficiency by nearly 40% compared to traditional methods. It offers real-time quality checks for terminology consistency and accuracy, automated glossary building, and live previews of translated content across document, code, and video formats. Built as an API-first platform, the TMS integrates seamlessly with client content management and workflow systems. It also uses stateless AI models to enhance security while leveraging translator input for continuous improvement, without retraining on client content, ensuring confidentiality and data protection. • Bromberg Online Scheduling System (BOSS) – part of our additional services for prescheduled interpreting: BOSS is our in-house scheduling platform designed to manage prescheduled interpreting assignments, including onsite and remote sessions. The system handles multi-day, multi-location events, tracks interpreter certifications and qualifications, and automates confirmations, reminders, and invoicing. <p>By combining these innovative and advanced technologies with the expertise of our professional linguists, Bromberg delivers solutions that are secure, scalable, and client-centered, while ensuring that quality, accuracy, and cultural nuance remain uncompromised.</p>	*
43	Describe any "green" initiatives that relate to your company (e.g., recycling, LED lighting, LEED) or to your Solutions, and include a list of the certifying agency for each.	<p>Bromberg is committed to minimizing our environmental impact through sustainable business practices, both in how we operate internally and in how we deliver services to clients.</p> <ol style="list-style-type: none"> 1. Remote-First Operations: We operate as a hybrid company, with the majority of our employees working remotely. This approach significantly reduces commuting-related carbon emissions and overall energy consumption. Our headquarters maintains only essential on-site staff, which keeps our physical footprint, and environmental impact, very small. 2. Paperless and Low-Impact Office Practices: At our headquarters, we maintain a strict no-print policy, relying on secure digital systems for documentation and communication. We have consolidated printers and other office equipment to reduce energy use and waste. When printing is requested by a client, which is very rare, we only use recyclable paper. Additionally, our office is equipped with LED lighting, and we actively recycle paper, plastics, and electronics. These measures help minimize our overall resource consumption. 3. Eco-Friendly Service Delivery: We offer a full suite of remote language services, including on-demand and prescheduled video remote interpreting and over-the-phone interpreting. By encouraging and enabling clients to replace onsite interpreting with remote solutions where feasible, we help reduce travel-related emissions for both linguists and client staff. All remote services are supported by robust, secure, and high-speed internet infrastructure to ensure quality and reliability. 4. Sustainable Event Practices: When exhibiting at events, we prioritize sustainable materials and promotional items. Our giveaways include: <ul style="list-style-type: none"> • Seed coasters and other sustainable promotional materials • Biodegradable plastic table covers • Recyclable paper • Reusable promotional items designed for extended use, minimizing waste. 5. Responsible Technology Use: We also consider the environmental impact of technology in our operations. While we evaluate and adopt AI-based tools for efficiency and service enhancement, we remain mindful of their energy consumption, including electricity usage and cooling requirements for large-scale computing. Our approach is to deploy technology in a targeted, responsible manner to maximize benefits while minimizing unnecessary environmental impact. <p>Through these combined measures, Bromberg continues to integrate sustainability into daily operations, service delivery, and client engagement, ensuring that our business practices align with broader environmental responsibility goals.</p>	*
44	Identify any third-party issued eco-labels, ratings or certifications that your company and/or equipment holds (e.g., ENERGY STAR) for the Solutions included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	<p>As a professional services provider, Bromberg primarily delivers language access services rather than physical products or equipment, and therefore does not hold direct product-based environmental certifications such as ENERGY STAR for our own goods.</p> <p>However, as described in our response to Question 43, we source our limited physical materials, primarily event and promotional items, from an ISO 14001 certified supplier. This certification demonstrates compliance with U.S. environmental regulations, commitment to pollution prevention, and continuous improvement in environmental management systems.</p> <p>In addition, we ensure that other materials we purchase for our office and employees use, such as LED lighting, biodegradable plastics, and recyclable paper meet recognized U.S. sustainability standards, further aligning our practices with Sourcewell's environmental responsibility goals.</p>	*
45	What unique attributes does your company, your products, or your	Bromberg offers a combination of expertise, compliance leadership, and service breadth that sets us apart in the language services industry, particularly for Sourcewell participating entities.	

<p>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>	<ul style="list-style-type: none"> Compliance Expertise and the "Compliance Corner" Program <p>Our leadership in compliance is unmatched in the industry, supported by a dedicated Compliance Team led by our Compliance Coordinator, who maintains a centralized compliance database tracking interpreter and translator credentials, continuing education requirements, and professional certifications. This ensures every linguist we assign meets client-specific requirements, including security clearances, specialized training, and state or federal licensing. All of our American Sign Language (ASL) interpreters are nationally certified and meet or exceed state licensure requirements.</p> <p>We also developed Compliance Corner, a subscription-based service designed to help organizations, such as government agencies, schools, and healthcare providers, navigate complex U.S. language access laws (Title VI, Section 1557, and state-level mandates) as well as web accessibility standards (WCAG, ADA, EAA). The program delivers:</p> <ul style="list-style-type: none"> Timely compliance alerts covering federal and state language access laws, web accessibility regulations, lawsuit recaps, and key court rulings. Live community access via our private Slack channel, with tiered industry-specific discussions (e.g., healthcare, education, government). Exclusive webinars and roundtables with our in-house experts: <ul style="list-style-type: none"> Jessica: Bromberg's Director of Operations & Development, native Arabic speaker, fluent in French, MBA with a focus on digital marketing and design, accessibility advocate, and one of the very few individuals in the United States to hold Certified Professional in Accessibility Core Competencies (CPACC) certification from the International Association of Accessibility Professionals (IAAP). CPACC certification demonstrates comprehensive knowledge of accessibility principles, disability rights, universal design, and applicable accessibility standards such as WCAG and ADA. Bruce: Esq., Federal Compliance Consultant, former U.S. Department of Justice Senior Trial Attorney, nationally recognized authority in language access, disability access, and compliance. Jinny: Founder and President of Bromberg & Associates, over 30 years in interpreting, translation, and training, Michigan's first certified Russian<->English court interpreter, expert witness in language access cases, and contributor to numerous Language Access Plans. <ul style="list-style-type: none"> Industry Certifications and Standards <p>As previously mentioned, we are an ASTM F3130-18 certified company, the U.S. standard for language service companies. This certification is awarded to very few organizations in the US, which demonstrate rigorous quality management practices, including documented workflows, formal quality assurance reviews, and continual performance audits. As part of our certification, our processes are regularly evaluated for accuracy, timeliness, and compliance with industry standards, ensuring that every interpreting or translation project meets the highest industry benchmarks.</p> <ul style="list-style-type: none"> Proven Federal Contracting Success <p>Bromberg has been a trusted GSA contractor for over 20 years. Our recent second-round GSA Multiple Award Schedule (MAS) contract win extends our eligibility through 2044, reinforcing our proven capability to deliver for government clients nationwide.</p> <ul style="list-style-type: none"> Value-Added Services <p>Beyond our core offerings, we deliver additional value to Sourcewell members through:</p> <ul style="list-style-type: none"> Educational webinars, conferences, and in-person town halls on language access, compliance, and accessibility best practices. Custom training sessions designed around client-specific needs. <ul style="list-style-type: none"> Exceptional Client Retention <p>We maintain a 98% client retention rate, with nearly 70% of our client base in the government and education sectors, fields that demand the highest levels of accuracy, security, and compliance. This high retention rate reflects the trust we have gained through consistent service quality, proactive account management, and deep sector-specific expertise.</p> <ul style="list-style-type: none"> Comprehensive In-House Capabilities <p>Bromberg offers a wide range of services, including interpreting (all modalities), translation, accessibility consulting and remediation, audiovisual services, and training, managed entirely in-house without reliance on third-party intermediaries. Our proprietary scheduling system (BOSS) and on-demand interpreting platform GTA are both developed in-house, giving us complete control over functionality, security, and customization. This allows us to adapt quickly to client needs, integrate seamlessly with their systems, and maintain strict oversight of every stage of service delivery.</p> <ul style="list-style-type: none"> Industry Engagement and Integration <p>We are active members of key professional organizations, maintaining strong connections within the language services and accessibility industries. This enables us to stay ahead of emerging trends, regulatory changes, and technological advancements, and to share these insights with our clients.</p> <p>Bromberg is a proud and active member of:</p> <ul style="list-style-type: none"> The American Translators Association (ATA) Association of Language Companies (ALC) American Society for Testing and Materials (ASTM) American Association of Interpreters and Translators in Education (AAITE) Registry of Interpreters for the Deaf (RID) National Council of Interpreting in Health Care (NCIHC) National Association of Judicial Interpreters and Translators (NAJIT) Globalization and Localization Association (GALA) <p>As a member of the above organizations, our commitment is clear: we provide only the highest quality language services. Bromberg's goal is to expeditiously provide top-notch language service at competitive prices while maintaining an efficient timeline in order to overcome communication and language barriers.</p> <p>For Sourcewell participating entities, these attributes mean direct access to a partner with proven compliance expertise, independently verified quality systems, and a service model built for adaptability. Our in-house technology, high retention rates in demanding sectors, and extensive value-added resources provide not only language access solutions, but also a strategic advantage in meeting accessibility, compliance, and operational goals.</p>
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Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment	
46	Select any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation and a listing of dealerships, HUB partners or re-sellers if available. Select all that apply.		<input checked="" type="radio"/> Yes <input type="radio"/> No	Please see "5B - Certifications" in the upload section for copies of all our certifications	*
47		Minority Business Enterprise (MBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
48		Women Business Enterprise (WBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Certified Woman Business Enterprise (WBE) through Women's Business Enterprise National Council (WBENC)	*
49		Disabled-Owned Business Enterprise (DOBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
50		Veteran-Owned Business Enterprise (VBE)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
51		Service-Disabled Veteran-Owned Business (SDVOB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
52		Small Business Enterprise (SBE)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Certified Small Business Enterprise (SBE) through Wayne County Airport Authority (WCAA)	*
53		Small Disadvantaged Business (SDB)	<input type="radio"/> Yes <input checked="" type="radio"/> No	N/A	*
54		Women-Owned Small Business (WOSB)	<input checked="" type="radio"/> Yes <input type="radio"/> No	Certified Woman Owned Small Business (WOSB) through WBENC	*

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.	Bromberg's standard payment terms are Net 30 from the invoice date. We accept payments via ACH direct transfer and credit card. A 4.5% surcharge applies to credit card transactions to cover processing fees. We are able to accommodate specific invoicing formats, purchase order requirements, or electronic payment platforms as needed to meet the preferences of Sourcewell participating entities.	*
56	Describe any leasing or financing options available for use by educational or governmental entities.	N/A	*
57	Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to Participating Entities.	<p>In connection with an awarded Sourcewell agreement, Bromberg proposes to use the following standard transaction documents:</p> <ul style="list-style-type: none"> Service Request Form (Order Form): Used to initiate services, specifying language(s) requested, service type (e.g., prescheduled interpreting, translation, etc.), date, delivery time, and any special instructions. This form ensures accurate scheduling, proper resource allocation, and clarity on service expectations. On-Demand Services Account Setup Form: Required for access to our Gateway to Access (GTA) on-demand interpreting platform. This form captures account details, authorized users, billing preferences, and any special service requirements. It ensures seamless activation and correct configuration for on-demand VRI and telephonic interpreting services. <p>All other terms, conditions, and transaction requirements applicable to Sourcewell participating entities are addressed in the pricing sheet included with our Sourcewell proposal and are sufficient for the purposes of this agreement. A sample of our Service Request Form and a sample of our account set-up form are uploaded as attachments as a representative example. (6A - 57 Sample Account Setup Form & 6A - 57 Sample Service Request Form)</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?	Yes, Bromberg accepts the P-Card procurement and payment process. A 4.5% surcharge applies to P-Card transactions to cover processing fees.	*

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.	Please see the attached excel sheet in the upload section titled "6A - Pricing". Our pricing model is based on an as-needed service structure, with most services priced by language or language group to ensure fair and accurate rates for each service. The attached pricing schedule clearly outlines all applicable terms and conditions, including rush fees, minimum charges, cancellation policies, and any surcharges where applicable. All rates reflect Sourcewell's discounted pricing, and there will be no hidden fees beyond those explicitly stated. This transparent approach ensures members can confidently budget and plan for services with full cost visibility from the outset.	*
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.	Depending on service type and volume, Sourcewell participants can expect discounts ranging from 5% to 15% off our catalog rates as portrayed in our pricing table "6A - Pricing".	*
61	Describe any quantity or volume discounts or rebate programs that you offer.	We offer the following Volume Discounts: <ul style="list-style-type: none"> Document Translation in Spanish: Over 100,000 words per project per Participating Entity= discounted rate of \$0.10/word (excluding rush) VRI in Spanish: Over 12,000 minutes per month per Participating Entity= discounted rate of \$0.95/minute VRI in American Sign Language (ASL): Over 12,000 minutes per month per Participating Entity= discounted rate of \$1.70/minute 	*
62	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "non-contracted items". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request. Define the costs/fees associated with "sourcing/quoting" products and related services.	For "sourced" or "open market" items not covered under the awarded agreement, Bromberg will provide a case-by-case written quote based on the scope, requirements, and delivery timeline of the request. Pricing will be calculated at cost plus a clearly stated percentage or flat fee, depending on the nature of the service or item, with no hidden charges. Whenever possible, we will extend discounts off our standard rates to Sourcewell participating entities to maximize value. All quotes will include a complete breakdown of costs, applicable fees, and estimated delivery timeframes to ensure full transparency before any work begins.	*
63	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.	N/A	*
64	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	N/A	*
65	Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.	N/A	*
66	Describe any unique distribution, delivery, or deployment methods or options for the goods and services offered in your proposal.	N/A	*
67	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing.	Bromberg has an established, multi-layered self-audit process to ensure that all Sourcewell participating entities receive the correct contract pricing and that all services are delivered in full compliance with the awarded agreement. Contract pricing for Sourcewell members will be entered and maintained in all of our operational systems, including Gateway to Access (GTA) for on-demand interpreting, our Translation Management System (TMS) for translation projects, BOSS for scheduling, and our accounting platform for invoicing. This ensures pricing consistency across every service channel and prevents errors at the point of order entry. For every new client, we conduct an internal kick-off meeting with relevant departments heads and other team members to review contract terms, approved rates, service requirements, and any client-specific compliance needs. These sessions include account managers, project managers, scheduling coordinators, compliance coordinator and accounting staff to ensure cross-departmental awareness. We supplement these meetings with ongoing refreshers, so staff remain informed about any updates to rates, service scope, or compliance rules. Additionally, our accounting team performs periodic internal audits of service orders, invoices, and reports to verify that pricing matches contract terms and that all applicable discounts are applied. Any discrepancies are flagged, corrected, and documented for continuous process improvement. We have successfully implemented and enhanced this well-defined system across multiple cooperative contracts (including NASPO and GSA) as well as state, federal, education, healthcare, mental health, legal, and non-profit agreements, consistently ensuring full adherence to pricing requirements and client compliance standards. This proven track record demonstrates our ability to maintain accuracy, transparency, and accountability in all contract transactions.	*

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>To maintain our ASTM certification, Bromberg follows benchmarks established by the ASTM F3130-18 Standard Guide for Quality Assurance in Translation and Interpretation, similar to ISO standards, which defines industry best practices for delivering high-quality, reliable services. Our translation and interpreting services are measured against set standards for accuracy, completeness, flow, and quality.</p> <p>The standard requires that all services maintain an on-time delivery record of at least 90% based on statistically valid sampling of deliverables. Bromberg has consistently exceeded this benchmark, maintaining:</p> <ul style="list-style-type: none"> On-Demand OPI and VRI – 96% of all calls answered in less than 30 seconds. Translation Services – 96.8% on-time delivery rate and a 99.9% error-free record. Scheduled Onsite & Remote Interpreting – 98.22% fulfillment rate over the past three years. <p>These performance metrics are continuously monitored through our internal QA systems and reviewed as part of our ongoing quality improvement process. Tracking these benchmarks ensures that we not only remain in compliance with ASTM standards but also provide measurable, verifiable proof of success under the Sourcewell agreement.</p> <p>For Language Proficiency Testing (LPT), Bromberg tracks multiple performance indicators to ensure service quality and efficiency. These include:</p> <ul style="list-style-type: none"> Average Turnaround Time: Target of 2–5 business days from assessment to results, depending on test volume. Rater Agreement Score: Maintaining scoring reliability at 95% or higher, ensuring consistency across evaluators. Scheduling Fulfillment Rate: the percentage of received LPT requests that are successfully scheduled. Common Languages: ≥ 95% Rare Languages: ≥ 80% Overall: ≥ 90% <p>For Language Training, we monitor learner attendance, course completion rates, and post-training proficiency improvement (target: at least one ILR level increase for 80% of participants who complete the program). Feedback surveys from participants and client administrators are reviewed after each course to identify areas for improvement and ensure training aligns with public sector operational needs.</p> <p>In addition to operational quality metrics, Bromberg will track key marketing and sales KPIs to measure contract growth and adoption, including:</p> <ul style="list-style-type: none"> Achieving a 20%+ conversion rate from Sourcewell-related inquiries to purchase orders. Securing contract usage in at least 80% of U.S. states within 24 months. Increasing Sourcewell-specific landing page visits by 40% within the first 12 months. <p>This combined approach, tracking both service delivery performance and market adoption, ensures that our partnership with Sourcewell drives measurable impact for participating entities nationwide.</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.	Bromberg proposes an Administrative Fee of 1.25% payable to Sourcewell on all completed transactions with participating entities utilizing this Master Agreement.	*

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.	The pricing offered is as good as or better than pricing typically offered through existing cooperative contracts, state contracts, or agencies.

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

Line Item	Question	Response *
71	Provide a detailed description of all the Solutions offered in the proposal.	<p>Bromberg offers a comprehensive suite of language and accessibility solutions designed to meet the diverse needs of Sourcewell participating entities across the United States. All services are delivered and managed in-house without reliance on third-party resellers, ensuring full quality control, compliance, and accountability. Our offerings include:</p> <ol style="list-style-type: none"> On-Demand Interpreting Services

As mentioned throughout this proposal, Bromberg has developed its proprietary Gateway to Access (GTA) platform, which has been supporting clients' on-demand language access needs 24 hours a day, 7 days a week, 365 days a year, including all holidays and weekends. GTA is a secure, fully scalable solution that allows participating entities to connect quickly and reliably with qualified and/or certified interpreters in over 230 spoken and signed languages, including American Sign Language (ASL).

A. Telephonic / Over-the-phone Interpreting Services (OPI)

Our platform enables users to connect with vetted and qualified interpreters in real-time, bridging language barriers and facilitating effective communication in various scenarios such as education, government, healthcare, legal, business, and more. A user will be connected to a professional interpreter for the chosen language in under 30 seconds. More than 95.6% of our Spanish calls are answered in under 20 seconds. The platform also supports 3-way calls, if needed. The client will have options regarding the intake information to be collected at the inception of each call and included in reports and invoices. Furthermore, should the client require any modifications to the connection process, our telephonic interpreting platform is highly customizable.

Bromberg's telephonic interpreting platform easily handles more than 10,000 calls a day and always has tremendous service surge capacity due to our large pool of more than 5,000 linguists and the platform being active 24/7/365. Our process and system provide real-time information about how many interpreters are logged in, how many are taking calls, and how many are available. By utilizing our historical call data, we make sure there is an appropriate number of interpreters to handle every call that is received.

If a participating entity requires monthly reporting, our system is fully equipped to support the client's intake, reporting, and invoicing requirements. Once onboarded by Bromberg, all remote interpreters complete an intensive training program that includes a dedicated module on collecting intake information. This training is delivered through a structured course and supplemented by support materials that serve as ongoing refreshers. In addition, we conduct weekly audits focused on data intake and reporting accuracy. Any discrepancies identified during these audits are addressed immediately through corrective action and interpreter coaching. All collected intake data is compiled into a detailed monthly report, which can be delivered in PDF, Word, or Excel format per the client's preference. Furthermore, our OPI platform is highly customizable. Should the client require any modifications to the connection process or intake workflow, we are fully equipped to implement those changes promptly.

B. Video Remote Interpreting Services (VRI)

Bromberg's VRI Solution is a robust ADA- and HIPAA-compliant, secure, and encrypted platform. The average answer time for a VRI encounter is less than 30 seconds, with Spanish calls being answered in under 20 seconds. Bromberg also regularly provides prescheduled VRI services with sensitive respect for consistency and specialized quality of service via intentionally screened and appropriately repeated assignment of particular interpreters.

Many features of Bromberg's VRI platform, including aspects related to accessibility, support, security, feedback, and billing, set our GTA above the standard offerings across the languages services industry:

- Our platform offers enhanced user experience compared to traditional video conferencing systems, like Zoom, Teams, and earlier generations of VRI platforms, including: Security and encryption of the connection; one-step billing; in-call chat feature; after-the-encounter rating option to provide feedback; multiparty (ability to have more than 2 points of contact on a VRI call, should the client have more than one location needing to participate); transfer capability; and technologically enhanced connections.
- Bromberg VRI technology team provides initial training on platform utilization and VRI best practices. Refreshers and on-going support also are included.
- Bromberg's VRI technology team provides its clients with support 24/7/365.
- Bromberg can provide a customized setup based entirely on meeting the client's security needs.
- Bromberg assists clients with set-up of their own VRI compatible devices.
- Bromberg management provides its staff with back-up and support 24/7/365.
- All Bromberg-affiliated interpreters are vetted by a third-party testing and training organization, Linguist Education Online. Additionally, all ASL interpreters are certified and hold the necessary licensure specific to the state in which the service is requested, guaranteeing compliance with state regulations and delivering quality interpretation tailored to client needs.
- Bromberg's VRI Managers regularly perform quality control and performance checks with VRI interpreters to ensure consistently high quality, speed of answer, compliance, and fidelity.
- Bromberg is constantly enhancing its database by adding new qualified VRI talent.

We offer flexible account setup options to align with the client's preferences and operational structure. Available configurations include:

- Individual user accounts: created for each authorized staff member.
- Generic accounts per unit: allowing centralized access by team.
- Device-based accounts: tied to specific devices used for VRI sessions.

This intake information is captured automatically in the system. It is then securely stored and made available for reporting and invoicing.

2. Translation Services

• Document Translation Services

Bromberg assigns highly qualified translators, proofreaders and editors with subject matter expertise and familiarity with educational/government terminology to ensure accurate and culturally appropriate translations. Please note: Free machine translation software such as Google Translate is never utilized in any of our work. All of our translations are done by professionally qualified translators who meet federal and ATA standards, usually under the leadership of an in-house specialist for top-volume languages and are always in contact with our Translation Project Manager. Delivering consistency is important to Bromberg as one of the key factors for improving outcomes and clients' experiences. Bromberg's team of translators has the capability to deliver high-quality and culturally appropriate translations for documents of 2,000 words within 2 business days as a standard turnaround time.

For urgent projects, Bromberg's translation team has the capacity to deliver high-quality and culturally appropriate document translations within a very short timeframe, ranging from a few hours to one business day, depending on the client's needs and project size. As an example, to illustrate our capacity, we have done other projects of 3,000 words in Spanish & Arabic, 2,000 words in Chinese, 1,500 words in Vietnamese and Russian, and 1,000 words in Somali with 1 day turnaround time. Expertise and consistency are two main factors in delivering high-quality translation services. With this in

mind, and as a supplementary mechanism for increased quality control, Bromberg has an in-house team of translation experts, serving as our Team Leaders on large and ongoing translation projects and contracts for most top-volume languages.

Once a project is confirmed, it is entered into and tracked in real-time within our Translation Management System (TMS), ensuring comprehensive end-to-end project oversight and data security. The Translation Project Manager assigns the project to the appropriate language team, capturing all relevant specifications, including language pair, word count, deadlines, and project notes, directly within the TMS at intake. This platform enables seamless creation, management, and execution of translation tasks. Detailed progress and status reports for individual projects and overall workload are extracted, supporting accurate and timely monthly reporting.

Our translation services encompass both general and technical content, with careful attention to accuracy and quality in each category. General translation applies to materials that do not require specialized subject matter expertise - only strong linguistic and translation skills. In other words, translations intended for in-house use or for a general audience and include simple personal documents, non-technical emails, general business correspondence, general web content, non-specialized user guides, social media posts, etc. Technical translation, by contrast, covers materials requiring in-depth knowledge of a specific industry or profession. When at least 10% of a document contains technical terms or concepts, the project is assigned to translators with demonstrated expertise in the relevant field, whether scientific, medical, legal, financial, or other specialized areas. Examples of technical translation include technical manuals, medical records, patent applications, legal contracts, financial reports, specialized user guides, and scientific research papers.

- Desktop Publishing Services

At Bromberg, we have an experienced in-house team of multilingual graphic designers who will be dedicated to the client's desktop publishing projects. Each of our graphic designers is experienced with a suite of desktop publishing programs, including, but not limited to, Adobe InDesign, Adobe Illustrator, and Microsoft PowerPoint. This expertise extends to other applications to produce camera ready files in foreign languages or reverse directional (Right-To-Left) languages for such items as brochures, flyers, reports, presentations, pamphlets, booklets, etc. Our team's proficiency in layout design, typography, and expertise with desktop publishing programs will contribute to the creation of high-quality translations maintaining the same graphics/fonts/images that are included in the original document.

3. Testing and Training

A. Language Proficiency Testing

Bromberg has extensive experience in providing language proficiency testing tailored to the needs of interpreters and bilingual professionals across a wide range of settings. Our approach emphasizes accurate evaluation of language skills to support informed decision-making in recruitment, placement, and professional development. Our proficiency testing solutions are flexible and scalable, designed to align with the specific requirements of each organization and the communities they serve. Our customized proficiency testing has been successfully implemented in sectors such as education, healthcare, legal, and social services, demonstrating our ability to provide reliable, data-driven tools that promote quality assurance, consistency, and equitable language access. We manage the entire testing process in-house, ensuring full compliance with contractual requirements, while subcontracting select components to our affiliate company, Linguist Education Online, an accredited and trusted partner with deep expertise in language assessment.

Our LPT services are fully customizable, available in both live oral interviews and pre-recorded prompt assessments, and can be delivered based on either the ACTFL Proficiency Guidelines or the Interagency Language Roundtable (ILR) Scale. Assessments are available in a broad range of high-demand and less common languages, with the ability to incorporate subject- or specialty-specific content to reflect real-world work scenarios.

All evaluations are conducted and scored by trained, qualified raters who are calibrated to ILR scoring standards and undergo ongoing quality assurance. Testing is delivered securely via an online platform with encrypted data transfer, strict access controls, and compliance with all relevant data protection standards. Detailed score reports, including ILR level, evaluation criteria, and qualitative feedback, are delivered within 1–2 weeks, with expedited options available for urgent needs.

Bromberg also offers accessibility accommodations for test-takers, ensuring compliance with ADA requirements, and provides ongoing technical support to both candidates and administrators before, during, and after testing.

B. Language Training Programs

Bromberg offers comprehensive language training services for foreign language acquisition, ASL acquisition and English as a Second Language (ESL) learning. Training is available for individuals or small groups with proficiency levels ranging from beginner to advanced. Courses are led by highly qualified instructors with native or near-native fluency, academic credentials, and professional teaching experience. Instruction includes not only language skills, speaking, listening, reading, and writing, but also cultural familiarization to ensure effective real-world communication. Classes may incorporate multimedia learning tools, online interactive platforms, and customized materials tailored to the client's specific needs.

4. Additional Services

A. Prescheduled Onsite and 3rd Party Remote Interpreting Services

As previously mentioned, Bromberg offers clients prescheduled onsite and 3rd party remote interpreting services (video or audio via 3rd party platforms such as Teams, Zoom, Webex, etc.) with full statewide coverage. Utilizing our proprietary Bromberg Online Scheduling System (BOSS), which streamlines the requesting, assigning, and confirmation process, we ensure quick response times and a fulfillment rate above 95%.

With the understanding of the assignment's needs and appropriate certifications and endorsements, Bromberg establishes a standard notice period of 24 to 48 hours for prescheduled remote interpreting. However, we strongly encourage scheduling requests as early as possible to ensure the availability of interpreters, particularly those with specialized skills or experience.

Considering that Bromberg works with a large pool of qualified, certified and/or endorsed interpreters,

consistency of having the same interpreters for ongoing assignments is among our top priorities. Therefore, Bromberg will make the utmost effort to assign interpreters who will have successfully performed services for the client and which will support familiarity not only of interpreters, but also the staff, with all requirements. A sizable number of Bromberg-affiliated interpreters work onsite as well as via remote modalities, enabling us to provide the same consistency across both remote and onsite interpreting modalities.

Additionally, Bromberg provides professional simultaneous interpreting services for conferences, trainings, webinars, and other events where real-time translation is essential. In simultaneous interpreting, the interpreter conveys the speaker's message in another language in near real time, without pauses, allowing the event to proceed smoothly without interruption. Our interpreters are highly skilled in managing this fast-paced format and are experienced in both in-person and remote delivery. Remote simultaneous Interpreting (RSI) can be delivered via Zoom through a dedicated RSI platform Bromberg utilizes. Bromberg also offers technical support as needed for either onsite or remote Simultaneous Interpreting events.

B. Web Accessibility Services

Bromberg also offers web accessibility services to support digital inclusion for people with disabilities. With extensive experience in accessibility services for both documents and web materials, we provide consulting and compliance solutions aligned with the latest Web Content Accessibility Guidelines (WCAG) 2.2 and the Americans with Disabilities Act (ADA) requirements. Our goal is to ensure that digital content, including websites, documents, and multimedia, is accessible to all users while maintaining its original meaning and design integrity.

Our web accessibility solutions include:

- PDF Document Remediation & 508 Compliance Support: This service involves making PDF documents (all languages) accessible to individuals with disabilities, in compliance with Section 508 of the Rehabilitation Act. It ensures that PDFs are readable and navigable by screen readers and other assistive technologies.
- Digital Accessibility Remediation for Websites, Documents, and Media: A broad service category encompassing the evaluation and correction of digital content (websites, documents, videos, etc.) to meet accessibility standards. This may include both automated and manual testing, followed by remediation of issues found.
- WCAG 2.2 Compliance Audits, Consulting & Remediation: This service focuses on consulting and technical expertise to help organizations achieve and maintain compliance with WCAG 2.2. It covers both proactive assessments and reactive remediation.

C. Audiovisual Services (Transcription, voiceover, subtitling, Picture-in-Picture)

- Transcription: Bromberg offers accurate, timely transcription services for audio and video content in over 230 languages. Our linguists convert spoken content into written form, preserving meaning, tone, and context. Transcriptions can be provided verbatim or edited for clarity, and we also offer translation of transcribed materials when needed as an additional service.
- Voiceover: Bromberg's voice over projects are managed by our in-house team and supported by a team of Voice Over Artists in over 230 languages, who work to ensure that the voice over is linguistically accurate in both pronunciation and intonation of the script. The source text is generally provided by the client; however, if none is available, a transcript of the audio will be prepared by our team as an additional service. All voice overs are recorded and mixed by our in-house audio engineer to ensure high fidelity and natural sounding recordings.
- Subtitling: Bromberg can help adapt any video content into an accessible medium to help the client reach their LEP Audience. Our team can translate any movie script, video, or audio material and add subtitles or closed captions to it that match the dialogue and audio cues in the video with written text overlays on the screen, making the video accessible for LEP viewers. Our audio-visual team utilizes the latest video editing and subtitling software in order to deliver the highest quality product. (The final project can be delivered in the following formats: MP4, Quicktime, MOV, AVI, SRT, ITT, & TTML.) Subtitles can be delivered as closed captions in .srt, .ass or any other text format or burned in the video as open captions in .mp4, .wav or any other video format.
- Picture-in-Picture (PIP): Bromberg provides Picture-in-Picture ASL interpreting for video content, allowing Deaf and Hard of Hearing viewers to see the ASL interpreter in a dedicated window alongside the main content. This format ensures accessibility while maintaining the full visual experience of the original video and complies with ADA and WCAG accessibility standards. Our process includes transcribing the content (if a transcript is not available), providing ASL interpreting, conducting thorough quality assurance, and completing professional video editing.

D. Remote Communication Access Real-time Translation (CART)

Bromberg provides professional Remote CART services, delivering real-time, verbatim captions of spoken content to ensure accessibility for Deaf and Hard of Hearing individuals. Using our nationwide network of certified captioners, we connect remotely to meetings, webinars, and events, transcribing spoken content into on-screen captions with a delay of only 2–3 seconds and accuracy rates exceeding industry standards. Captions can be viewed on individual devices, integrated into virtual meeting platforms, or projected for larger audiences.

Our captioners are selected based on availability, subject-matter expertise, prior evaluations, and client preferences to ensure consistency and quality. A cleaned transcript is also available shortly after each session. All captioners comply with industry best practices and use professional-grade hardware, software, and secure connections.

72	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	<ol style="list-style-type: none"> 1. On-Demand Interpreting Services <ol style="list-style-type: none"> A. Over-the-phone Interpreting (OPI) Services B. Video Remote Interpreting (VRI) Services 2. Translation Services <ol style="list-style-type: none"> A. Document Translation Services B. Desktop Publishing Services 3. Testing and Training <ol style="list-style-type: none"> A. Language Proficiency Testing B. Language Training Programs 4. Additional Services <ol style="list-style-type: none"> A. Prescheduled Onsite and 3rd Party Remote Interpreting Services B. Web Accessibility Services C. Audiovisual Services (Transcription, voiceover, subtitling, Picture-in-Picture, video editing) D. Remote Communication Access Real-time Translation (CART)
73	Describe any industries that you specialize in.	<p>Bromberg specializes in delivering high-quality language solutions across multiple industries, with nearly 70% of our client base in the government and education sectors. This deep concentration of experience makes us exceptionally well-positioned to serve Sourcewell and its participating entities effectively.</p> <p>Government: We have decades of experience serving municipal, state, and federal agencies, delivering interpreting, translation, CART, language training and testing and accessibility services for courts, public health departments, emergency management agencies, law enforcement, and social services. Our work spans multiple statewide contracts, including Michigan, Arizona, Delaware, Wisconsin, and Oklahoma, as well as 9 NASPO-participating states such as New Jersey, Florida, Connecticut, Missouri, Alaska, Rhode Island, South Dakota, New Mexico and Alabama. Under these contracts, we have provided services ranging from large-scale translation projects to urgent on-demand interpreting for time-sensitive matters.</p> <p>Through our GSA Multiple Award Schedule contract, we have supported federal agencies such as the U.S. Department of Veterans Affairs, U.S. Department of Defense, U.S. Department of Labor, and U.S. Department of Homeland Security, including its Immigration and Customs Enforcement division. We have provided interpreting for court hearings, military medical facilities, and high-security environments, as well as translation for FEMA during disaster response and recovery efforts.</p> <p>In addition to direct service delivery, we offer consulting and training to state agencies on Title VI and Section 1557 language access requirements, helping them stay compliant while effectively engaging their diverse communities. We understand how government entities are structured at the city, state, and federal levels, and we tailor our processes to match their operational workflows, procurement rules, and compliance mandates.</p> <p>Education: In our nearly three decades of providing services, education has consistently been among our top industries. We understand how K–12 school districts, community colleges, and universities operate, and we adapt our services to meet their unique needs. We provide in-person and remote interpreters for parent-teacher conferences, IEP meetings, school board sessions, and student support services, as well as translation of educational materials, consent forms, student handbooks, and digital content into multiple languages. We also provide schools and government education agencies with Language Proficient Testing and language training services in several languages. These assessments are used both for candidate screening and ongoing skill benchmarking, supporting high standards in bilingual communication and service delivery.</p> <p>Our certified ASL interpreters all hold the necessary credentials to interpret in school settings and bring extensive experience in working with students, staff, and parents. In higher education, we offer CART and Picture-in-Picture ASL for lectures, webinars, and commencement ceremonies, ensuring accessibility in compliance with ADA and Section 504 requirements. We also ensure compliance with HIPAA, ACA, FERPA, and other relevant regulations, with the support of our federal and state compliance expert, Mr. Bruce Adelson.</p> <p>In both the government and education sectors, Bromberg supports clients with Language Proficiency Testing to ensure that interpreters, bilingual staff, and educators meet required language standards. For example, we have assisted state agencies in credentialing court interpreters and supported school districts in evaluating bilingual paraprofessionals for in-classroom support.</p> <p>Beyond government and education, our capabilities extend to healthcare, legal, mental health, and non-profit sectors, where we deliver tailored, compliant solutions in sensitive and highly regulated environments. We are at the forefront and are uniquely aware of the impact that multiculturalism has on today's workplace, organizational venues, and on our government. Our company understands and works to address the complex needs of often underserved LEP, Non-English Speaking, Deaf, Deaf/Blind, and/or Hard of Hearing communities. By removing impediments, while promoting understanding and clear communication, Bromberg works both hard and smart at completing our mission of surpassing communication gaps and bringing people closer together. This combination of deep expertise, compliance knowledge, and a broad suite of in-house capabilities, positions Bromberg as a trusted, proven language access partner for Sourcewell and its participating entities.</p>

74	<p>Describe how your company helps clients maintain compliance with ADA standards related to effective communication and accessibility, including qualified sign language interpreting, captioning/CART services, and accessible digital content.</p> <p>Provide one (1) example of how you assist clients in meeting ADA obligations. Include any accommodations or accessibility considerations for language testing or training environments.</p>	<p>Bromberg has a high level of familiarity with policy development as it relates to compliance with legal obligations arising out of federal legislation, like the Americans with Disabilities Act (ADA), Title VI of the Civil Rights Act, relevant planks of the Affordable Care Act, HIPAA, FERPA and other Federal and State regulations. Furthermore, Bromberg engages in research to stay abreast of guidelines emerging within legislation and case law within the United States and in nations abroad, including such current topics as WCAG 2.2 and GDPR (regarding accessibility and data protection, respectively). Regardless of whether such items first arise in policy sessions or courtrooms domestically or overseas, we know that our clients do business and interact in a global economy, and so as a matter of regular practice Bromberg proactively offers its expertise by initiating conversations with clients to make sure that such issues are contemplated in a timely fashion as they become relevant within the framework of other language service discussions. For Language Proficiency Testing and Training, Bromberg provides reasonable accommodations to ensure full accessibility for candidates with disabilities, in compliance with ADA standards. This may include extended time, adapted instructions, or alternative testing formats, ensuring fair and equitable evaluation for all candidates.</p> <p>We provide a turnkey solution for ADA and effective communication compliance:</p> <ul style="list-style-type: none"> • Legal Counsel: Bromberg's federal and state compliance expert is Mr. Bruce Adelson, nationally recognized for his federal compliance expertise concerning the Americans with Disabilities Act (ADA), Language Access Plans, Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Affordable Care Act, federal voting laws and other civil rights laws. Mr. Adelson is a former U.S. Department of Justice Senior Trial Attorney, and during his federal service, was responsible for enforcing Title VI of the Civil Rights Act of 1964 (Title VI), 42 U.S.C. § 2000d et seq., and the Omnibus Crime Control and Safe Streets Act (Safe Streets Act), 42 U.S.C. § 3789d(c). Together with Mr. Adelson, Bromberg regularly conducts roundtable meetings and interactive webinars that include updates on each year's biggest legal changes and civil rights requirements. We also conduct onsite and virtual assessments of organizations' policies, procedures and communication practices as well as develop customized Language Access Plans (LAPs) that outline procedures for providing interpreting and translation services, staff training, signage and notice of rights. • Various Accessible services: Bromberg offers a complete suite of ADA-compliant services: <ul style="list-style-type: none"> o Certified Sign Language Interpreting, including Picture-in-Picture (PIP) ASL for virtual events, ensuring Deaf and Hard of Hearing participants can fully engage. o CART Captioning (remote and live-stream integrated) for real-time access to spoken content. o Accessible Digital Content & Remediation, ensuring websites, documents, and multimedia meet WCAG, ADA Title II & III, and Section 508 standards. o Accessible Document Creation Consulting, helping clients build WCAG-compliant templates in Word, PDF, and InDesign before translation to avoid introducing accessibility barriers. • Example of ADA Compliance Support <p>For more than 8 years, Bromberg has been providing web accessibility remediation services and translation services to both the University of Wisconsin-Madison and World-Class Instructional Design and Assessment (WIDA), a nonprofit educational services organization based at the university. While our broader work supports the university's educational initiatives, the majority of our accessibility services focus on WIDA's mission to advance academic language development and achievement for multilingual learners, including students and individuals with disabilities, through a comprehensive system of standards, assessments, professional development, and educator support.</p> <p>Our work with WIDA focuses on ensuring that all educational content, including materials designed for students with disabilities, is accessible. This includes the remediation of multilingual flyers, audiovisual release forms, family engagement info sheets, rubrics, assessments, and Individualized Education Programs (IEPs). Many of these materials are created specifically for students with significant cognitive disabilities and require special attention to accessibility, such as large-print, paper-based formats with individualized administration. Additionally, we provide website auditing and remediation services by reviewing and advising on web-based content and interactive online resources which includes identifying usability barriers and recommending WCAG-compliant solutions to enhance digital access. Bromberg also provides document translation services in multiple languages, including Spanish, Hmong, Nepali, Tibetan, and Vietnamese. The materials often contain embedded images, interactive fields, and non-Latin scripts, requiring thorough manual remediation and quality control. We ensure proper reading order, accurate alt text, logical tabbing, field labeling, and language tagging, while preserving the integrity of multilingual formatting and design.</p> <p>By combining nationally recognized legal expertise, a full range of in-house accessible services, and proactive compliance monitoring, Bromberg ensures our clients meet — and often exceed — ADA standards while improving communication access for all.</p>
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75	Describe the measures your company has in place to ensure redundancy and security on all designated communication platforms used to deliver language services.	<ul style="list-style-type: none"> • Redundant Data Centers (AWS Multi-Region & Availability Zones): Our cloud-based systems operate on redundant AWS servers located in geographically separate data centers across multiple AWS Regions and Availability Zones. If one AWS data center experiences an outage, services automatically fail over to another region, ensuring uninterrupted access for clients. • Multiple Telecommunications Carriers & Cloud Infrastructure: We leverage multiple telecommunications carriers and enterprise-grade, globally distributed cloud communications platform for telephonic and video interpreting. The infrastructure is hosted across multiple AWS regions, providing geographic redundancy, carrier failover, and real-time traffic rerouting to maintain service continuity even if a carrier or data center experiences disruptions. • Encryption & Compliance: All video and voice traffic, through our internal platforms, is encrypted end-to-end using TLS in transit and AES-256 at rest. We comply with HIPAA, GDPR, and other applicable data privacy regulations. Access is controlled via role-based permissions, account isolation, and multi-factor authentication, with all access events logged for auditing. • Backup Interpreters & Rapid Reassignment: We maintain a pool of backup interpreters for high-demand languages and emergency situations. Our AWS-hosted scheduling platform, integrated with APIs, enables real-time call reassignment if an interpreter becomes unavailable, ensuring minimal service disruption. • Secure Translation Management System (TMS): Bromberg uses a secure, cloud-based TMS, which is SOC 2 Type 2 certified, and has encrypted email, and secure file transfer tools. All systems are hosted on AWS with built-in redundancy, daily backups, and multiple availability zones to prevent downtime. If the primary platform is unavailable, we use encrypted email or secure cloud storage as backups. All communications and file transfers are encrypted in transit (TLS) and at rest (AES-256), with role-based permissions, account isolation, and multi-factor authentication to ensure only authorized access. The platform's stateless AI models ensure no client data is stored or used for external training. These measures guarantee secure and uninterrupted communication throughout every project. • Business Continuity & Disaster Recovery: Business Continuity Plan, Bromberg has staff located in 8 states (MI, FL, AZ, PA, VA, NY, TN, IN), including a second branch in Florida, which allows us to maintain a robust presence across the nation. In the event of any facility disruption, we can quickly establish remote connectivity at these alternate business sites, ensuring uninterrupted services and seamless business continuity. Our strategic staffing and infrastructure are designed to guarantee that our operations remain unaffected by any external challenges, enabling us to meet our clients' needs without compromise. Data communication will be rerouted from the data processing hot or cold site to the respective alternate business site locations. All vital records maintained and controlled by Bromberg would be backed up on its web-cloud service provider. These plans would ensure continuous service, or service with minimal interruptions, in the event of a disaster or other catastrophe. 	*
76	Describe your company's capabilities for integration with client-facing systems (e.g., virtual meeting platforms, administrative systems, and emergency communication technologies).	Bromberg's TMS is API-first, enabling secure integration with client-facing systems such as content management systems, administrative platforms, and emergency communication tools. It supports standard file formats, including XLIFF, for smooth data exchange and can connect directly to CMS platforms like Drupal via TMGMT. All integrations maintain the same encryption, access control, and compliance standards as our primary platform, ensuring both functionality and data protection.	*

Table 7B: Depth and Breadth of Offered Solutions - INTERPRETATION

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

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

Line Item	Category or Type	Comments *	
77	Describe how many languages you support for interpretation. Provide a list of the languages you support and attach it to your proposal. Label the document "7B - Interpretation".	<p>Bromberg provides interpretation services in over 230 spoken and signed languages, including American Sign Language (ASL). We support the most in-demand languages across the United States, such as Spanish, Arabic, Mandarin, Cantonese, Vietnamese, Russian, Somali, Korean, French, Bengali, Hmong, Pashto, and Dari. We also support languages of lesser diffusion such as Burmese, Hakha Chin, Karen, Kinyarwanda, and Tigrinya. In the rare event that a requested language is not already in our portfolio, our Talent Acquisition Department promptly sources and vets a qualified interpreter, ensuring that our language offerings continue to grow and that every client's communication needs are met.</p> <p>We have attached two language lists for reference: one covering all remote and onsite languages (including VRI languages) and one detailing telephonic languages with expected connection times.</p>	*
78	Describe your operational model for ensuring 24/7/365, on-demand, service availability. Response should include details on staffing, shift coverage, time zones and countries (US/Canada) served/covered, and continuity of service during holidays or emergencies.	<p>Bromberg has developed its own robust, secure, and fully scalable interpreting platform called Gateway to Access (GTA), to meet the on-demand language access needs of our clients. Through GTA, we deliver both video remote interpreting (VRI) and over-the-phone interpreting (OPI) services 24 hours a day, 7 days a week, 365 days a year, including all holidays and weekends. Our nationwide network of over 5,000 professional linguists spans all 50 states and U.S. territories, ensuring true coast-to-coast coverage across all time zones. This infrastructure enables us to provide immediate, reliable, and high-quality interpreting support whenever and wherever it is needed.</p> <p>We achieve this by:</p> <ul style="list-style-type: none"> • Rotating shifts: Our customer service and technical support teams work in overlapping shifts to provide full coverage during all hours, including weekends and holidays. • Distributed interpreter network: Our linguists span multiple time zones, ensuring interpreters for high-volume languages are available at any given moment. • Weekend and Holiday Coverage: We plan coverage for weekends and major U.S. holidays well in advance, identifying interpreters who are available and offering incentives to ensure full staffing. Weekend schedules are organized in rotating shifts, with interpreters working alternating weekends to maintain continuous availability. This proactive approach ensures that every single day of the year is fully covered without service interruptions. 	*
79	Describe the interpreter testing, screening, and evaluation process for:	<p>1. Spoken Language Interpreters</p> <p>Every member of our team is a trained and qualified subject expert with proven performance in the translation and</p>	

1. Spoken Language Interpreters
2. American Sign Language (ASL) Interpreters

interpreting industry. Bromberg always thoroughly reviews each new applicant's educational background, certifications if applicable, professional experience and tests their competence and capabilities. Linguists must achieve a minimum score of 80% on our comprehensive Language Proficiency Test. Additionally, the majority of our interpreters have completed 40–60 hours of certificate program training and, depending on their field, have undergone specialized training in areas such as legal and medical settings. For rare languages, linguists can enhance their skills further by taking specialized courses offered through our affiliate, Linguist Education Online (LEO). Once engaged by Bromberg, interpreters also have access to ongoing training and mentoring through LEO.

Moreover, Bromberg has developed an in-house E-learning Department that offers employees a variety of training options, including a course titled "Working Across Cultures". This specialized training program is designed to equip employees with the skills and knowledge necessary to effectively navigate and operate within diverse cultural contexts. The "Working Across Cultures" training focuses on enhancing cultural awareness, sensitivity, and communication skills, enabling employees to better understand and respect cultural differences.

Regarding certifications, all interpreters and translators working with Bromberg are required to maintain the appropriate industry certifications, where applicable, for their language and specialty areas. These certifications may include, but are not limited to, medical interpreter certifications such as CCHI (Certification Commission for Healthcare Interpreters) or NBCMI (National Board of Certification for Medical Interpreters), SCAO court interpreter certifications, and state-specific certifications as required. Staff interpreters are expected to maintain their certifications on an annual basis and to meet specialty continuing education required. To ensure compliance, our Compliance Coordinator oversees a centralized compliance database that tracks linguists' (staff and contractors) certification status, continuing education progress, and other client-specific requirements.

Initially, our Talent Acquisition Department reaches out through broad and industry-specific online platforms, via searches among designated special-skill populations (e.g., college language departments, ethnically and culturally self-identified community organizations and clubs, industry associations and online directories, etc.), and through outreach from interested linguists who find Bromberg by word of mouth or because of our multi-faceted web presence. Before contracting new linguists, Bromberg thoroughly reviews each applicant's educational background, applicable certification and endorsement documents, and professional experience and then tests the applicant's competence and capabilities.

For an application to be considered for interpreting, the candidate must meet and complete the following criteria:

- Have a minimum of two years of interpreting experience (with our pool of remote interpreters having an average of eight (8) years' experience)
- Language Proficiency Tests are performed, and candidates must attain a score of 80% or greater to pass.
- Provide proof of certifications, if applicable
- Submit paperwork packet, including (as applicable): Confidentiality agreements, HIPAA statements, criminal background checks, certification cards submission checks, etc.
- Complete orientation through Linguist Education Online (an accredited third-party training and testing company) offering focused training modules and evaluations
- Meet clients' compliance requirements
- Maintain their certification(s) and meet specialty continuing education requirements, as per such certification, as per client requirements and applicable standards.

Candidates are interviewed for general characteristics, like communication fluidity and skill, professionalism, attention to detail, and cultural awareness. Before ultimately entering into a contractual relationship with any linguist, Bromberg also requires criminal history clearance, relevant certifications, and orientation with regard to HIPAA, FERPA, Title VI, the ADA, ethical codes' and professional conduct requirements, and some field-specialized instruction (e.g., for courtroom appearances or work in health care settings).

After onboarding and the initial thresholds are met, all of the following items are addressed during contractor orientation:

- Professionalism of presentation, importance of interpersonal skills, friendly tone of voice, good projection, courtesy, and respect
- Accurate and timely submission of paperwork
- Fluency with basic computer skills
- Appropriate introduction of sessions and self/role
- Use of first-person interpretation (direct speech methodology)
- Avoidance of interruption, talking over others, and taking over conversations
- Emphasis on remaining unbiased while using good intervention techniques when needed
- Appropriate maintenance and change of register as needed
- Keeping the source speaker informed of issues that arise during the session
- Avoidance of side conversations
- Use of industry-relevant or subject-matter-specific terminology
- Mediation of cultural differences when relevant
- Management of the flow of an interpreting encounter
- Initial test calls to ensure HIPAA compliance, connectivity, and remote interpreting readiness
- One-on-one VRI orientation
- Random calls to test system, interpreter's response time (should be less than 30 seconds), and video/audio quality
- Random call monitoring for Quality Control purposes, as approved by client
- Specialty continuing education is available through Linguist Education Online, an accredited testing and training company.
- Installation/Employment of telephone line with third-party/multiple-dial-out capacity
- Requirement of quiet work environment
- Management of conversation flow and mediation of cultural differences when relevant

Based on this strict process, only 20% of overall prospective remote interpreters are hired as contractors with Bromberg. Based on our clients' requirements, all of Bromberg's staff and contract linguists are required to maintain their certification statuses on an annual basis and meet all CEU/field work requirements for such maintenance. Finally, Bromberg's affiliate company, Linguist Education Online (LEO), manages a platform of online training and testing services and is considered a cutting-edge platform in the field of Sign and Spoken Language Interpreter Training. LEO's courses and services are always available to all our linguists, and our linguists and staff also are expected to receive frequent, high-quality external training to continually improve their skills in the field.

Additionally, Bromberg is ASTM 3130-18 certified, and we undergo audits every two years to ensure we maintain

	<p>compliance with industry standards. Our evaluation process also conforms to interpreting standards defined by:</p> <ul style="list-style-type: none">• National Council on Interpreting in Healthcare (NCIHC)• International Medical Interpreters Association (IMIA)• California Healthcare Interpreters Association (CHIA)• The National Association of Judiciary Interpreters and Translators (NAJIT) <p>2. American Sign Language (ASL) Interpreters</p> <p>Every member of our ASL team is certified by the Registry of Interpreters for the Deaf (RID) and is a trained and qualified subject expert. In addition to RID certification, many of our interpreters hold additional credentials such as NAD (National Association of the Deaf), BEI (Board for Evaluation of Interpreters), EIPA (Educational Interpreter Performance Assessment), etc. Our services strictly adhere to all state and federal regulations, including the Americans with Disabilities Act (ADA) and state licensing requirements. We ensure compliance with professional ethical standards and practices, including the RID Code of Professional Conduct, to deliver the highest quality of interpreting services.</p> <p>Bromberg always thoroughly reviews each new applicant's educational background and professional experience and tests their competence and capabilities. Once engaged by Bromberg, interpreters have an opportunity to engage in on-going training and mentoring through Bromberg's affiliate company, Linguist Education Online (LEO).</p> <p>Initially, our ASL Talent Acquisition Specialists reach out through broad and industry-specific online platforms, via searches among designated special-skill populations (e.g., the Registry of Interpreters for the Deaf (RID), Board for Evaluation of Interpreters Registry, industry associations and online directories, etc.), and through outreach from interested linguists who find Bromberg by word of mouth or because of our multi-faceted web presence. Before contracting new linguists, Bromberg thoroughly reviews each applicant's educational background, applicable certification and endorsement documents, and professional experience and then tests the applicant's competence and capabilities. For an application to be considered for interpreting, the candidate must meet and complete the following criteria:</p> <ul style="list-style-type: none">• Have a minimum of two years of ASL interpreting experience (with our pool of remote interpreters having an average of eight years' experience)• Provide proof of valid certification(s): RID, NAD, NIC, BEI, EIPA, etc.• Submit paperwork packet, including (as applicable): Confidentiality agreements, HIPAA statements, criminal background checks, certification cards submission checks, etc.• Complete orientation through Linguist Education Online (an accredited third-party training and testing company) offering focused training modules and evaluations.• Meet State(s) compliance requirements (Listed in LARA)• Maintain their certification(s) and meet specialty continuing education requirements, as per such certification, as per client requirements and applicable standards. <p>Candidates are interviewed for general characteristics, like communication fluidity and skill, professionalism, attention to detail, and cultural awareness. Before ultimately entering into a contractual relationship with any linguist, Bromberg also requires criminal history clearance, relevant endorsements, as applicable, and orientation with regard to HIPAA, Title VI, the ADA, ethical codes' and professional conduct requirements (i.e.: NAD-RID Code of Professional Conduct).</p> <p>After those initial thresholds are met, all of the following items are addressed during contractor orientation:</p> <ul style="list-style-type: none">• Professionalism of presentation, importance of interpersonal skills, courtesy, and respect• Interpret from voice to sign and vice versa• Fluency with basic computer skills• Appropriate introduction of sessions and self/role• Avoidance of interruption, talking over others, and taking over conversations• Emphasis on remaining unbiased while using good intervention techniques when needed• Appropriate maintenance and change of register as needed• Use of industry-relevant or subject-matter-specific terminology• Mediation of cultural differences when relevant• Management of the flow of an interpreting encounter• Initial test calls to ensure HIPAA compliance, connectivity, and remote interpreting readiness• One-on-one VRI orientation• Random calls to test system (response time should be less than 30 seconds)• Random call monitoring for Quality Control purposes, as approved by client• Specialty continuing education is available through Linguist Education Online, an accredited testing and training company.
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Table 7C: Depth and Breadth of Offered Solutions - TRANSLATION

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

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

Line Item	Category or Type	Comments *
80	<p>Describe how many languages you support for translation.</p> <p>Provide a list of supported languages in the upload section. Label the document "7C - Translation".</p>	<p>Bromberg provides translation services in over 230 languages. We support the most in-demand languages across the United States, such as Spanish, Arabic, Mandarin, Cantonese, Vietnamese, Russian, Somali, Korean, French, Bengali, Hmong, Pashto, and Dari. We also support languages of lesser diffusion such as Burmese, Hakha Chin, Karen, Kinyarwanda, and Tigrinya. In the rare event that a requested language is not already in our portfolio, our Talent Acquisition Department promptly sources and vets a qualified translator, ensuring that our language offerings continue to grow and that every client's communication needs are met.</p>

81	Describe the translator testing, screening, and evaluation process.	<p>Our quality control begins with engaging only the best and brightest in the field of translation. Bromberg translators are primarily native-born speakers in the languages in which they work and can communicate fluently in both English and their native language. Any non-native speakers we may work with are highly proficient and experienced translators with higher education in applicable fields. Additionally, translators are highly qualified in a variety of disciplines, including education, government, community, business, and legal, to name a few. Translators undergo continuous quality improvement and hold applicable certifications. Bromberg's Talent Acquisition department adheres to a strict vetting process and quality control procedures in our ongoing research and onboarding of qualified linguists, while continuously increasing our pool of over 5,000 qualified linguists across more than 230 languages.</p> <p>All candidates are interviewed for general characteristics, such as communication skills, professionalism, past and relevant experience, computer and CAT-tool related skills, attention to detail, and basic background. If they meet Bromberg's strict guidelines at that level, candidates next undergo remote and/or onsite timed evaluation of their translation skills.</p> <p>The process for retaining translators is as follows:</p> <ul style="list-style-type: none"> • Resume review and references check to ensure translators have appropriate industry experience (a minimum of three years of professional translation experience) • Written document translation test. Applicants must attain a score of 80% or higher • Paperwork packet, including (as applicable based on client requirements): Confidentiality agreements, HIPAA statement, criminal background checks, citizenship check, certification cards submission check (certification from recognized bodies such as the American Translators Association (ATA) or equivalent where applicable), etc. • Completion and submission of clients' compliance requirements • Orientation through Linguist Education Online, an accredited testing and training company offering focused training modules and evaluations. 	*
82	Describe how you ensure that localized materials are culturally appropriate, accessible, and relevant.	<p>As an award-winning language solutions company, Bromberg has established a tradition of excellence in the Language Services Industry. We maintain this distinction by conducting ongoing quality checks to ensure that our affiliated translators comply with nationally recognized standards for best practices and recommended procedures. Random quality checks assist in maintaining excellence in performance. Spot checking and back translation are also available upon the client's request. Once engaged by Bromberg, and in accordance with client requirements, linguists complete ongoing training and mentorship through accredited third-party training and testing organizations, such as Linguistic Education Online and other reputable providers.</p> <p>Bromberg's process for quality assurance for translation includes:</p> <ul style="list-style-type: none"> • Translators are native speakers with subject-matter expertise who adapt idioms, cultural references and context to ensure the target audience understands and engages with the content. • Every translation is proofread and edited by qualified editors and proofreaders with input flowing back to translation teams. • A designated Project Manager oversees the entire translation process. • Spot checking of the translated/edited/proofread file and back translation are employed for additional quality control, as needed. • A client and topic specific glossary of terms, abbreviations and acronyms is developed and implemented for each on-going project or contractual client to ensure consistency of terms. • A style guide that reflects preferred terminology, tone and formatting, is developed and implemented for each on-going project or client to ensure overall consistency. • Accessibility specialists review translated documents for compliance with WCAG 2.2 and Section 508 guidelines, ensuring that fonts, contrast, table structure and alternative text are appropriate for users with disabilities • For digital content, we test localized websites or software for functionality and cultural acceptance before final delivery. Feedback from pilot users is used to refine the translation. • Specialty continuing education for translators is available through Linguist Education Online. 	*

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>Bromberg uses an advanced Translation Management System (TMS) with an integrated Computer-Assisted Translation (CAT) tool that helps us manage every step of the translation process, from receiving files to final delivery, in one place. This system allows us to internally create, track, manage, and even perform translation work within the TMS ensuring our translations are accurate, consistent, delivered on time, and handled securely.</p> <p>CAT Tools allow translation teams to efficiently work together and ensures consistency across ongoing projects and in each target language. Our team has developed a deep knowledge in the application of translation technology, which includes the development of Translation Memories, glossaries, style guides, utilization of professional Neuro Machine Translation (NMT) engines, and other resources all made possible with the use of CAT Tools. We continue to test, research, and apply the best tools and technology to ensure the highest quality end products for our clients.</p> <p>Once a project is confirmed, work will begin, and the project will be tracked in real-time within the TMS. The Translation Project Manager will assign each project to the appropriate language team for translation, noting all project specifications within the TMS.</p> <p>Key Features:</p> <ol style="list-style-type: none"> 1. Translation Memory (TM) <ul style="list-style-type: none"> • The system stores all previously translated sentences and phrases so they can be reused in future projects. • It keeps terminology consistent across documents and saves time, especially for repeated or similar content. • It updates the translation memory automatically as translators work, so improvements are instantly available. 2. Terminology Management <ul style="list-style-type: none"> • Through our work with a range of similar clients, we have developed glossaries and style guides covering specialized education/medical/legal-related terminology across multiple languages. • The system keeps a dedicated "dictionary" (glossary) of important client-specific terms and acronyms. Bromberg will discuss these resources during the project kick-off meeting and collaborate with the client to develop a customized style guide and glossary for client-specific terms and acronyms. • The system can also automatically add new terms to the glossary while work is being done, so nothing is missed. • Clients can review and approve these terms to ensure the wording is correct for their audience. 3. Workflow Automation <ul style="list-style-type: none"> • The TMS automatically assigns projects to the right translators based on their subject expertise, past performance, and language skills. • It tracks deadlines, word counts, and progress in real time, keeping all parties informed. • It generates cost and progress reports automatically without the need for manual calculation. 4. Quality Assurance <ul style="list-style-type: none"> • The system includes built-in tools that check translations for issues such as missing words, incorrect terms, awkward phrasing, or the wrong tone. • Translators can see a live preview of the translation in its final format, whether that is a document, website, code, or video. • Bromberg prides itself on our accurate translations: all translations follow the Translation, Editing, Proofreading (TEP) process, ensuring all work is reviewed by multiple human translators. • Any edits or changes are routed back to the previous editor or translator for further review and approval, maintaining the highest standards of quality. 5. Security Protocols <ul style="list-style-type: none"> • All content is handled securely, confidentially, and in compliance with standards such as GDPR, SOC 2, and HIPAA. • All files are encrypted in transit (TLS) and at rest (AES-256) with separate key management. • The system uses role-based permissions and account isolation to ensure only authorized users can access data. 6. Client Access & Integration <ul style="list-style-type: none"> • Progress and status reports, both for individual projects and across all active projects, are available upon request. • Clients can access the system to approved terminology lists whenever needed. <p>Note: We take a balanced approach to integrating AI into our translation processes. We do not use Generative AI for translation because we do not have enough data as of yet on the accuracy levels and consistency of Generative AI such as ChatGPT. We do employ Machine Translation Engines also known as NMT (Neural Machine Translation), if the content allows for that and if the raw output will require light to medium human post-editing. Any content that may result in an output that requires heavy post-editing is not a content fit for Machine Translation. Marketing and creative content are the least likely to be compatible with Machine translation. Our Machine Translation workflow involves human post-editing, also known as MTPE. We do not accept delivering any raw machine translation output even if that is okay with our client. Machine translation is a great tool, but it is not at the required accuracy level to replace a human translator, yet.</p>
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Table 7D: Depth and Breadth of Offered Solutions - LANGUAGE TESTING AND TRAINING

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

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

Line Item	Category or Type	Comments *
84	Describe how your language testing is administered (e.g., onsite, remote, ID verification required).	<p>Bromberg administers Language Proficiency Testing primarily via a secure remote testing platform, which allows candidates to complete assessments from any location with reliable internet access. Depending on client needs, we can also arrange onsite administration for specific events or high-security environments.</p> <p>We offer two primary testing formats:</p> <ul style="list-style-type: none">• Live Oral Interviews – Conducted via secure video conferencing with a trained rater, simulating real-world communication scenarios.• Pre-Recorded Prompt Assessments – Candidates record responses to scripted prompts on our testing platform, which are later evaluated by qualified raters. <p>ID verification is performed at the start of each session through government-issued photo ID presented to the rater or verified through our secure platform's authentication process. The entire process is monitored for security, confidentiality, and ADA compliance.</p>
85	For language testing, describe how you ensure the reliability of scoring results, whether scores are evaluated by humans or artificial intelligence (AI) tools, and if test results can be aligned to frameworks like the American Council on the Teaching of Foreign Languages (ACTFL) or Common European Framework of Reference (CEFR).	<p>Bromberg ensures the reliability and validity of test scores through human evaluation by certified raters, never relying solely on automated AI scoring.</p> <p>All raters:</p> <ul style="list-style-type: none">• Are trained in professional language evaluation and calibrated to standardized scoring rubrics.• Undergo ongoing quality assurance and periodic recalibration to maintain scoring consistency.• Meet rigorous standards for impartiality and accuracy. <p>We align test results to recognized proficiency frameworks, including the Interagency Language Roundtable (ILR), and American Council on the Teaching of Foreign Languages (ACTFL) Proficiency Guidelines.</p> <p>When dual rating is necessary, two independent raters score the same assessment, and any discrepancies are resolved through a standardized review process.</p>
86	Describe how your language training programs are adapted to the specific operations needs and contexts of public sector clients.	<p>Bromberg customizes all language training programs to reflect the operational context, regulatory requirements, and audience of public sector clients. Our language training programs are available for foreign language, ASL and English as a second language. We begin with a needs assessment to understand the client's communication goals, service environment, and target language populations.</p> <p>Examples of our adaptations include:</p> <ul style="list-style-type: none">• Government Agencies – Training interpreters and bilingual staff in terminology, protocols, and ethics relevant to law enforcement, courts, and emergency management.• Education – Preparing bilingual educators and support staff to work effectively in multilingual classrooms, with training on FERPA, ADA, and culturally responsive communication.• Healthcare/Public Health – Integrating HIPAA compliance, medical terminology, and patient interaction scenarios into training. <p>Training is typically delivered remotely to maximize options and increase the pool of qualified instructors, in group or individual formats, and often incorporates role-play, sector-specific vocabulary, and simulated real-world situations. We also provide post-training evaluations to measure skill retention and identify areas for continued professional development.</p>

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](#) - 6A - Pricing.xlsx - Tuesday August 12, 2025 12:14:21
- [Financial Strength and Stability](#) - 2A - 13 Bank Reference Letter.pdf - Tuesday August 12, 2025 11:27:02
- [Marketing Plan/Samples](#) - 4 - Sourcewell Marketing Materials.zip - Tuesday August 12, 2025 11:27:56
- [WMBE/MBE/SBE or Related Certificates](#) - 5B - Certifications.pdf - Tuesday August 12, 2025 11:28:08
- [Standard Transaction Document Samples](#) - 6A - 57 Sample Transaction Documents.zip - Tuesday August 12, 2025 11:28:47
- Requested Exceptions (optional)
- [Upload Additional Document](#) - Additional Documents.zip - Tuesday August 12, 2025 11:29:34

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT OF COMPLIANCE

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

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

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

3. The Proposer certifies that:

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

(i) Those prices;

(ii) The intention to submit an offer; or

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

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

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

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

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

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

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

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

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

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

- Rouba Ayoub, Business Development Specialist, Bromberg & Associates, L.L.C.

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