

**SEALED REQUEST FOR PROPOSAL (RFP)**

**ISSUE DATE:** January 27, 2020

**RFP NUMBER & TITLE:** RFP 20-1112 Sign Language Interpreting Services

**PROPOSAL DUE DATE & TIME:** February 24, 2020 by 2 PM  
**NOTE:** Proposals received after the due date and time cannot be accepted.

**PROPOSAL DELIVERY ADDRESS:** University of Mary Washington  
Procurement Services /Reference RFP 20-1112  
Eagle Village Executive Offices, Suite 480  
1125 Jefferson Davis Highway, Fredericksburg, VA 22401

**WORK LOCATION:** ☒ All Campuses ☐ Fredericksburg ☐ Stafford ☐ Dahlgren

**COMMODITY CODE(S):** 96146, 96167

**PRE-PROPOSAL CONFERENCE:** ☐ Optional ☐ Mandatory ☒ N/A **DATE & TIME:**

**CONTRACT OFFICER:** Lindsay Fare **PHONE:** 540-654-1057 **EMAIL:** lfare@umw.edu

**PERIOD OF CONTRACT:** June 1, 2020 through May 31, 2021 with five (5), one (1) year renewals or as negotiated

In compliance with this Sealed Request for Proposal (RFP) and to all the conditions imposed therein, and hereby incorporated by reference, the undersigned firm offers and agrees to furnish the goods/services in accordance with attached signed proposal or as mutually agreed upon by subsequent negotiation. The undersigned firm hereby certifies that all information provided in response to this RFP is true, correct and complete.

By signing this proposal, you are certifying that you are an authorized representative of the offering firm and that the firm's principals or legal counsel have reviewed the Request for Proposal General Terms and Conditions and any Special Terms and Conditions. Any exceptions to the General or Special Terms and Conditions must be clearly identified in your proposal. No exceptions can be taken to those General or Special Terms and Conditions that are mandated by law. If no exceptions are identified in your proposal, it is understood that the provisions will become a part of any final agreement.

**THIS FORM MUST BE COMPLETED AND RETURNED WITH PROPOSAL**

Name of Offering Firm: Emily Haynes, LLC

Address of Offering Firm: 6116 Clover Lane, Henrico, VA 23228


DSBSD Certification No.: 702026 Expiration Date: Aug 22, 2024

eVA ID: VS0000092744 Tax ID: 45-3684201

Email: haynes.emily@gmail.com Telephone: 251-786-4072

Website: n/a Fax: n/a

Submitted By (Print Name & Title): Emily Haynes McGee

Signature (In Ink):  Date: 2/17/2020 Amended 5/13/20

**ADDENDUM**  
February 18, 2020

**ADDENDUM NO. 1 TO ALL OFFERORS:**

Reference – Request for Proposals: RFP 20-1112 Sign Language Interpreting Services  
Date Issued: January 27, 2020  
For Delivery to: University of Mary Washington, Commonwealth of Virginia  
Proposal Due Date: Monday, February 24, 2020 at 2:00 PM EST

This addendum consists of three (3) pages.

Questions from Offerors:

- 1. Must we bid on all, i.e. cued speech, or may we bid on just ASL interpreting services to be considered responsive?**

You may submit a proposal for only the ASL interpreting portion of the RFP, however you may be scored less in the evaluation for not being able to provide all required services outlined in the solicitation.

- 2. Would you consider Video Remote Interpreting (VRI) as a primary or adjunct service to provide ASL interpretation?**

VRI would be considered an adjunct service for providing ASL interpretation.

- 3. Must Vendors have a Virginia business license prior to bid submission?**

Vendors should register to do business in Virginia prior to bid submission.

- 4. Since VRI is an alternative solution, would it be possible to register to do business after the University determines that it would be a viable service to move forward with? This could be done shortly after award and certainly before any work has commenced.**

It is in the best interest of the University for a Virginia business license to be obtained prior to proposal submission.

- 5. In an effort to reduce costs and save time, would the University consider an emailed submission response?**

We appreciate your efforts to reduce costs and save time, but we do need to have one printed and one electronic copy (flash drive) of the proposal. The sealed envelope will be time stamped by the Procurement Services Official Time Clock.

- 6. How many hours (estimated) were there for the previous school or calendar year?**

For the previous school/calendar year, TypeWell services were used for three (3) classes during the Fall semester. We are unsure about the actual number of hours. About 12-15 hours of ASL services were used for the past two Commencement ceremonies and open houses.

- 7. Is the University currently using on-site or remote TypeWell services? I do not see that cited in the RFP. It is something that we do offer, should I incorporate pricing for TypeWell into our RFP response?**

TypeWell services are not currently being used at the University. When they were used during the previous school year, they were on-site only. You may include pricing for TypeWell services in Attachment A if you choose to.

- 8. When it comes to Attachment B, we understand the various levels of certifications that are required to perform services for the University. In this section you are asking for a copy of RID/NAD/VQAS and we have**

several hundred that carry these certifications, would a copy of the certifications of a few interpreters we plan on using suffice?

Certifications for the individuals you plan to utilize will suffice.

**9. Can Attachment E be ignored if we do not plan to subcontract with any other agency/firm?**

Attachment E does not pertain to vendors that are already registered SWaM and do not plan to use subcontractors.

**10. Is there an incumbent vendor for these services?**

There are currently two vendors that the University utilizes for sign language interpreting services.

**11. If so, what rates do they provide?**

The rates for each incumbent can be found in Cobblestone, which is our public contract management system. Here are the links...

- a. [Sign Language Professionals](#)
- b. [Elaine Hernandez](#)

**12. What has been the biggest challenge for fulfilling services under this contract, or if this is a new contract, are there any challenges that you anticipate?**

The biggest challenge that we anticipate is that services will be utilized on an as needed basis. If we don't have a student or employee with a need, services may not be needed until there are campus wide events, i.e. Commencement.

**13. What is the expected volume of this contract?**

At this point, it would be a guess as to what the expected volume will be for the contract with services being requested on an as needed basis. As referenced on Page 4 of the RFP, the historical spend for sign language interpreting services is as follows.

Contract Number	Vendor Name	FY17 Spend	FY18 Spend	FY19 Spend
UCPUMW 14-271	Sign Language Professionals, Inc.	\$0.00	\$32,300.00	\$14,045.48
UCPUMW 14-272	Elaine Hernandez	\$47,615.00	\$1,537.00	\$1,296.50

**14. Is there any historical data for Sign Language Interpretation Services?**

Historical data is listed above in Question 13.

**15. Is this RFP open to out of state vendors?**

This RFP is open to out of state vendors. However, you must obtain a Virginia business license prior to proposal submission.

**16. Is this a multiple source award contract?**

The plan is for this to be a multiple source award contract.

**17. Is the Small Business subcontracting requirement mandatory? If so, is there a mandatory minimum percentage or dollar amount that needs to be subcontracted in order to meet the requirement? Can you please provide us with a directory where we are able to locate DSBSD certified business?**

The Small Business Subcontracting Plan needs to have the Bidder Name, Preparer Name and Date filled out. It is not mandatory to use subcontractors. Attachment D, Section A will be left blank if your company is not a certified micro, small, woman-owned, or minority-owned business. Attachment D, Section B will be left blank if you do not intend to use a subcontractor that is certified micro, small, woman-owned, or minority-owned. The Department of Small Business and Supplier Diversity (DSBSD) directory can be found at the link below.

<https://directory.sbsd.virginia.gov/#/>

**18. Due to the fact interpreters will be assigned to this contract upon award, would it be possible for us to provide RID certificates upon award?**

In regards to certified interpreters, please provide certifications for a few individuals that you plan to utilize.

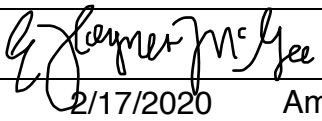
**END OF ADDENDUM NO. 1**

Lindsay Fare  
Contract Officer  
Procurement Services  
University of Mary Washington  
Phone: 540-654-1057

RFP 20-1112 Addendum No. 1 (and all addenda) should be acknowledged and included in the RFP submittal package.

NAME OF OFFERING FIRM: Emily Haynes, LLC

NAME OF OFFEROR REPRESENTATIVE: Emily Haynes McGee

OFFEROR SIGNATURE: 

DATE: 2/17/2020 Amended 5/13/20

**Capability: Describe the Offeror's capability to provide successful services if awarded; including but not limited to the following:**

**a. Brief background, description and history of the Offeror and the nature and scope of its operation, including information detailing experiences and qualifications of the firm to provide this solution, such as number of years in business providing similar solutions to similar entities, preferably in higher education.**

I have personally provided direct interpreting services since 2008. While I have worked in a variety of settings, I have always enjoyed working in a post-secondary environment; college and university environments have been a constant in my personal career.

In 2016 I coordinated interpreters for a three-month-long training course. It was my first foray into interpreter coordination, and I thoroughly enjoyed it. In 2017, I was approached by a Deaf student I had worked with previously. She was transferring to a new university and asked if I would be her interpreter. Upon getting in touch with the University, I learned that they did not have a system in place for hiring or working with interpreters. I worked with them to craft terms and build an interpreting team, with me serving as coordinator. Now, years later, that team is still going strong.

With the Virginia Union team solidly in place, I've felt ready to grow. I am cognizant of growing this team sustainably and responsibly; I aim to conservatively estimate what my team and I can cover. I work only with interpreters I **personally know and trust**, and do not pursue any contract that I could not personally cover. I check in with clients, professors, administrators, and interpreters regularly and formally to make sure that interpreters are a good fit for their placement. I have yet to receive a complaint.

At VUU, we have covered both academic and extra-curricular needs, choosing interpreters based on academic strengths and expertise. In the three years since beginning that endeavor, my team has also taken on interpreting for a yoga teacher training, a regular church service, outpatient medical services, and a handful of conferences. In all instances, we strive to provide a solid fit between interpreter, setting, and client.

In January 2019, my team was awarded a contract with the Virginia Community College System. Since January 2020, we have worked with Germanna Community College to provide coverage for student classes and campus events. I have heard positive feedback from the student as well as the interpreters and Win Stevens ([WStevens@germanna.edu](mailto:WStevens@germanna.edu)), our point of contact at the college.

This relationship feels too new to serve as a true reference, but I would be more than happy for you to speak to Win about our services thus far.

Likewise, since January 2020 we've provided last minute and planned subs at J. Sargeant Reynolds Community College in Richmond. We have been able to fill multiple same day requests, as well as staff the bulk of one class with a consistent, nationally certified interpreter with less than a week's notice. While this relationship is wonderful, it is also very new. I would be happy to have you speak to Susan Roach (804-523-5289/ [sroach@reynolds.edu](mailto:sroach@reynolds.edu)) about working with our team, albeit over just the last two months.

I am aware that there are not any students at UMW currently utilizing interpreter services (We are absolutely still interested in forming a working relationship with you!). Nevertheless, should a future need arise, I would like to take a moment to explain our approach to working with a student.

If deemed appropriate by the college, I like to meet with the students who use our interpreting services. In these meetings I am able to ask the students directly about their course load and preferred interpreters. Since I am a nationally certified interpreter and could have this conversation directly, the conversation itself informs me about the students' language styles and use. With that knowledge, I am better equipped to find a good fit interpreter should the student not express interpreter preferences or those preferred interpreters not be available.

Armed with the knowledge from these meetings, I then work to fill the schedule with appropriately matched interpreters. I use a color-coded calendar system that allows each interpreter to access their individual schedule. I find this visual reminder to eliminate confusion and make sure the who, what, when, and where are clear to the interpreters.

With any university utilizing our team, I aim to get a clear understanding of what the semester's known requests are, as well as what incidental interpreting might arise. I like to work with the university to hash out a list of request types with prior approval (for example, whether or not office hours would be automatically approved), and set up a clear process for requests that fall outside of these pre-approved types. During this meeting, I also like to get a copy of each student's accommodations letter so I know the extent of the interpreting role (ie: are interpreters able to interpret written information for tests, etc?).

My final step in the initial scheduling process is to reach out to the teachers who will have interpreters in their classroom. I work with the appropriate college office to either piggyback on

their welcome email or send out my own. I want the instructors to know what the experience of having interpreters in their classroom will be like, and it's important to me to open a line of communication should questions or concerns arise. If possible, I also use this as an opportunity to get a copy of the teacher's syllabus. Using that, I can make note of any planned class cancellations and test days, as well as see what textbooks the course may use. In the past I've been able to work with accommodations offices to request a desk copy of the textbook or borrow one from the bookstore. When these options are not available but a textbook is beneficial for the interpreter's process, I have purchased textbooks.

While my team has grown to about twenty-five interpreters, we remain agile. We are communicative with each other and with our clients, and I pride myself on operating transparently.

On a personal note, one of my first jobs upon moving to Virginia in 2012 was working at the University of Mary Washington with Elaine Hernandez. It was a wonderful experience and the perfect welcome to the Commonwealth. I have a special place in my heart for UMW and pursue this contract with Elaine's blessing and encouragement. I would love to get the chance to work with and for UMW again; it's a truly special place.

All the best,

Emily Haynes McGee  
President, Emily Haynes, LLC.

## ATTACHMENT A - PRICING SCHEDULE

Fill in and submit the following pricing table based on your rate per hour for the services listed below.

Description	Rate/Hour
In-Person Sign Language Interpretation (English to ASL) – Levels III and Higher	\$ 62/ hour
In-Person Cued Speech Translation	\$ n/a
Fees for Cancellations (given less than 24hrs/not on course syllabus) Hourly rate less portal is charged for cancellations prior to interpreter travel. Cancellations on arrival are billed inclusive of travel.	\$ 62/ hour
Other Fees* - The premium rate of \$67/hour applies to services provided Monday through Friday between 5:00 pm and 8:00 am, Saturday and Sunday, any services requested less than 48 hours in advance, and on federal and state holidays.	\$ 67/ hour
<b>Average Hourly Rate</b>	\$ 62/ hour

*\*disclose all other potential additional costs*

1. All rates are price locked for two years beginning on June 1, 2020 and ending on May 31, 2022.
2. Contractor will offer the same rate/hour interpreting services to all UMW campuses (Fredericksburg, Stafford and Dahlgren).
3. All services are billed at a 2 hour minimum. For classes that are spaced further than three hours apart, a new two hour minimum will apply.
4. Portal to portal is billed at the daytime (\$62.00/hour) or premium (\$67.00/hour) hourly rate with 50 miles equaling 1 hour. \*Every effort is made to prioritize qualified local interpreters.\*
5. All billing is rounded to the nearest half hour.
6. The interpreter is contracted for the time which spans the students' classes. For example, if the student has one class from 8:00 AM – 9:00 AM and another from 11:00 AM – 1:00 PM, the interpreter will be compensated from 8:00 AM – 1:00 PM. No more than three hours of unscheduled campus time will be billed between scheduled assignments. Additionally, every effort is made to schedule incidental interpreted appointments during this on campus time.
7. In the event that a student withdraws from a class or classes, the interpreter(s) scheduled to work those hours will receive full compensation for the scheduled hours (minus portal) for:
  - A. One week if the student withdraws during the add/drop period
  - B. Two weeks if the student withdraws anytime outside of the add/drop period

Please see Addendum I at the end of this RFP for additional terms.



## ATTACHMENT B – RESPONSE SUMMARY

The Offeror shall complete responses to each question. Please provide any additional information in the “Supporting Information” section of the Response Summary.

REQUIREMENT	OFFEROR RESPONSE	SUPPORTING INFORMATION
How many years of experience do you/your interpreters have working with deaf/hard of hearing students whose primary method of communication is American Sign Language?	<input type="checkbox"/> 1 – 5 years experience <input type="checkbox"/> 5 – 10 years experience <input checked="" type="checkbox"/> 10 years or more experience	See attached response.
Are you/your interpreters familiar with the American Disabilities Act (ADA)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	
Do you/your interpreters hold a Level 3 or better with the Registry of Interpreters for the Deaf (RID)?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	If you answered “Yes” to this question, please provide a copy of your certification with your proposal submission.
Do you/your interpreters hold a valid certification with the National Association of Deaf (NAD)?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	If you answered “Yes” to this question, please provide a copy of your certification with your proposal submission.
Do you/your interpreters hold a State of Virginia or equivalent Quality Assurance Screening (VQAS), Level III or better?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	If you answered “Yes” to this question, please provide a copy of your certification with your proposal submission.
Are you/your interpreters able to provide services to students who are proficient in Cued speech and Signed English?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	
Are you/your interpreters able to provide oral transliterating services?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	See attached response.
Have you/your interpreters had exposure to a non-deaf academic culture?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	See attached response.
Are you/your interpreters able to accommodate the class schedule of a student as well as activities outside the classroom?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	See attached response.
Do you/your interpreters have experience in specialized curriculum to include theatrical performances and/or public events, concerts, etc.?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	See attached response.
Are you/your interpreters able to accommodate more than one interpreter per student, if needed?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	See attached response.
Can you/your interpreter provide coverage for emergency meetings that may be scheduled outside of normal class time?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	See attached response.

## **ATTACHMENT B – RESPONSE SUMMARY**

**How many years of experience do you/ your interpreters have working with deaf/hard of hearing students whose primary method of communication is American Sign Language?**

I have personally worked with D/HH students in higher education for over 11 years. My team's experience ranges from 4 years to more than 30 years.

**Are you/your interpreters able to provide oral transliterating services?**

Ivy Brothers (CI/CT), Mia Hanczaryk (CI/CT), and Emily Haynes McGee (NIC) are all nationally certified interpreters with oral transliteration experience.

**Have you/your interpreters had exposure to non-deaf academic culture?**

My interpreters are college-educated themselves and are therefore familiar with academic culture. Several of the team, including myself, hold advanced degrees. Every effort is made to place interpreters into courses that fit their expertise. Certification does not constitute qualification in every setting; an interpreter must also possess the extralinguistic knowledge pertaining to a subject. With that in mind, I keep open communication with interpreters and clients to find and maintain the best fit for the job.

**Are you/your interpreters able to accommodate the class schedule of a student as well as activities outside the classroom?**

My small but mighty team is comprised of flexible, communicative interpreters. Over the past three years at Virginia Union University, we have—through teamwork and flexibility—been able to accommodate classes as well as field trips, club meetings, teacher conferences, group projects, tutoring, overnight retreats, and other extracurricular events.

**Can you/your interpreter provide coverage for emergency meetings that may be scheduled outside of normal class time?**

In order to accommodate last minute requests, I have worked with the Office of Student Success to get prior authorization for specific request types. For example, professor office hours and tutoring are pre-approved requests. Knowing this, interpreters are empowered to work directly with the student to accommodate swinging by a teacher's office hours or adding tutoring after a scheduled class. We have found this ability to work directly with the student (while keeping in close communication with our school contact) allows us to fill the vast majority of requests. In fact, over six semesters, only one request—a same day request to meet with an advisor—has gone unfilled.

**Do you/your interpreters have experience in specialized curriculum to include theatrical performances and/or public events, concerts, etc.?**

My interpreters bring with them a broad range of skills. Several interpreters (Liz Leitch, Catherine Dudley, Shelly Thiss, Mia Hanczaryk, Melody Winters, and myself) have received specialized training in performing arts/ theatrical interpretation. Melody holds a BFA in Theatre. Liz teaches a workshop related to performance interpreting and frequently works at and with large theaters in Washington, DC. I have published work relating to performing arts interpreting with the Registry of Interpreters for the Deaf (RID), presented on this topic at a national RID conference, and was instrumental in the creation of RID's Performing Arts Standard Practice Paper.

**Are you/your interpreters able to accommodate more than one interpreter per student, if needed?**

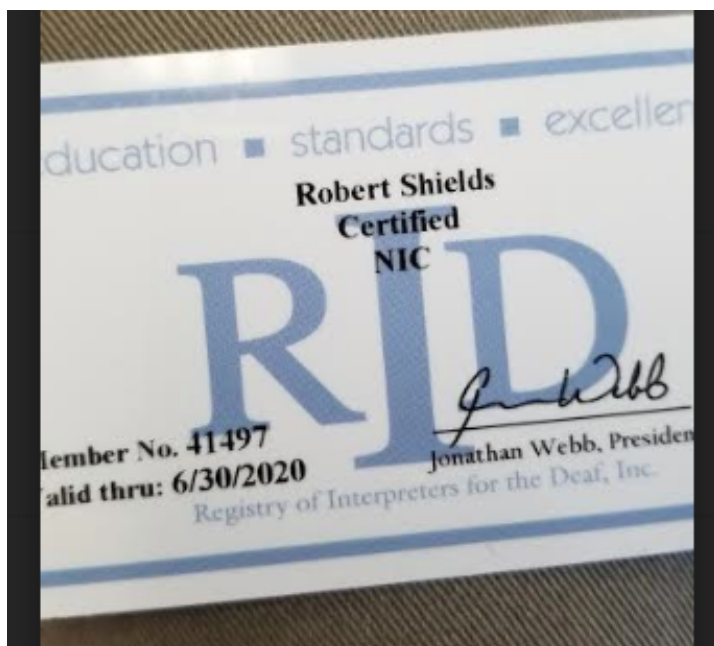
Absolutely. The vast majority of our work thus far has been in teams, and we are certainly able to provide this level of support if this situation requires.



-Elaine Hernandez: Nationally Certified (CI/CT, NIC Advanced, SC:L), 30 years experience

-Liz Leitch: Nationally Certified (CI/CT), 30 years experience

-Robert Shields: Nationally Certified (NIC), 30 years experience





-Mia Hanczaryk: Nationally Certified (CI/CT), 30 years experience

-Karen Smith: Nationally Certified (NIC Master), 14 years experience

-Emily Haynes McGee: Nationally Certified (NIC), 12 years experience



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education ■ standards ■ excellence

**Jennifer Lynn Dau**

**Certified**

**NIC**

**Member No. 81236**

**Valid thru: 06/30/2022**

  
**Jonathan Webb,**  
**President**

Registry of Interpreters for the Deaf, Inc.

-Jennifer Dau: Nationally Certified (NIC), 8 years experience

-Kristie M Wells: Nationally Certified (NIC Advanced), 12 years experience

-Rose Salen: Nationally Certified (NIC), 20 years experience

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**Kristine M Wells**

**Certified**

**NIC Advanced**

**Member No. 62871**

**Valid thru: 06/30/2020**

  
**Jonathan Webb,**  
**President**

Registry of Interpreters for the Deaf, Inc.

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**Rose Ray Salen**

**Certified**

**NIC**

**Member No. 46887**

**Valid thru: 06/30/2020**

  
**Jonathan Webb,**  
**President**

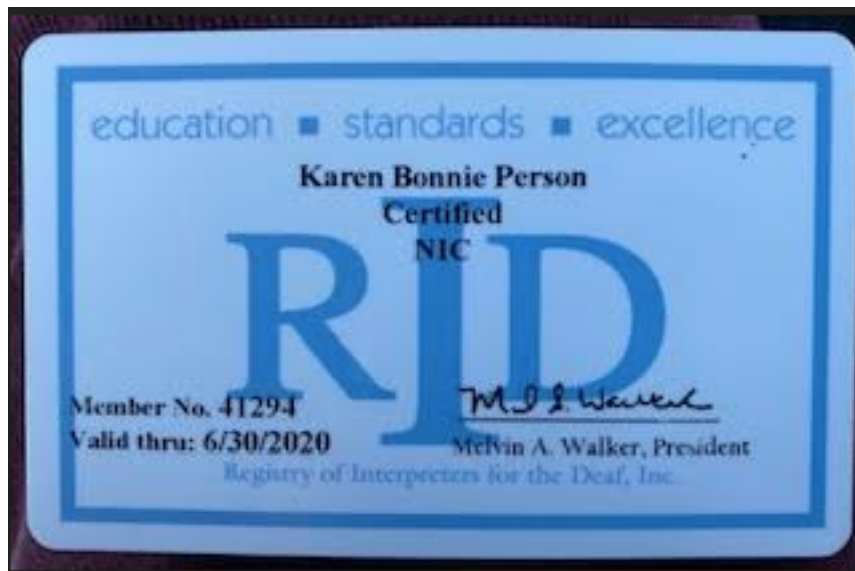
Registry of Interpreters for the Deaf, Inc.



-Carrie Humphrey: Nationally Certified (NIC), 15 years experience

-Bonnie Person: Nationally Certified (NIC) 15 years experience

-Heather Paradise: Nationally Certified (NIC), 12 years experience



## ATTACHMENT C – REFERENCES

Provide at LEAST 3 references of current or recent past clients, preferably from higher education. References will be used as supporting information only and will not be a part of the evaluation scoring.

Reference #1	
Agency Name	Virginia Union University
Contact Name	Dr. Carleitta Paige-Anderson
Email	CLPaige@vu.edu
Phone #	(804)354-5211
# Years w/ Agency	3 years
Solution Provided	Over the past three years at VVUU, we have provided interpreting services for classes as well as field trips, club meetings, teacher conferences, group projects, tutoring, overnight retreats, and other extracurricular events.

Reference #2	
Agency Name	Chrysalis Institute
Contact Name	Martha Tyler
Email	mbrillharttyler@gmail.com
Phone #	(804) 350-7647
# Years w/ Agency	1 year
Solution Provided	My team provided interpreting services for six month long yoga teacher training, requiring very specific knowledge and incredible interpreter adaptability. Training involved classes, mentoring, workshops, and retreats.

Reference #3	
Agency Name	Various
Contact Name	Susi Wilbur, Licensed Clinical Social Worker
Email	susannejbwilbur@gmail.com
Phone #	434-566-0172 (Video Phone)
# Years w/ Agency	4+ years
Solution Provided	Susi is able to speak to my direct interpreting skills, as well as my ability to coordinate. We have worked together in myriad settings, and she has a well-rounded picture of my work.



## ATTACHMENT D - SMALL BUSINESS SUBCONTRACTING PLAN

**MUST BE COMPLETED AND RETURNED WITH PROPOSAL PACKAGE**

All small businesses must be certified by the Commonwealth of Virginia, Department of Small Business and Supplier Diversity (DSBSD) by the due date of the solicitation to participate in the SWaM program. Certification applications are available through DSBSD online at <http://sbsd.virginia.gov>.

### DEFINITIONS:

**"Micro Business"** means a business that is a certified Small Business under the SWaM Program and has no more than twenty-five (25) employees and no more than \$3million in average annual revenue over the three-year period prior to their certification.

**"Small business"** means a business independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of the individual owners shall control both the management and daily business operations of the small business. *Note: DSBSD-certified women- and minority-owned businesses shall also be considered small businesses when they have received DSBSD small business certification. (Code of Virginia, § 2.2-4310)*

**"Woman-owned business"** means a business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more women. *(Code of Virginia, § 2.2-4310)*

**"Minority-owned business"** means a business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals. *(Code of Virginia, § 2.2-4310)*

**Bidder Name:** Emily Haynes, LLC

**Preparer Name:** Emily Haynes McGee **Date:** 2/17/2020

### INSTRUCTIONS:

- A. If you are certified by the Department of Small Business and Supplier Diversity (DSBSD) as a small business, complete only Section A of this form. This shall not exclude DSBSD-certified women-owned and minority-owned businesses when they have received DSBSD small business certification.
- B. If you are not a DSBSD-certified small business, complete Section B of this form. For the bid to be considered and the bidder to be declared responsive, the bidder shall identify the portions of the contract that will be subcontracted to DSBSD-certified small business in Section B.

ATTACHMENT D (CONT'D)

Section A

If you are certified by the Department of Small Business and Supplier Diversity (DSBSD), are you certified as a:

Check All That Apply: ☒ Micro Business    ☒ Small Business    ☒ Woman-Owned Business    ☐ Minority-Owned Business

DSBSD Certification No.: 702026                      Expiration Date: August 22, 2024

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Section B

Populate the table below to show your plans for utilization of DSBSD-certified small businesses in the performance of this contract. This shall not exclude DSBSD-certified women-owned and minority-owned businesses that have received the DSBSD small business certification. Include plans to utilize small businesses as part of joint ventures, partnerships, subcontractors, suppliers, etc.

Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement

Small Business Name, Address & DSBSD Cert No.	Indicate if also: Micro (O), Women (W), or Minority (M) Certified	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract (%)	Planned Contract Dollars During Initial Period of the Contract (\$)
Total Planned Subcontracting Spend (\$)					



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
02/21/2020

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).

<b>PRODUCER</b> BIN INSURANCE HOLDINGS LLC/PHS 46508252 The Hartford Business Service Center 3600 Wiseman Blvd San Antonio, TX 78251	<b>CONTACT</b> <b>NAME:</b> <b>PHONE</b> (866) 467-8730 <b>FAX</b> (888) 443-6112 (A/C, No, Ext): <b>E-MAIL</b> <b>ADDRESS:</b>																					
<b>INSURED</b> Emily Haynes LLC 6116 CLOVER LN HENRICO VA 23228-5219	<table border="1"> <thead> <tr> <th colspan="2">INSURER(S) AFFORDING COVERAGE</th><th>NAIC#</th></tr> </thead> <tbody> <tr> <td>INSURER A :</td><td>Hartford Underwriters Insurance Company</td><td>30104</td></tr> <tr> <td>INSURER B :</td><td></td><td></td></tr> <tr> <td>INSURER C :</td><td></td><td></td></tr> <tr> <td>INSURER D :</td><td></td><td></td></tr> <tr> <td>INSURER E :</td><td></td><td></td></tr> <tr> <td>INSURER F :</td><td></td><td></td></tr> </tbody> </table>	INSURER(S) AFFORDING COVERAGE		NAIC#	INSURER A :	Hartford Underwriters Insurance Company	30104	INSURER B :			INSURER C :			INSURER D :			INSURER E :			INSURER F :		
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## 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 YY)	LIMITS
A	<input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> General Liability			46 SBM AE9KX4	01/09/2020	01/09/2021	EACH OCCURRENCE \$1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000
							MED EXP (Any one person) \$10,000
							PERSONAL & ADV INJURY \$1,000,000
							GENERAL AGGREGATE \$2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						PRODUCTS - COMP/OP AGG \$2,000,000
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	<b>UMBRELLA LIAB EXCESS LIAB</b> <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE AGGREGATE
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below						PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE -EA EMPLOYEE E.L. DISEASE - POLICY LIMIT
A	Professional Liability			46 SBM AE9KX4	01/09/2020	01/09/2021	Each Claim Limit \$100,000 Aggregate Limit \$100,000

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

Commonwealth of Virginia  
 University of Mary Washington  
 1301 College Avenue  
 Fredericksburg VA 22401

## 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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# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
02/21/2020

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).

<b>PRODUCER</b> CH INS BROKERAGE SERVICES CO INC 01311300 100 S SALINA ST STE 370 SYRACUSE NY 13202	<b>CONTACT NAME:</b>	
	<b>PHONE</b> (315) 234-7500 (A/C, No, Ext):	<b>FAX</b> (315) 234-7508 (A/C, No):
	<b>E-MAIL ADDRESS:</b>	
	<b>INSURER(S) AFFORDING COVERAGE</b>	
	<b>NAIC#</b>	
<b>INSURED</b> EMILY HAYNES LLC 6116 CLOVER LN HENRICO VA 23228-5219	<b>INSURER A:</b> Hartford Fire Insurance Company	
	<b>INSURER B:</b>	
	<b>INSURER C:</b>	
	<b>INSURER D:</b>	
	<b>INSURER E:</b>	
	<b>INSURER F:</b>	

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	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE AGGREGATE	
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	01 WEC AE1XEM	10/15/2019	10/15/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT E.L. DISEASE -EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	\$1,000,000 \$1,000,000 \$1,000,000

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AUTHORIZED REPRESENTATIVE

*Susan L. Castaneda*

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## ATTACHMENT F

### RFP 20-1112 Proposal Submission Checklist

It is important that the Offeror carefully read through the RFP and provide all required documentation. The proposal **MUST** be submitted and received on time to qualify for a chance at evaluation. Use this checklist as a guideline to ensure the proposal is complete before submission.

#### IMPORTANT DATES & REMINDERS

---

- No Questions Accepted after 2:00 PM on February 17, 2020. All Questions must be directed toward the Procurement Officer for this solicitation. Lindsay Fare, [lfare@umw.edu](mailto:lfare@umw.edu), and 540-654-1057.
- Proposal Due Date: February 24, 2020 by 2:00 PM – Proposals submitted after 2:00 PM as indicated by the official Procurement clock will NOT be accepted.
- All proposals must be submitted in a SEALED envelope identifying the firm's name and the solicitation number at a minimum. If sending the proposal by mail, the address to send the proposal to is located on the RFP Cover Page.
- **Read the ENTIRE RFP including terms and conditions and attachments carefully before submitting a proposal.**

#### REQUIRED DOCUMENT SUBMISSION

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Acknowledgement:

☒ **The classification of an entire proposal document, line item prices and/or total proposal prices as proprietary or as a trade secret is not acceptable.** If, after being given reasonable time, the Offeror refuses to withdraw an entire classification designation, the proposal will be rejected.

Documents to Submit:

- ☐ Completed and signed RFP cover page
- ☐ Any/All signed addenda
- ☐ One (1) Printed and One (1) Electronic Copy (flash drive) of Proposal (Original); One (1) Printed and One (1) Electronic Copy (flash drive) of Proposal (Redacted)
- ☐ Description of the Offering firm's history and expertise
- ☐ Completed Attachment A – Pricing Sheet
- ☐ Completed Attachment B – Response Summary
- ☐ Completed Attachment C – References
- ☐ Completed Attachment D – Small Business Subcontracting Plan
- ☐ Any exceptions taken to University's Terms and Conditions.
- ☐ Current Certificate of Liability Insurance

## Addendum I : May 13, 2020

SCOPE OF SERVICES: The Contractor agrees to provide the following services:

1. Provide interpreters who are proficient in American Sign Language with the ability to develop sign for specialized curriculum to include complex terms for deaf/hard of hearing student(s) at the University of Mary Washington (UMW) on all campuses. This service shall be provided for both classroom time and outside of class time (to meet with professors and counselors outside of regularly scheduled classes and other student-related activities) during the academic year. Student schedules will be provided by the Office of Disability Resources. Students will be granted the flexibility to schedule meetings with instructors and advisors on their own. In advance of appointment or upon scheduling an appointment, student should notify the interpreter and the Office of Disability Resources.
2. Provide interpreters who have extensive experience with deaf/hard of hearing students for which American Sign Language is the primary method of communication.
3. Provide qualified interpreters who are able to demonstrate proficiency in language and vocabulary for undergraduate, graduate and professional curricula as requested.
4. Provide interpreters familiar with the Americans with Disabilities Act (ADA).
5. Provide qualified interpreters who are qualified to perform in an academic setting and meet one or more of the following qualifications:
  - a) Currently holds one or more of the following:
    - (1) i. Level 3 or better Registry of Interpreters for the Deaf (RID) or National Association of the Deaf (NAD) valid certification.
    - (2) ii. State of Virginia or equivalent Quality Assurance Screening (VQAS), Level III or better.
  - b) Ability to provide:
    - (1) i. Services to students who are proficient in Cued speech and Signed English.
    - (2) ii. Services to students who are deaf/blind.
    - (3) iii. Oral transliterating services.
    - (4) iv. Accommodation for the student class schedule as well as activities outside the classroom.
  - c) Have had exposure to a non-deaf academic culture.
  - d) Have experience in specialized curriculum to include theatrical performances and/or public events, concerts, etc.
6. Provide qualified substitute interpreters, as needed. If a contracted interpreter is to be absent, it is the Contractor's responsibility to find a substitute interpreter who meets the certifications and qualifications of the contract. All interpreters should arrive on time for all assignments. The contractor should notify the Office of Disability Resources as soon as possible in the event that an interpreter will be late or absent and no substitute can be found. If an interpreter is more than 20 minutes late and the student leaves the classroom, meeting or activity, the Contractor shall not bill for services for that assignment.
7. Provide sufficient staff to have the capability to allow for more than one interpreter per student if required in order to ensure availability for both class and outside of class time with the student. If an interpreter is needed on test days, only one interpreter needs to be present. Interpreters should check with the student and/or professor prior to test days to determine if

the student will need an interpreter. Interpreters need to request a course syllabus at the beginning of the class so they can plan for tests and other activities that may only require one interpreter to be present.

8. Provide coverage for emergency meetings that may be scheduled outside of normal class time.
9. Have weekly contact with course instructors, advisors and counselors to keep up with the needs of the students.
10. Preparing for Classes-Prep Time: Interpreters are encouraged to prepare for class by reviewing the materials and reading the class text. Interpreters should contact the Office of Disability Resources Office at least 3 weeks before the first day of class to request a class textbook. Prep time can also include meeting with students before or after classes to review course material and/or to develop signs for words, concepts or phrases used frequently in the classroom for which there were no previous signs. Interpreters can bill the university for up to three hours of prep time per week.
11. No shows: Interpreters shall not bill for cancellations if they are given at least 24 hours' notice. Announcements made in class concerning a particular class cancellation, will be considered 24 hours' notice. In daily classes, the day before, is considered 24 hours' notice. A course syllabus will be provided to the interpreter by the student and/or the Office of Disability Resources. Any classes designated in the course syllabus as cancelled should be considered as adequate notice. If 24 hours notification is not possible, the interpreter/ Contractor can bill the University for the assignment. Interpreters should wait an appropriate length of time for the student to arrive to class. Generally, the interpreter should wait at least 15 minutes for classes up to 90 minutes long and 30 minutes for classes longer than 90 minutes. Interpreters should report no shows and any other student concerns to the Office of Disability Resources Assistive Technology Coordinator. Interpreters can bill for student no shows.
12. Interpreter/Student Interaction: Interpreters should refrain from having conversations with deaf and/or other students during class time. Interpreters are not required to interact with non-serviced students at any point. Those students should be directed to their professor. Interpreters should be careful when talking with students (both deaf/hard of hearing and hearing) before and after class. Interpreters should refrain from discussing anything unrelated to class. In addition, the Contractor and/or interpreter should not discuss any financial or contractual arrangements with students, faculty or staff outside of the Office of Disability Resources.
13. Inclement Weather and Emergency Closings: If the weather appears hazardous, the interpreter should refer to the UMW website at [www.umw.edu](http://www.umw.edu) for university closing information. Information about university closings can also be found on local television and radio stations. Interpreters can also sign up for the campus alert system. This will need to be done each semester. The Contractor shall not bill for university closings due to inclement weather or emergency situations.
14. Contractor agrees to annually support a table at the UMW Supplier Expo.
15. Contractor agrees to interpreters being filmed during Commencement exercises.
16. Contractor will provide interpreters to every extent possible in close proximity to the campuses should same day interpreting services be required. The premium rate will apply.