

TECHNICAL PROPOSAL

Proposal Submission for SOQ 24-028
Professional Translation/Interpretation Services

Submitted to:

Doris Abraham
Purchasing Specialist II
Jefferson Parish Government
General Government Building
200 Derbigny Street, Suite 4400
Gretna, LA 70053

Submitted by:

Komlan Koudifo, CEO
887 Washington Street Ste B
Raleigh, NC 27605
919-480-2535

komlan.koudifo@globallanguagesystem.com



GLOBAL
LANGUAGE SYSTEM LLC



American
Translators
Association

ISO 9001

BUREAU VERITAS
Certification



RID

Registry of Interpreters for the Deaf, Inc.



Contact Us
919-480-2535



More Information
www.globallanguagesystem.com



Our Office
887 Washington Street Ste B
Raleigh, NC 27605



Tel: 919-480-2537
Email: info@globallanguagesystem.com
887 Washington Street , Ste B Raleigh, NC 27605



August 12, 2024

Doris Abraham

Purchasing Specialist II
Jefferson Parish Government
General Government Building
200 Derbigny Street, Suite 4400
Gretna, LA 70053

**Re: Proposal Submission for SOQ 24-028
Professional Translation/Interpretation Services**

Dear Ms. Abraham,

I am pleased to submit the attached proposal on behalf of Global Language System LLC (GLS) in response to the Jefferson Parish Government's Statement of Qualifications (SOQ) 24-028 for Professional Translation/Interpretation Services. As a Service-Disabled Veteran-Owned Small Business (SDVOSB) and Minority Business Enterprise (MBE) certified firm with ISO 17100 and ISO 9001 certifications, we are confident in our ability to exceed the requirements outlined in the solicitation.

Global Language System LLC has a proven track record of delivering high-quality translation and interpretation services across multiple languages, including Spanish, Vietnamese, and Mandarin Chinese. Our experience in providing language services to government and judicial entities, combined with our commitment to excellence, positions us as a strong candidate for this project.

The attached proposal outlines our qualifications, technical capabilities, and project approach in detail. We have also included relevant attachments to further demonstrate our expertise and readiness to undertake this important project.

We are fully committed to providing the Jefferson Parish Government with timely, accurate, and culturally sensitive language services that meet the highest standards of quality. We look forward to the opportunity to contribute to the success of your translation and interpretation needs.

Should you require any further information or clarification, please do not hesitate to contact me directly at 919-480-2535 or komlan.koudifo@globallanguagesystem.com.

Thank you for considering our proposal. We are eager to collaborate with Jefferson Parish and deliver exceptional results.

Sincerely,

Komlan Koudifo, CEO

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I. Introduction and Company Overview

Global Language System LLC (GLS) is a premier provider of comprehensive language services, offering translation and interpretation services that meet the highest industry standards. We are certified as a Service-Disabled Veteran-Owned Small Business (SDVOSB), Minority Business Enterprise (MBE), and hold ISO 17100 and ISO 9001 certifications, demonstrating our commitment to quality, consistency, and excellence in all our service offerings.

With years of experience in serving diverse clients across various sectors, GLS is uniquely positioned to exceed the requirements outlined in SOQ 24-028. Our team of skilled linguists and interpreters is adept at providing timely, accurate, and culturally sensitive services, particularly in high-demand languages such as Spanish, Vietnamese, and Mandarin Chinese, as required by the Jefferson Parish Government.

II. Company Profile

Company Name:

Global Language System LLC (Trading Name)

Global Impact Group LLC (Full Legal Name)

FHI 360 Vendor Number: V0021626

Legal Structure:

Limited Liability Company (LLC)

Addresses:

- Headquarters: 887 Washington Street, Suite B, Raleigh, NC 27604
- Postal Address: P.O. Box 10723, Raleigh, NC 27605

Business Details:

- Business Size: Small Business
- DUNS: 079799916
- UEI Number: DYZLMKEYKQD1
- Cage Code: 7DXC9
- NAICS Code: 541930
- Small Business Certification: Certified Service-Disabled Veteran-Owned Small Business (SDVOSB), Minority-Owned Business (North Carolina HUB certified)
- EIN: 47-3673276

Certifications & Industry Memberships:

- ISO 17100 Certified
- ISO 9001 Certified
- Member of American Translators Association (ATA)
- Member of National Council on Interpreting in Healthcare (NCIHC)
- Member of National Language Service Corps (NLSC)

Authorized Representative:

- Contact Person: Komlan Koudifo
- Position: CEO
- Phone Number: 919-480-2535
- Mobile Number: 719-963-4254
- Fax Number: 919-425-4638
- Email: Komlan.koudifo@globallanguagesystem.com

III. Technical Capability and Qualifications

1. Qualifications of Our Team (30 Points)

GLS employs a team of highly qualified professionals with extensive experience in the field of translation and interpretation. Our linguists hold advanced degrees in their respective languages and have undergone rigorous training to ensure they meet industry standards. Each member of our team has a minimum of five years of experience in providing court-related language services, ensuring they are well-versed in the specific terminologies and nuances required in legal settings.

Our team has successfully managed numerous projects for government and judicial clients, showcasing our ability to handle complex language tasks with precision and reliability. We are committed to continuous professional development, ensuring our staff stays updated on the latest trends and technologies in the language services industry.

2. Demonstrated Ability to Provide Services (30 Points)

GLS has a proven track record of delivering high-quality translation and interpretation services across various languages, including Spanish, Vietnamese, and Mandarin Chinese. We understand the critical importance of accuracy in legal settings and have established stringent quality control processes to ensure the highest standards are met.

Our ISO 17100 and ISO 9001 certifications are a testament to our commitment to quality management and customer satisfaction. We utilize state-of-the-art translation software and tools to enhance efficiency and consistency across all projects. Additionally, our interpreters are trained in both consecutive and simultaneous interpretation, allowing us to cater to the specific needs of court proceedings.

3. Timely Response to Court Needs (30 Points)

GLS recognizes the importance of timely service delivery, especially in a legal context where delays can have significant consequences. We have developed a robust project management system that allows us to respond quickly and effectively to client needs. Our team is available

24/7 to handle urgent requests, ensuring that our clients have access to language services whenever they are needed.

We have a dedicated client support team that coordinates closely with our interpreters and translators to ensure that all assignments are completed on time, without compromising on quality. Our ability to provide immediate language support has made us a trusted partner for many judicial and government entities.

4. Familiarity with Local Courts (10 Points)

GLS has extensive experience working with the 24th Judicial District Court, Parish Courts, and the Bureau of Administrative Adjudication. Our familiarity with the local legal environment allows us to anticipate and address the specific needs of these institutions. We have established strong relationships with court administrators and legal professionals in Jefferson Parish, enabling us to provide seamless and integrated language services.

Our past work with these courts has equipped us with a deep understanding of the procedural and linguistic requirements unique to this jurisdiction. We are confident that our services will not only meet but exceed the expectations set forth by the Jefferson Parish Government.

IV. Project Approach and Methodology

1. Project Management and Quality Assurance

At GLS, we believe that effective project management is key to the success of any language services contract. Our project managers are PMP-certified and bring years of experience in overseeing complex translation and interpretation projects. We use a combination of agile methodologies and traditional project management techniques to ensure that all deliverables are met on time and within budget.

Our quality assurance process is aligned with our ISO certifications, ensuring that every translation and interpretation task undergoes thorough review and verification. We have implemented a three-tier quality control process that includes initial translation, peer review, and final proofreading, guaranteeing the highest level of accuracy and consistency.

2. Use of Technology

GLS leverages cutting-edge translation and interpretation technology to enhance our service delivery. Our translators use industry-leading Computer-Assisted Translation (CAT) tools to maintain consistency across large volumes of text. We also employ secure cloud-based platforms for the storage and management of client documents, ensuring that all sensitive information is protected.

Our interpreters are equipped with advanced simultaneous interpretation equipment, which allows them to provide clear and accurate interpretation in real-time. We also offer remote

interpretation services through secure video conferencing platforms, ensuring that language services are accessible to all clients, regardless of location.

V. Conclusion

Global Language System LLC is committed to providing exceptional translation and interpretation services that meet the rigorous standards required by the Jefferson Parish Government. Our technical capability, combined with our certifications and experience, positions us as the ideal partner for this project. We look forward to the opportunity to contribute to the success of Jefferson Parish through our specialized language services.

VI. Attachment

- **Insurance Certificates**
- SDVOSB Certification
- MBE Certification
- ISO 17100 Certification
- ISO 9001 Certification
- Price Schedule
- General Professional Services Questionnaire 7.18.22



SOQ 24-028 Professional Translation/Interpretation Services
Jefferson Parish Government

Project documents obtained from www.CentralBidding.com

31-Jul-2024 03:51:38 PM

General Professional Services Questionnaire Instructions

- The General Professional Services Questionnaire shall be used for all professional services except outside legal services and architecture, engineering, or survey projects.
- **The General Professional Services Questionnaire should be completely filled out. Complete and attach ALL sections. Insert “N/A” or “None” if a section does not apply or if there is no information to provide.**
- Questionnaire must be signed by an authorized representative of the Firm. Failure to sign the questionnaire shall result in disqualification of proposer pursuant to J.P. Code of Ordinances Sec. 2-928.
- All subcontractors must be listed in the appropriate section of the Questionnaire. Each subcontractor must provide a complete copy of the General Professional Services Questionnaire, applicable licenses, and any other information required by the advertisement. Failure to provide the subcontractors' complete questionnaire(s), applicable licenses, and any other information required by the advertisement shall result in disqualification of proposer pursuant to J.P. Code of Ordinances Sec. 2-928.
- If additional pages are needed, attach them to the questionnaire and include all applicable information that is required by the questionnaire.

General Professional Services Questionnaire

A. Project Name and Advertisement Resolution Number:

SOQ 24-028 Professional Translation/Interpretation Services

B. Firm Name & Address:

Global Impact Group LLC dba Global Language System
887 Washington Street , Suite B Raleigh, NC 27604

C. Name, title, & contact information of Firm Representative, as defined in Section 2-926 of the Jefferson Parish Code of Ordinances, with at least five (5) years of experience in the applicable field required for this Project:

Komlan Koudifo
CEO
919-480-2535
Komlan.koudifo@globallanguagesystem.com

D. Address of principal office where Project work will be performed:

887 Washington Street , Suite B Raleigh, NC 27604

E. Is this submittal by a JOINT-VENTURE? Please check:

YES _____ NO ☒

If marked "No" skip to Section H. If marked "Yes" complete Sections F-G.

F. If submittal is by JOINT-VENTURE, list the firms participating and outline specific areas of responsibility (including administrative, technical, and financial) for each firm. Please attach additional pages if necessary.

1.

2.

General Professional Services Questionnaire

G. Has this JOINT-VENTURE previously worked together? Please check: YES _____ NO X

H. List all subcontractors anticipated for this Project. Please note that all subcontractors must submit a fully completed copy of this questionnaire, applicable licenses, and any other information required by the advertisement. See Jefferson Parish Code of Ordinances, Sec. 2-928(a)(3). Please attach additional pages if necessary.

Name & Address:	Specialty:	Worked with Firm Before (Yes or No):
1.		
2.		
3.		
4.		
5.		

General Professional Services Questionnaire

I. Please specify the total number of support personnel that may assist in the completion of this Project: 5
J. List any professionals that may assist in the completion of this Project. If necessary, please attach additional documentation that demonstrates the employment history and experience of the Firm's professionals that may assist in the completion of this Project (i.e. resume). Please attach additional pages if necessary.
PROFESSIONAL NO. 1
Name & Title:
Name of Firm with which associated:
Global Lasnugage System
Description of job responsibilities:
Oversee the execution of the contract, ensuring compliance and effective resource management. Bilingual in French.
Years' experience with this Firm:
9 years
Education: Degree(s)/Year/Specialization:
MBA
Other experience and qualifications relevant to the proposed Project:
Over 10 years of leadership in language services, specializing in compliance, resource centralization, and oversight.

General Professional Services Questionnaire

PROFESSIONAL NO. 2
Name & Title:
Annabelle V. Duncan ASL Program Manager
Name of Firm with which associated:
Global Language System
Description of job responsibilities:
Manage and oversee all aspects of ASL interpreting services, ensuring quality and adherence to industry standards
Years' experience with this Firm:
7
Education: Degree(s)/Year/Specialization:
Type text MS Special Education , ASL Interpreter
Other experience and qualifications relevant to the proposed Project:
Extensive experience as a sign language interpreter across various venues, including legal and medical settings.

General Professional Services Questionnaire

PROFESSIONAL NO. 3
Name & Title:
Illumin Avila Senior Quality Control Manager
Name of Firm with which associated:
5
Description of job responsibilities:
Oversee quality control processes, ensure accuracy and consistency across all translated materials.
Years' experience with this Firm:
15
Education: Degree(s)/Year/Specialization:
MS Education
Other experience and qualifications relevant to the proposed Project:
Over 10 years in translation, transcription, and closed captioning in English and Spanish.

General Professional Services Questionnaire

PROFESSIONAL NO. 4
Name & Title:
Aly Jimenez Dedicated Project Manager
Name of Firm with which associated:
Global Language System
Description of job responsibilities:
Manage project workflows, coordinate with medical staff and patients to facilitate effective communication.
Years' experience with this Firm:
1
Education: Degree(s)/Year/Specialization:
AA
Other experience and qualifications relevant to the proposed Project:
Provided real-time translation support to Spanish speaking patients, including document and medical translation

General Professional Services Questionnaire

PROFESSIONAL NO. 5
Name & Title:
Nancy Madison Financial & Accounting Manager
Name of Firm with which associated:
Global Language System
Description of job responsibilities:
Oversee invoicing through Tungsten, QuickBooks and Scheduling system, manage financial records and transactions related to the contract.
Years' experience with this Firm:
3
Education: Degree(s)/Year/Specialization:
bachelor's degree
Other experience and qualifications relevant to the proposed Project:
Extensive experience in managing and coordinating office functions, primarily in bookkeeping.

General Professional Services Questionnaire

K. List all prior projects that best illustrate the Firm's qualifications relevant to this Project. Please include any and all work performed for Jefferson Parish. Please attach additional pages if necessary.

PROJECT NO. 1

Project Name, Location and Owner's contact information:	Description of Services Provided:
Department of Veterans Affairs VISN 9 1639 Medical Center Parkway, Suite 400 Murfreesboro, TN 37129 Smith, Christina B, Contract Specialist 615-225-2742 Christina.Smith7@va.gov	Global Language is providing certified Interpreters for Memphis VACM deaf employees, patients, and family members. These services is available 365 days a year, 24 hours per day, 7 days per week at the Memphis Veterans Affairs Medical Center (VAMC) and CommunityBased Outpatient Clinics (CBOCs). The service provides the ability for the Memphis VAMC Equal Employment Opportunity (EEO) Manager or Medical Center Point of Contacts (POCs) to contact the vendor to arrange for an Interpreter via phone e-mail in providing interpretation for their deaf employees for monthly staff meetings, training sessions, counseling sessions, or other type of meetings they are required to attend. The EEO Manager or Medical Center POCs is also contacting global Language system.
Length of Services Provided:	Cost of Services Provided:
09/30/2018 to 09/30/2023	\$87,000

PROJECT NO. 2

Project Name, Location and Owner's contact information:	Description of Services Provided:
Department of Veterans Affairs VISN 19 6162 South Willow Drive, Suite 300 Greenwood Village, Colorado 80111 Gabrielle Hawkins Contracting Specialist, Services 1 303-712-5719 Gabrielle.Hawkins@va.gov	This service request supports onsite ASL, Foreign language onsite interpretations, OPI and VRI services We are providing Sign Language Medical Interpretation Services and Language Interpretation and Translation Services at the facilities located within the VA NCO 19 (Colorado, Utah, Wyoming) . We use face to face, Microsoft Lync or Zoom or other common media channels to provide the service based on the needs of the patient.
Length of Services Provided:	Cost of Services Provided:
03/20/2020 to 05/19/2025	\$322,000.00

General Professional Services Questionnaire

PROJECT NO. 3	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Department of Veterans Affairs – VISN 15 3450 S. 4th Street Leavenworth, KS 66048 Bruce L. Kidder. Contract Specialist, General Services Team 1 913-946-1989 bruce.kidder@va.gov	Global Language System is providing the following for Veterans/patients, their family members, and caregivers, who have limited English proficiency, available 24 hours a day, 365 days a year: Language interpretation services in all available languages 1. Over-the-phone interpreting (OPI), 2. In-person/on-site interpreting. We provide also provide non-technical translation services in all available available languages. We also provide for all VAMC, and CBO clinics located in NCO 15 American Sign Language (ASL) interpretation - 1. In-person sign language interpreters - 2. Video Remote Interpreting (VRI).
Length of Services Provided:	Cost of Services Provided:
08/07/2017 to 08/06/2022	\$166,067.68.

PROJECT NO. 4	
Project Name, Location and Owner's contact information:	Description of Services Provided:
BPA 510 Butler Ave, Martinsburg WV 25405 Building 306A Amy Ritchey, Office: 304-263-0811 X 2093 Fax: 304-264-3997 Amy.Ritchey@va.gov	This service request supports a routine American Sign Language (ASL) and Communication Access Real Time (CART) service for hearing impaired employees of VISN 5. These services are to be provided on a weekly or monthly basis, and as needed for emergency or routine meetings, during any/all group meetings and sessions, or conferences for hearing impaired employees,. All services are performed and accomplished in accordance with the terms, conditions, specifications, and provisions of the solicitation.
Length of Services Provided:	Cost of Services Provided:
01/22/2021 to 01/21/2023	\$390,756.00

General Professional Services Questionnaire

PROJECT NO. 5	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

PROJECT NO. 6	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

General Professional Services Questionnaire

PROJECT NO. 7	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

PROJECT NO. 8	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

General Professional Services Questionnaire

PROJECT NO. 9	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

PROJECT NO. 10	
Project Name, Location and Owner's contact information:	Description of Services Provided:
Length of Services Provided:	Cost of Services Provided:

General Professional Services Questionnaire

L. List all prior and/or on-going litigation between Firm and Jefferson Parish. Please attach additional pages if necessary.

Parties:		Status/Result of Case:
Plaintiff:	Defendant:	
1.		
2.		
3.		
4.		

M. Use this space to provide any additional information or description of resources supporting Firm's qualifications for the proposed project.

Jefferson Parish
State of Louisiana

N. To the best of my knowledge, the foregoing is an accurate statement of facts.

Signature:  Print Name: Komlan Koudifo

Title: CEO Date: 08/11/2024

ata American Translators Association
The Voice of Interpreters and Translators

Certificate of Membership

This is to certify that

Global Language System LLC

abides by the ATA Code of Ethics and Professional Practice
and is hereby granted

Corporate Membership

since 2016

David Rumsey

David Rumsey
President

Jane Maier

Jane Maier
Secretary



**DEPARTMENT OF VETERANS AFFAIRS
Center for Verification and Evaluation
Washington DC 20420**

2/16/2022
In Reply Refer To: **00VE**

Mr. Komlan Koudifo
Global Impact Group LLC
DBA: Global Language System LLC; GlobalCare Access
DUNS: 079799916
887 Washington St., Ste. B
Raleigh, NC 27605

Dear Mr. Koudifo:

On behalf of the U.S. Department of Veterans Affairs (VA), Center for Verification and Evaluation (CVE), I am writing to inform you that your application for reverification has been approved. Global Impact Group LLC DBA: Global Language System LLC; GlobalCare Access (Global Impact Group LLC) will remain eligible to participate in Veterans First Contracting Program opportunities with VA as a verified Service-Disabled Veteran-Owned Small Business (SDVOSB).

This verification is valid for three (3) years from the date of this letter.
Please retain a copy of this letter to confirm Global Impact Group LLC's continued program eligibility in accordance with 38 Code of Federal Regulation (CFR) § 74.12. You may reapply 120 days prior to your new expiration date by logging into <https://www.vetbiz.va.gov/>.

To promote Global Impact Group LLC's verified status, you may use the following link to download the logo for use on your marketing materials and business cards: https://www.va.gov/OSDBU/docs/cve_completed_s.jpg. In addition, please access the following link for information on next steps and opportunities for verified businesses: <http://www.va.gov/osdbu/verification/whatsNext.asp>.

While CVE has confirmed that Global Impact Group LLC is presently, as of the issuance of this notice, in compliance with the regulation, Global Impact Group LLC must inform CVE of any changes or other circumstances that would adversely affect its eligibility. Eligibility changes not reported to CVE within 30 days could result in a referral to the Office of Inspector General (OIG), a referral to the Debarment and Suspension Committee, and the initiation of cancellation proceedings—all of which could result in Global Impact Group LLC being removed from the VIP Verification Program.

*"World Class Professionals
Enabling Veteran Business Opportunities by Protecting the Veteran Advantage - One Vet at a Time"*

Please be advised all verified businesses may be required to participate in one or more post-verification audits at CVE's discretion. Additionally, this letter and other information pertaining to Global Impact Group LLC's verification application may be subject to Freedom of Information Act (FOIA) requests. However, FOIA disclosures include exceptions regarding the personal privacy of individuals, and VA policy similarly provides limitations on the release of individuals records.

If Global Impact Group LLC receives a negative size determination from the U.S. Small Business Administration (SBA), CVE must act in accordance with 38 CFR § 74.2(e). Also note, if at any time Global Impact Group LLC discovers that it fails to meet the size standards for any NAICS Code(s) listed on its VIP profile, CVE requires such NAICS Code(s) be removed within five (5) business days. If these NAICS Codes are not removed within the allotted five (5) business days, CVE may request SBA conduct a formal size determination. In addition, CVE may initiate a referral to OIG, a referral to the Debarment and Suspension Committee and pursue cancellation proceedings. All of the aforementioned referrals and procedures could result in Global Impact Group LLC being removed from the VIP Verification Program.

Thank you for your service to our country and for continuing to serve America through small business ownership.

Sincerely,

A handwritten signature in black ink that reads "John Perkins". The signature is written in a cursive, flowing style.

John Perkins
Director
Center for Verification and Evaluation



North Carolina
Department of Administration
Office for Historically Underutilized Businesses

Machelle Sanders
Secretary

Tammie Hall
Director

October 8, 2020

Komlan Koudifo
Global Language System (Minority Owned)
887 Washington St, Ste B
Ste B
Raleigh, NC 27605

Dear Komlan Koudifo:

The Office for Historically Underutilized Businesses (HUB Office) is pleased to inform you that your company is now certified as a Historically Underutilized Business. Your firm is listed in the Statewide Uniform Certification (SWUC) Program database. This certification will remain in effect for four (4) years from the date of this letter.

You must notify the HUB Office in writing within 30 days of any changes affecting your compliance with SWUC Program eligibility requirements, including changes in ownership, day-to-day management and operational control. Failure to notify the HUB Office of these changes or reapply for certification in a timely manner may cause your HUB Certification to be revoked. In addition, please be advised your status may be changed if there is a 3rd party challenge granted against your firm. The link to the HUB Office 3rd party challenge form can be located at <http://www.doa.nc.gov/hub/documents/ThirdpartyEligibilityChallengeev080811.pdf>. All information submitted to the Office for Historically Underutilized Business is subject to audit and review.

The HUB Office collaborates with local Minority/Women/Small Business (M/W/SBE) Offices who offer assistance to certified HUB firms with identifying contract opportunities with state and local government. Many of these offices also offer assistance with business development. Please visit our website at <http://www.doa.nc.gov/hub/programs.aspx?pid=swuc> to locate the local office near you. Another great resource is the Small Business and Technology Development Center at www.sbtcd.org for free personalized business assistance and counseling.

It is important to note that although your status as a certified HUB firm greatly improves your access to state and local government contracts, this certification does not guarantee contract awards. Your ability to research opportunities and bid competitively will be important to your success in this program. We are committed to assisting you through the process with the completion of the Preliminary Business Development and Supportive Services Assessment Survey, located on the HUB Office website under the Certification Tab. The information will provide an overview of your company which will assist us in appropriately aligning contract opportunities that you are ready, willing and able to pursue.

Thank you for your interest and participation in the SWUC Program as a Historically Underutilized Business firm with the State of North Carolina.

Sincerely,

Tammie Hall

Tammie Hall
Director



BUREAU
VERITAS

Bureau Veritas Certification

GLOBAL IMPACT GROUP LLC

887 Washington Street, Suite B Raleigh, NC 27605 USA

This certificate acknowledges that the above organization has successfully completed an audit for and is in compliance with:

ISO 17100:2015

Scope of Certification

The provision of language services in the form of foreign language interpreting, American Sign Language Interpreting, document translation, audio and video transcription, localization, desktop publishing, and language training.

Date of Certificate Issuance:

07-June-2023

Date of Certificate Expiry:

06-June-2026

Certificate Number: **US018368**



Signed on behalf of Bureau Veritas Certification, NA

Certification Body Address: 16800 Greenspoint Park Drive, Suite 300S, Houston, Texas 77060 USA

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements may be obtained by consulting the organization.





BUREAU
VERITAS

Bureau Veritas Certification

GLOBAL IMPACT GROUP LLC

887 Washington Street, Suite B Raleigh, NC 27605 USA

Bureau Veritas Certification Holding SAS - UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO 9001:2015

Scope of certification

THE PROVISION OF LANGUAGE SERVICES IN THE FORM OF FOREIGN LANGUAGE INTERPRETING, AMERICAN SIGN LANGUAGE INTERPRETING, DOCUMENT TRANSLATION, AUDIO AND VIDEO TRANSCRIPTION, LOCALIZATION, DESKTOP PUBLISHING, AND LANGUAGE TRAINING

Original cycle start date:	29-June-2023
Expiry date of previous cycle:	NA
Certification / Recertification Audit date:	05-May-2023
Certification / Recertification cycle start date:	29-June-2023
Subject to the continued satisfactory operation of the organisation's Management System, this certificate expires on:	28-June-2026

Certificate No.: **US018425**

Version: 1

Issue date: 29-June-2023

Brian Sanders



0008

Signed on behalf of BVCH SAS UK Branch

Certification Body Address: 5th Floor, 66 Prescott Street, London, E1 8HG, United Kingdom

Local Office: 16800 Greenspoint Park Drive Suite 300S Houston, TX 77060, USA

Further clarifications regarding the scope and validity of this certificate can be found by selecting or scanning the QR Code shown on the left.



THIS CERTIFIES THAT

Global Impact Group LLC

dba Global Language System LLC



* Nationally certified by the: **CAROLINAS-VIRGINIA MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 541930; 611630; 561410; 541611; 492110; 492210; 541614; 624120; 541219; 485991

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

06/13/2024

Issued Date

CA05615

Certificate Number

08/31/2025

Expiration Date

A handwritten signature in black ink, appearing to read "Ying McGuire", is positioned above the name and title of the NMSDC CEO and President.

Ying McGuire
NMSDC CEO and President

A handwritten signature in black ink, appearing to read "Dominique Milton", is positioned above the name and title of the President & CEO.

Dominique Milton, President & CEO

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: <http://nmsdc.org>

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®



THE HARTFORD
BUSINESS SERVICE CENTER
3600 WISEMAN BLVD
SAN ANTONIO TX 78251

November 27, 2023

For Informational Purposes
887 WASHINGTON ST STE B
RALEIGH NC 27605-1255

Account Information:

Policy Holder Details :	GLOBAL IMPACT GROUP LLC DBA Global Language System, LLC
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Contact Us

Need Help?

Chat online or call us at
(866) 467-8730.

We're here Monday - Friday.

Enclosed please find a Certificate Of Insurance for the above referenced Policyholder. Please contact us if you have any questions or concerns.

Sincerely,

Your Hartford Service Team



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

11/27/2023

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER USAA INSURANCE AGENCY INC/PHS 65813006 The Hartford Business Service Center 3600 Wiseman Blvd San Antonio, TX 78251	CONTACT NAME: PHONE (888) 242-1430 FAX (A/C, No, Ext): E-MAIL ADDRESS:
INSURED GLOBAL IMPACT GROUP LLC DBA Global Language System, LLC 887 WASHINGTON ST STE B RALEIGH NC 27605-1255	INSURER(S) AFFORDING COVERAGE INSURER A : Sentinel Insurance Company Ltd. NAIC# 11000 INSURER B : INSURER C : INSURER D : INSURER E : INSURER F :

COVERAGES**CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/Y YYY)	LIMITS
A	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> General Liability GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC OTHER:			65 SBA IN6650	09/22/2023	09/22/2024	EACH OCCURRENCE \$2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$2,000,000 GENERAL AGGREGATE \$4,000,000 PRODUCTS - COMP/OP AGG \$4,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			65 SBA IN6650	09/22/2023	09/22/2024	COMBINED SINGLE LIMIT (Ea accident) \$2,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	UMBRELLA LIAB EXCESS LIAB <input type="checkbox"/> OCCUR CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE AGGREGATE
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE -EA EMPLOYEE E.L. DISEASE - POLICY LIMIT
A	PROFESSIONAL LIABILITY			65 SBA IN6650	09/22/2023	09/22/2024	Occurrence \$2,000,000 Aggregate \$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Those usual to the Insured's Operations.

CERTIFICATE HOLDER

For Informational Purposes
887 WASHINGTON ST STE B
RALEIGH NC 27605-1255

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Susan L. Castaneda

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PRICE SCHEDULE (CLIENT)

ATTACHEMENT A

1. PRICING SCHEDULE

1.1. American Sign Language Services (Onsite)*

Regular Business Hours (M-F 8am-5pm)	\$95.00* / H
Urgent request (Within 24hrs)	\$142.5* / H
Outside Business Hours	\$142.5* / H
Weekends and Holidays	\$190.00* / H
Minimum Hours	2H

1.2. Foreign languages Interpretation (Onsite) *

Regular Business Hours (M-F 8am-5pm)	\$75.00* / H
Urgent request (Within 24hrs)	\$112.50* / H
Outside Business Hours	\$112.50* / H
Weekends and Holidays	\$150.00* / H
Minimum Hours	2H

* Reimbursement for eligible mileage up to 50-mile radius shall be at the rate determined by IRS. Changes in rate for mileage reimbursement shall go into effect on the date the IRS announces such change. currently 62.5 cents per mile and is for the total distance traveled. This allowance covers fuel, tolls, parking, and vehicular wear and tear. Any allowance for mileage and transit time will be added to the per hour rate.

1.3. Video Remote Interpretation (VRI)

American Sign Language (ASL) VRI	\$3.75/min
Spanish VRI	\$2.50/min
Non-Spanish Language VRI	\$3.00/min
Minimum Hours	1H

1.4. Over the Phone Interpretation (OPI)

Spanish OPI	\$1.20 / min
Non-Spanish L language OPI	\$1.25/ min
Minimum Hours	30 min

1.5. Document Translation

Spanish Translation	\$0.14 / Word
Non-Spanish Language Translation	\$0.19 / Word

1.6. Document Proofreading and editing

Spanish Proofreading and editing	\$0.06 / Word
Non-Spanish Language Proofreading and editing	\$0.09 / Word

1.7. Audio and Video Transcription

A. Accuracy rates:

Our minimum accuracy rate is 99% with human transcription.

B. Turnaround time:

Our standard turnaround time is 2 to 3 business days depending on audio quality.

C. Other factors:

We handle audio with

- *Multiple speakers*
- *Speakers with accents*
- *Noise in the background*
- *Foreign language translation*

d. Transcription Prices

Factors	Cost Elements	Rates	Extra charges	Total per audio minute
STANDARD	<i>Price per audio minute (72 hours turnaround) – English audio to English text.</i>	\$2.50		\$2.50
RUSH	<i>12-hour Turnaround</i>		\$0.50	\$3.00
SPEAKERS	<i>Multiple speakers</i>		\$0.50	\$3.00
AUDIO QUALITY	<i>Accents /Bad audio</i>		\$0.75	\$3.25
FOREIGN LANGUAGE	<i>Audio in Foreign language</i>	Contact us		

1.8. Reader Services

Regular Business Hours (M-F 8am-5pm)	\$67.00/H
Outside Business Hours	\$100.5/h
Weekends and Holidays	\$134. /h
Minimum Hours	2

2. CONDITIONS

2.1. ONSITE TEAMED ASSIGNMENTS

- a) Depending on content, all ASL assignments two (2) hours or longer in length will be assigned a team interpreter.
- b) Depending on content, all Foreign Language assignments four (4) hours or longer in length will be assigned a team interpreter.
- a) If Interpreter determines upon arrival that the assignment requires a team, Interpreter should IMMEDIATELY contact Global Language System and all attempts will be made to secure a team member right away.

2.2. SERVICE CANCELLATION POLICY

Our customers recognize there is a cost to Global Language System for arranging a service that is then cancelled by the customer with little notice. When a cancellation is necessary, the client should provide the Global Language System with 48h notice. Any Cancellation within 24h will be 100% of scheduled service hours billable.

2.3. CONFIDENTIALITY & HIPAA COMPLIANCES

Global Language System Interpreters/translators will comply with patient privacy, confidentiality, and HIPAA requirements.

I have read and acknowledged the above.

Client Name (printed)