

**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: Sign Language Professionals, Inc.

Address of Offering Firm: 42 Broad Street Road, Suite 219, Manakin-Sabot, VA 23103-2213

DSBSD Certification No.: 9157S Expiration Date: 06/27/2020

eVA ID: SLPINC Tax ID: 54-1611123

Email: CChristie@SignlanguageProfessionals.com Telephone: 804-212-4516

Website: www.SignLanguageProfessionals.com Fax: 800-660-8018

Submitted By (Print Name & Title): Charlene Christie, President

Signature (In Ink):  Date: 02/24/2020

**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: Sign Language Professionals, Inc.

NAME OF OFFEROR REPRESENTATIVE: Charlene Christie, President

OFFEROR SIGNATURE: 

DATE: February 24, 2020

## **Sign Language Professionals, Inc. – Response to RFP 20-1112**

### **Company Background, Capability & Qualifications**

#### **A. Company Background**

Sign Language Professionals, Inc. (SLP) is pleased to respond to the University of Mary Washington (UMW) RFP 20-1112 for American Sign Language Interpreting Services.

SLP is the oldest privately-held company incorporated in the Commonwealth of Virginia to provide Sign Language interpreting services to its Deaf and Hard of Hearing citizens. Headquartered in Richmond, Virginia we were established in 1992 and our interpreter base has now grown to well over 300 actively engaged interpreters found in Eastern US as well as Michigan and parts of the mid-West.

SLP is a Small Woman-owned Business (SWAM #9157S) certified by the Virginia State SBSD. SLP also provides foreign language interpreting as well as Remote CART/Text Interpreting services to its customers/clients.

Since our inception, requests for our service have come from numerous academic locations, such as colleges, universities, community colleges, and public schools. We also contract with state agencies and the federal government to provide interpreters/captionists/text interpreters for employee meetings, public events, rehabilitative training, mental health counseling and social services. We provide services to hospitals for all medical needs, including emergency services, as well as private medical practices and rehabilitation centers.

Our experience with public events has included theatrical productions, college and high school graduations, public hearings, weddings, funerals, and political speeches. Some of our interpreters have also been asked to serve in locations requiring military clearance and criminal background checks.

## Sign Language Professionals, Inc. – Response to RFP 20-1112

### B. Experience & Qualifications

#### 1. Proposed Services

In response to UMW's request, Sign Language Professionals, Inc. (SLP) is proposing onsite **American Sign Language (ASL) Interpreting and Transliteration (CLT) services**. SLP has been providing these services throughout the eastern/central US since its inception in 1992.

As an optional service, SLP is also proposing remote CART (Communication Access Realtime Translation) and Text Interpreting (TI) services. These services are an alternative to traditional Sign Language and offer a reliable and complete way to communicate in business settings, classrooms, public events, conventions and even medical appointments. With over 48 million Deaf and Hard of Hearing individuals in the United States alone, as well as many new immigrants just learning English, this is a critically-needed service.

**CART** – Through use of wireless technology, the spoken word is heard and transcribed by a member of our team, word for word, and displayed on a laptop, tablet computer, smartphone or eReader held by the receiver in seconds ("real time"). The text read may be in English or other language preferred by the receiver. The microphone we use for this purpose is a specialized, high quality wireless microphone. However, a conference room speaker telephone, mobile telephone or other internet voice connection may be used. Output may also be displayed on a large screen in the room for the benefit of all members of the audience.

**Text Interpreting** – Similar to CART in method of delivery, TI uses a system of transcription that paraphrases and condenses the information delivered so that it is in a more readable format. It provides meaning, rather than a straight transcription of words and sounds in the room. We recommend this selection for mathematic and financial applications (classes, workshops, seminars).

With either selection, the user would simply log in to our website and start viewing the captioned text as it is happening. There is also an option for downloading a transcript of the event. One of the advantages of using CART or TI is that the user may sit anywhere in the room, rather than at the front near an interpreter (presuming that a wireless microphone may be placed near the speaker). It also offers our customers more flexibility in scheduling appointments in remote locations where traditional onsite interpreters may not be available, as long as there is a reliable internet connection (wired or wireless).

#### 2. Interpreter/Transliterator Credentials

SLP contracts with many interpreters to cover the needs of our Deaf and Hard of Hearing clients. At present, we have more than 300 interpreters on record with a substantial number supporting SLP Customers on an ongoing basis. All must have current state/nationally recognized credentials; either VQAS, RID NAD, or NIC

certifications. Copies of their certification are kept on file, continually updated, and reviewed by our Credentialing Manager. To reaffirm our commitment to quality service, they are always available to our customers.

The majority of our interpreters holds four-year degrees and have performed interpreting services in excess of seven years, often within academic settings. The majority possess national certifications, among others. As evidenced by their credentials and career initiative all SLP's staff of interpreters are well aware of and abide by the RID code of ethics.

At the end of this document we have provided Representative Resumes of ASL Interpreters and Transliterators. These best represent those individuals we may select in response to UMW requests for service. Updated credentials of all SLP Contractors are maintained within our database and may be provided at the time of assignment to a UMW request. An ever-increasing percentage of ASL contractors no longer receive credentials. Instead, credentials may be viewed on the RID (NIC, etc.) and VDDH (VQAS) websites.

### **3. SLP Personnel**

#### **a. SLP Senior Client Services Coordinator (CSC)**

Upon our selection by UMW, SLP will assign a Client Services Coordinator (CSC) such as the one noted below to perform interpreter scheduling and recruitment in support of UMW's needs. Should that CSC be unavailable for any reason, we have other CSCs on staff who may step in at any time to support UMW requests.

**Cheley Galligher** has been managing interpreter scheduling, recruitment, and customer/client relationships with SLP for a number of years and would be assigned to support UMW. She holds a degree in Psychology from California State Polytechnic University with an emphasis in premedical studies. Cheley would be primarily responsible for processing services requests and managing the scheduling of interpreters.

Email: CGalligher@SignLanguageProfessionals.com

Telephone: (844) 740-7279

#### **b. SLP Management (Escalation Personnel)**

As soon as any issue/concern is noted by UMW's staff member, instructor, or student SLP encourages quick action to minimize any impact to our quality of service. For that reason we provide a dedicated CSC who will be on the "front line" to respond to any such issue. On our side should we learn of any concerns from our interpreting team we will also quickly communicate with the appropriate UMW authorized contact and work diligently to resolve the issue.

More urgent issues requiring escalation to SLP management involvement will receive a quick response to continue delivery of quality services. Charlene Christie and Godfrey Grier are prepared if such issues ever arise.

**Charlene Christie, M.Ed.**, founder and President of SLP, can be contacted to resolve contract, fiscal, or urgent issues requiring immediate attention.

Email: CChristie@SignLanguageProfessionals.com  
Direct: (804) 212-4516  
After Hours: (844) 740-7279

**Godfrey Grier**, Operations Associate, has been providing back office operations, contract, and fiscal support for SLP since 2010 and can be contacted to resolve contract or fiscal issues.

Email: GGrier@SignLanguageProfessionals.com  
Direct: (757) 403-9400

#### **4. Requests, Scheduling, & Assignment**

In general, our services may be requested for appointments by:

- Entry within SLP's online interpreting services system (preferred)
- Using the standard Academic Interpreting Services Request (ISR) form (defined below)
  - Email sent to Requests@SignLanguageProfessionals.com
  - Faxed Request to our Request Fax Line, (866) 675-9278
- Or for urgent requests, Call our 24/7 Service at (844) 740-7279

With its proprietary online scheduling/job-tracking system SLP offers its Customers the ability to self-enter all interpreting requests 24/7 with a unique Log-In User ID and password. Once a request has been entered, and an interpreter confirmed, the Requestor will be able to view the status of the request (filled or unfilled), as well as the interpreter's name (when confirmed).

For urgent requests, we recommend telephoning or texting the assigned SLP Client Services Coordinator so that requests may be prioritized. For those preferring 24/7 phone service, callers may place requests that will be immediately routed according to their urgency.

SLP Customers may always reference this information (along with fillable forms) on our website: [www.SignLanguageProfessionals.com](http://www.SignLanguageProfessionals.com).

SLP uses innovative, proprietary software which provides secure electronic transmission of vital information. After the order is placed, we post the job to all qualified interpreters immediately. With company-provided mobile apps, they are able to respond rapidly and receive confirmations. When a request is placed for service, UMW may make a request for a specific interpreter. SLP staff will then see to it that the assignment is offered only to this individual (subject to availability). Within our



scheduling software, we also have the ability to create a block between a particular interpreter and a consumer (student, parent, etc.) so that they are never paired. In this way, UMW may be assured that any known conflict of interests between Interpreter and Consumer may be avoided.


We can also block an interpreter from being offered work with a specific Customer, in this case – preventing a UMW employee from being offered work on an UMW assignment (we would need a list of UMW employee interpreter names in order to set this up).

The confirmations provide interpreters with all the details of their assignments. Whenever UMW or an interpreter contacts us about a particular job, we have a job number which is linked to all notes and details. For long-term assignments, we would work directly with the UMW Office of Disability Resources (ODR) to tailor delivery of services in a manner that best suits the student's needs. In order to select the best qualified candidate for a long-term assignment, SLP may, at its discretion, recruit interpreters from outside the immediate vicinity to fulfill this special need.

## 5. Accepting Assignments

Interpreters are required to be onsite and ready to work 15 minutes prior to all assignments. We request that UMW provide us with an onsite contact person, name and cell phone number, so that our Interpreters can telephone in case of delay, or to check assignment details. This would include contact information for Staff/Employees and Instructors as well as students receiving service. SLP agrees to respond to the UMW's interpreting services requests with the desired confirmation in the suggested timeframes. However, we will provide UMW with a unique log on User ID so that a spreadsheet of all current requests may be viewed at any time, showing the status (filled/unfilled) and the interpreter's name.

If SLP Interpreters are delayed for any reason, they are responsible to inform the office and the contact person. If there will be a significant delay in their arrival, they must telephone our office to request a substitute be dispatched. UMW can always reach the

**Sign Language Professionals, Inc.**

**Academic Service Request**

Please Enter the Requested Information Below and Submit the Completed Form to:  
[Requests@SignLanguageProfessionals.com](mailto:Requests@SignLanguageProfessionals.com) or (866) 675-9278 (Fax)

(Please Print)

Today's Date / Time: \_\_\_\_\_

Requested by (name): \_\_\_\_\_

Email: \_\_\_\_\_ Telephone: \_\_\_\_\_

Request Type:  
(Please 'X')

Add: \_\_\_\_\_

Change: \_\_\_\_\_ Effective Date: \_\_\_\_\_

Cancellation: \_\_\_\_\_ Effective Date: \_\_\_\_\_

Student Name: \_\_\_\_\_

Class Title/Activity/Event: \_\_\_\_\_

Semester: \_\_\_\_\_ Section: \_\_\_\_\_

Location (Building/Room): \_\_\_\_\_

Instructor: \_\_\_\_\_

Email: \_\_\_\_\_ Telephone: \_\_\_\_\_

Starting Date: \_\_\_\_\_ Ending Date: \_\_\_\_\_

Day(s) of week: \_\_\_\_\_

Starting Time: \_\_\_\_\_ Ending Time: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

SLP Office Use: Customer Organization Name: \_\_\_\_\_

Proposal/Contract Number: \_\_\_\_\_

Job Number: \_\_\_\_\_ Invoice Number: \_\_\_\_\_ SLP Service Provider: \_\_\_\_\_

Sign Language Professionals, Inc. ▲ toll free: (844) 740-7279 ▲ fax: (866) 675-9278

SLP office in case of emergency (outside regular business hours) using our toll free number.

Interpreters are required to be onsite and ready to work 15 minutes prior to all assignments. We request that UMW provide us with an onsite contact person, name and cell phone number, so that our Interpreters can telephone in case of delay, or to check assignment details. This would include contact information for Staff/Employees and Instructors as well as students receiving service. SLP agrees to respond to the UMW's interpreting services requests with the desired confirmation in the suggested timeframes. However, we will provide UMW with a unique log on User ID so that a spreadsheet of all current requests may be viewed at any time, showing the status (filled/unfilled) and the interpreter's name.

If SLP Interpreters are delayed for any reason, they are responsible to inform the office and the contact person. If there will be a significant delay in their arrival, they must telephone our office to request a substitute be dispatched. UMW can always reach the SLP office in case of emergency (outside regular business hours) using our toll free number.

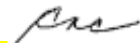
## Sign Language Professionals, Inc. – Response to RFP 20-1112

### C. Other Terms and Conditions

#### 1. SLP Cancellation policy

SLP supports a 24-hour cancellation policy. When SLP receives a cancellation within less than 24 hours before a scheduled onsite interpreting assignment, SLP requests that UMW support the policy of billing for the time scheduled/reserved. This is in line with interpreting services industry standards and is required by most all independent contractors within the region

This would be incorporated into SLP Terms and Conditions guidelines for all our interpreters, transliterators and transcribers who service UMW. SLP personnel who are notified of such cancellations will note the date and time such announcement was made, so that it may be documented in UMW's account on our billing software.

UMW will pay a maximum of one week full pay for scheduled interpreting if a student changes their schedule at any point during the semester, including during the add/drop period. Compensation would not be granted if the change was due to weather, medical, or other emergencies. 

#### 2. Team interpreting

With timely notice, we are able to send a team of interpreters for assignments, which are longer than two hours in duration, a public event, or conference setting with multiple speakers.

SLP interpreters are trained to connect with one another prior to the start of an assignment and agree upon a teaming schedule. If working with a team, the SLP interpreter will remain with the team in a supportive role.

In the rare instance where a team interpreter is not available or is unable to attend a teamed assignment and no substitute can be supplied, SLP may bill UMW at a rate of time-and-a-half (1.5) per hour for the assignment duration.

#### 3. Payment Terms

Our payment terms are Net 30. Payment may be made by check or ACH. Credit cards are not accepted. Commencing on the 30th day following receipt, a monthly finance charge of 1.0% will be applied to any unpaid amount. Customer will be responsible for all legal/collection fees incurred should such action be necessary.

#### 4. Mileage Charge - Out of the Area or Extensive Travel

For SLP Contractor travel outside of the UMW campus or where the UMW assignment requires extensive travel, SLP would charge \$.55 per mile traveled.

#### 5. Non-Solicitation

During the term of its engagement with Sign Language Professionals, Inc. (SLP), and for one year thereafter, without the prior written consent of SLP, UMW agrees not to accept services from, or solicit, hire, or discuss employment possibilities with, any of SLP's contractors who have been introduced to UMW in response to a service request.

This prohibition would apply whether solicited directly or indirectly (including without limitation pro bono work and services through an agency or entity other than SLP). UMW also agrees to keep confidential and not use or disclose to others, except as expressly consented to by SLP, any confidential or proprietary information such as SLP fee schedules, contractor names or contact information. This applies to employees, subcontractors or agents of the UMW. Videotaping of interpreters and transliterators is prohibited without written preauthorization from SLP.

#### **6. Gaps between Scheduled Interpreting Sessions**

UMW agrees to pay a maximum of three hours of unscheduled interpreting between scheduled interpreting assignments.

#### **7. UMW Annual Supplier Expo**

To showcase our company's services SLP is willing to annually support a table (\$40-\$60) at the UMW Annual Supplier Expo held on campus each March.

## ATTACHMENT A - PRICING SCHEDULE

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

### Requested Services

| Description  | Rate/Hour  |
|--|--|
| In-Person Sign Language Interpretation (English to ASL) – Levels III and Higher                                  | \$79.50, 2 hr. minimum per interpreter per class assignment, billed in .25 hour increments   |
| In-Person Cued Speech Translation <i>Pro</i>   | <del>\$83.50</del> <b>\$84.50</b> (\$5.00 added to the above ASL hourly rate), 2 hr. minimum per interpreter per class assignment, billed in .25 hour increments |
| Fees for Cancellations (given less than 24hrs/not on course syllabus)  | Charge for time reserved (# hours x hourly rate), 2 hr. minimum per interpreter per class assignment, billed in .25 hour increments                              |
| Other Fees*<br>Urgent Request Fee (less than 24 hour notice)<br>Deaf/Blind Tactile Interpreting Hourly Surcharge | <br>\$75.00 – One Time Charge per request<br>\$5.00 added to the above ASL hourly rate   |
| <b>Average Hourly Rate</b>   | <b>\$81.50</b> (average of ASL & CLT)  |

*\*disclose all other potential additional costs*

### Optional Services

#### a. Deaf/Blind-Tactile Interpreting

SLP provides Tactile Interpreting for an additional \$5.00 per hour charge, added to the onsite ASL interpreting rate above.

#### b. Foreign Language Interpreting

SLP provides onsite interpreting services for a large number of foreign languages at the same rate as onsite ASL interpreting above. Most notably they would include: Spanish, Arabic, & Portuguese.

#### c. Remote Captioning Services

SLP provides two forms of Remote Captioning Services via CART and Text Interpreting (Typewell).

| Optional Service: Remote CART/Captioning/Text Interpreting |   |
|--|---|
| Description of Service                                     | Hourly Rate   |
| <b>CART</b> - Hourly Rate for Daytime (7am-7pm)            | \$149.00 per hour; 1 hour minimum after which billing occurs in .25 hour increments |

| <b>Optional Service: Remote CART/Captioning/Text Interpreting</b>   |   |
|---|---|
| <b>CART</b> - Hourly Rate for Evenings (7pm-7am) and Weekends (Friday 7pm to Monday 7am)                                      | \$164.00 per hour; 1 hour minimum after which billing occurs in .25 hour increments |
| <b>Text Interpreting (Typewell)</b> - Hourly Rate for Daytime (7am-7pm)   | \$ 68.50 per hour; 1 hour minimum after which billing occurs in .25 hour increments |
| <b>Text Interpreting (Typewell)</b> - Hourly Rate for Evenings (7pm-7am) and Weekends (Friday 7pm to Monday 7am)              | \$ 73.50 per hour; 1 hour minimum after which billing occurs in .25 hour increments |
| <b>Transcription</b> – Review, Editing, and Delivery – included within all of the above rates for Remote CART/TI at no charge | \$ 0.00   |

#### **d. Remote Cued Speech Transliteration**

To supplement our onsite service, SLP has recently begun offering a *remote* Cued Speech Transliteration (CLT/CST) Service.

| <b>Optional Service: Remote Cued Speech CLT/CST Interpreting</b>                        |   |
|---|---|
| <b>Description of Service</b>   | <b>Hourly Rate</b>  |
| <b>CLT</b> - Hourly Rate for Daytime (7am-7pm)  | \$ 92.00 per hour; 1 hour minimum after which billing occurs in .25 hour increments |
| <b>CLT</b> - Hourly Rate for Evenings (7pm-7am) and Weekends (Friday 7pm to Monday 7am) | \$ 97.00 per hour; 1 hour minimum after which billing occurs in .25 hour increments |

## 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<br><input type="checkbox"/> 5 – 10 years experience<br><input checked="" type="checkbox"/> 10 years or more experience |   |
| 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 <u>provide a copy of your certification with your proposal submission.</u> |
| Do you/your interpreters hold a valid certification with the National Association of Deaf (NAD)?   | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>  | If you answered “Yes” to this question, please <u>provide a copy of your certification with your proposal submission.</u> |
| 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, <u>please provide a copy of your certification with your proposal submission.</u> |
| Are you/your interpreters able to provide services to students who are proficient in Cued speech and Signed English?   | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>  |   |
| Are you/your interpreters able to provide oral transliterating services?   | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>  |   |
| Have you/your interpreters had exposure to a non-deaf academic culture?  | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>  |   |
| 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"/>  |   |
| 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"/>  |   |
| Are you/your interpreters able to accommodate more than one interpreter per student, if needed?  | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>  |   |
| 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"/>  |   |

## 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 Customer Name          | <b>College of William and Mary</b>   |
| Contact Name                  | <b>Greg Henderson, Asst. to VP; Chief of Staff</b><br><b>104 Jamestown Road</b><br><b>Williamsburg, VA 23185</b> |
| Email                         | <a href="mailto:GMHend@wm.edu">GMHend@wm.edu</a>   |
| Phone #                       | <b>(757) 221-1236</b>  |
| # Years w/ Agency as Customer | <b>20+ Years</b>   |
| Solution Services Provided    | <b>ASL Interpreting Services</b>   |

| Reference #2                  |  |
|-------------------------------|--|
| Agency Customer Name          | <b>J. Sargeant Reynolds Community College</b>  |
| Contact Name                  | <b>Susan Roach, Student Services Specialist</b><br><b>Office of Student Accommodations</b><br><b>Parham Road Campus</b><br><b>Room 101, Georgiadis Hall</b><br><b>P.O. Box 85622</b><br><b>Richmond, VA 23285-5622</b> |
| Email                         | <a href="mailto:SRoach@reynolds.edu">SRoach@reynolds.edu</a>   |
| Phone #                       | <b>(804) 523-5289</b>  |
| # Years w/ Agency as Customer | <b>8+ years</b>  |
| Solution Services Provided    | <b>ASL Interpreting Services</b>   |

| Reference #3         |  |
|----------------------|--|
| Agency Customer Name | <b>John Tyler Community College</b>  |
| Contact Name         | <b>Mark Miller, Ph.D.</b><br><b>Midlothian Campus</b><br><b>800 Charter Colony Parkway</b><br><b>Midlothian, VA 23114-4383</b> |



|                               |   |
|-------------------------------|---|
| Email                         | <a href="mailto:MMiller01@jtcc.edu">MMiller01@jtcc.edu</a>              |
| Phone #                       | <b>(804) 594-1561</b>   |
| # Years w/ Agency as Customer | <b>20+ years</b>  |
| Solution Services Provided    | <b>ASL Interpreting Services, Text Interpreting (Typewell) Services</b> |

## 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:** Sign Language Professionals, Inc.

**Preparer Name:** Charlene Christie, President **Date:** February 24, 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.: **9157S**

Expiration Date: **06/27/2020**

### 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 (\$)       |   |                                   |                               |   |   |



## SLP Interpreter VA-IC-1289

**Education:** Gardner-Webb University, Boiling Springs, North Carolina  
Bachelor of Arts: American Sign Language May 2010.  
Minor: Interpreting  
Cum Laude

### Qualifications:

- Proficient interpretation, both simultaneous and consecutive, using a variety of modes including American Sign Language (ASL), Pidgin Signed English (PSE), Oral Transliteration, and any Tactile version (adapted for Deaf-Blind or Close-Vision) to English, and from English to any of the signed languages stated above.
- Translation of any written communication of assorted length, subject matter, and writing style into ASL, PSE, Oral Transliteration, Close-Vision or Tactile Sign Language. Interpretation of the meanings of English idioms used by a hearing audience to clarify for Deaf/hard of hearing consumers.
- Proficiency in the interpretation of highly specialized terminology or acronyms often used in a wide variety of settings and the ability to acclimate quickly. These settings include but are not limited to: Government (staff meetings and trainings, confidential meetings, performance evaluations, personnel grievances, employee assistance program sessions, seminars) Educational (Postsecondary), Weddings and Funerals, and Performing Arts/Platform,

### Work Experience:

**Sign Language Interpreter- G.S. 11, Step 5** February 2015- Present  
*Department of Health and Human Services, Administration for Community Living, National Institute on Disability and Independent Living Rehabilitative Research*

- Facilitated Communication for High Profile Clientele
- Proficiently Interpreted (Sign and Voice) Meetings with Highly Specialized Terminology And Acronyms in the Government Setting Pertaining to Fiscal, Legal, Programmatic, EEO, and Performance Evaluations
- Interpret Scientific and Research Based Peer Review Panels and Orientation Calls For Applications That Improve the Lives of People with Disabilities.
- Provided Oral Interpretation to Deaf Consumer During Staff Meetings, One on One Interactions with Supervisor and Co-Workers, and Telephone Calls.
- Other Duties as Assigned: Develop Ineligible Application Letters, Prepare and Develop FOIA Request Responses, and Advised and Performed Technical Assistance Work on Programmatic and Financial Budgets for Grantees

**Sign Language Interpreter- G.S. 11, Step 5** July 2010- February 2015  
*Department of Education- Office of Special Education and Rehabilitative Services*

- Facilitated Accurate Communication between Deaf Supervisor and His Staff and Colleagues
- Proficiently Interpreted (Sign and Voice) Meetings with Highly Specialized Terminology And Acronyms in the Government Setting Pertaining to Fiscal, Legal, Programmatic, EEO, Performance Evaluations, and Accessibility Issues

- Lead interpreter at Independent Living and Disability related conferences
- Coordinated and Scheduled Additional Interpreters From Contracting Agency
- Prepared Team Interpreters by Providing Detailed Vital Information to Interpret Successfully
- Other Duties as Assigned: Grants Management Specialist, Created Screen Reader Accessible Documents for Web That Met 508 Compliance, Lead on Budget and Cost Reimbursement from Centers for Independent Living, Prepared Descriptive Background and Analytical Briefs for Senior Management and OIG and Participated and Assisted in On-Site Reviews

**Student Interpreter**

August 2008- May 2010

*Gardner- Webb University Noel Program*

- Fostered Communication Between Teachers, Students, and Classmates
- Interpreted in Settings Including Theatrical, Classroom, Platform, Medical, Contact, and Tactile
- Team Interpreting Skills Acquired Though Weekly School Assemblies

**ASL Lab teacher**

January 2007- May 2010

*Gardner-Webb University ASL Department*

- Developed and Implement Weekly Lesson Plans
- Taught, Educated and Motivated Beginning Students Understanding of ASL
- Provided Sensitivity Disability Training and Deaf Cultural Information

**Interpreter/ Camp Counselor**

June 2009- August 2009

*Gallaudet University CISP*

- Facilitated Communication Between Deaf and Hearing Children
- Lead ASL Game, Activity, and Learning Time
- Fostered the Growth and Learning of American Sign Language

**Intern/ Conference Assistant**

May 2009- August 2009

*Registry of Interpreters for the Deaf (RID)*

- Experienced the Business Side of the Interpreting Profession
- Assisted in Teaching ASL to Staff
- Proofread Conference Material Including Presenter Bio's.
- Attended Philadelphia RID Conference as Assistant to Planner.

**Memberships**

**And**

**Trainings:**

RID Certified (NIC)  
Virginia RID  
CIG (Council on Interpreting in Government)  
5-C Security Clearance  
SLIPI rating Advanced in Spring 2009



## **SLP Interpreter VA-IC-1187**

### Objective

Sign Language Interpreter

### Skills

Registry of Interpreters for the Deaf IC/TC and NIC certifications; VQAS Level 4

Proficiency in American Sign Language/English interpreting skills

Extensive experience with educational, medical business, video relay and performing arts settings

Adheres to ethical codes and behaviors that protect the confidentiality of information

### Professional Experience

2016 – Present Interpreter – Bridgewater College, Bridgewater, Virginia

2006-2017 Video Relay Interpreter, Sorenson Communications, Virginia Beach/Blacksburg, Virginia

2005 Instructor – American Sign Language, Regent University, Virginia Beach

1984-2012 Teacher of the Deaf/Interpreter, Virginia Beach City Schools

1981-1984 Teacher/Speech-Language, Virginia School for the Deaf and Blind, Hampton

### Education

Master of Arts Degree in Special Education, California State University, Fresno

Bachelor of Science Degree in Special Education, Old Dominion University

### Professional Affiliations

Registry of Interpreters for the Deaf

Virginia Registry of Interpreters for the Deaf

Virginia Dept. for the Deaf & Hard of Hearing



## SLP Transcriber VA-IC-1405

### Education

#### **A.A.S. in Court Reporting**

1996

***Lenoir Community College, Kinston, North Carolina***

- StenEd Theory, GPA: 4.0
- National Dean's List, 1994-95
- Phi Theta Kappa, Omicron Rho Chapter, 1995

### Career History

#### **Official Court Reporter, Calvert County Circuit Court, Maryland**

2003-2014

- Provide stenographic reporting in criminal, civil, and domestic relations cases, transcribing and producing official transcripts
- Transcribe and produce CourtSmart recordings into official transcripts
- Return phone calls for transcript requests
- Generate billing and follow up for payment on outstanding invoices

#### **Freelance Court Reporter, Washington, D.C./Maryland/Virginia**

2001-2003

- For the Record, Waldorf, MD
- Miller Reporting Company, Washington, D.C.
- Stenographic reporting services: depositions, administrative hearings, educational hearings, medical expert testimony, video depositions, U.S. District Court Washington, D.C., Fairfax County Circuit Court

#### **Freelance Court Reporter, Jacksonville, North Carolina**

1996-1997

- State of North Carolina, official reporter on call
- Terry Warner Court Reporting
- Bryant Court Reporting

#### **Pianist, Hughesville Baptist Church**

2007-2014

### Military History

#### **United States Marine Corps**

1987-1991

- Honorable Discharge
- MOS: 5526, Musician
- Rank: Lance Corporal, E-3

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## **Memberships & Certifications**

- National Court Reporters Association, 1994-present
  - Registered Merit Reporter, 2013
  - Certified Realtime Reporter, 2010
  - North Carolina Court Reporting Certification, 1996
  - Notary Public, Virginia
-





## **SLP Interpreter VA-IC-1160**

**SUMMARY:** State certification as Level I interpreter in Texas

Graduate with an Associate Arts in Interpreting for the Deaf in 2006

Bachelor's Degree in Interpreting from Gallaudet University in 2009

Passed NAD-RID National Interpreter Certification (NIC) Knowledge Test May 2009

NIC Interview and Performance Examination Compete 2013

Freelance in Washington, DC area since 2013

**EDUCATION:** Bachelor's Degree: Major: Interpreting, 2009, Gallaudet University

Associate's Degree: Major: Interpreting, 2006, Del Mar College, Corpus Christi

**EXPERIENCE:** Completed Internship Summer 2006 - Corpus Christie Deaf and Hard of Hearing Center

Completed Internship Spring 2009 – Deaf REACH, Washington, DC

- Interpreted in mental health setting
- Interpreted therapy sessions
- Interpreted doctor's appointments

**WORK EXPERIENCE:** Legal Language Services: 2009 – Current

- Freelance Interpreting in Washington, DC
- Hospital setting
- Government Setting

Viable Relay Services: 2009

- Video Relay Interpreter

HIS Sign: 2013 – Current

- Interpreted in business and medical settings



## **SLP Transliterater VA-IC-1522**

### **Objective**

Provide Cued Language Services.

### **Experience**

#### **Language Matters Inc.- Cued Language Transliterater & Instructor**

**May 2012 - Present**

Cued Language transliteration for various settings. Previous experience including public schools, colleges & universities, drivers education & Behind the Wheel, board meetings, conferences, teaching cue classes, mentor online, private lessons.

#### **Freelance Cued Language Transliterater & Instructor**

**May 2008- Present**

Cued Language services for various settings. Previous freelance experience: Smithsonian, Gettysburg, political speeches, scuba lessons, Boy Scouts, cueing lessons, cue camps, meetings, weddings and more

#### **Fairfax County Public Schools**

**May 2008 – August 2015**

Transliterate Teachers, students, and environmental sounds. Inservice consumers as needed, Preschool, elementary, middle, and high school.

#### **Fairfax County Parks & Rec**

**March 2009- August 2015**

Transliterated Sports & Rec for children and adults. Including (but not limited to): Swim Lessons, Spring & Summer Sports Camps, Variety of lessons, Art & Nature Camp.

### **Education**

#### **George Mason University**

##### **Bachelor's of Interdisciplinary Studies- Neurodevelopmental Linguistics**

**August 2105**

Graduated with honors

#### **Northern Virginia Community College-Applied Science- Deaf Studies**

**December 2012**

The Languages & Literature Division Scholarship. Cum Luade

### **Other Experience & Volunteer**

Volunteer every year at two or three cue camps throughout the year. Have volunteered and worked as a CLT and an instructor in many different settings. Previously worked as a substitute teacher, driver's education & behind the wheel teacher, and home health aid. Have organized several community practice workshops for both children and adults, in both Cued American English and La Palabra Complementada (Cued Spanish).



## SLP Transcriber VA-IC-1217

### SUMMARY

A seasoned on-site and remote TypeWell® transcriber/scribe for multiple universities and colleges nationwide; writer, editor, and project manager with over thirty years of experience in non-profit writing/editing/administration; writer and editor for education/training materials, as well as promotional/marketing materials.

### WORK HISTORY

|              |   |
|--------------|---|
| 2012-Present | TypeWell® Speech-To-Text Transcriber for Deaf and Hearing-Impaired Individuals – contract worker with Vital Signs, LLC, Silver Spring, MD |
| 2009-Present | Free-lance Technical and Educational Writer, Words-With-Impact.com  |
| 1997-2009    | Project Manager, AARP Driver Safety Program (American Association of Retired Persons), Washington, DC                                     |
| 1987-1997    | Senior Program Specialist, AARP SEE Program and AARP Senior Community Service Employment Program (US Department of Labor Grant to AARP)   |
| 1983-1987    | Administrative Specialist - AARP Criminal Justice Services Program  |
| 1983-1985    | Adjunct English Professor - Capitol College, Laurel, MD   |

### PROVEN ABILITIES AND RESULTS

#### ► On-site and Remote TypeWell® Speech-To-Text Transcriber (2012 to Present)

- On-site transcriber for various universities and government organizations in the Baltimore/Washington, DC area. Transcribed a variety of subjects for high school, undergraduate and graduate students in subject areas from arts and humanities, to science and medical. Also transcribed live meetings for government agencies and conferences.
- Remote real-time transcriber for various universities and colleges throughout the US. Transcribed a variety of science and humanities courses in subjects including nursing courses (anatomy, medical conditions, medicines and treatments), respiratory therapy and social work.
- Proficiency in TypeWell® Premium V7 transcribing software system. Proficiency in writing, language, grammar and background context in a wide variety of subject areas in the sciences, arts and humanities. Familiarity with medical terminology.

#### ► Technical/Educational Writing and Program Development (1983 to Present)

- Provide technical and educational writing and editing services to businesses for reports, presentations, training manuals, etc. Clients include AARP, National Older Worker Career Center, NPR affiliate WAMU-FM, national motivational speakers and training and development organizations.
- Coordinated development, research, writing, editing, field testing, training rollout and implementation of the classroom AARP Driver Safety Program, Sixth Edition. Managed the input of staff, volunteers, course participants, task groups, external consultants and subject matter experts.

### ► **Technical/Educational Writing and Program Development (Continued)**

- Coordinated access to AARP programs by deaf and hard of hearing individuals.
- Wrote and updated policies, procedures, and guideline manuals in areas of worker safety and promotion/marketing techniques.
- Worked with AARP's Office of General Counsel and field office Legislative staff to effect regulatory or legislative change to provide automobile insurance discounts for Driver Safety Program in-classroom and online course participants.
- Successfully developed, launched, marketed and managed the first nation-wide AARP (American Association of Retired Persons) Driver Safety Online Course, an online driver safety program for seniors. Work involved concept and RFP development, vendor selection, and course content writing/development. Over 250,000 participants with revenues of \$4M.

### **PUBLISHED DOCUMENTS and ARTICLES**

- "Volunteer Spotlight" columnist for Washington DC public radio station WAMU 88.5 FM's Airwaves monthly e-newsletter.
- "Volunteer Jobs Can Launch Paying Careers," The Beacon Newspaper, Chevy Chase, MD
- "The AARP/SCSEP Safety Program: A Policy/Procedure Guidebook for Project Directors and Safety Assistants"
- "Education and Remedial Programs: Helping Adults Maintain Safe Driving Abilities," in Maximizing Human Potential, a publication of the American Society on Aging

### **EDUCATION**

M.Ed. in Continuing and Adult Education, Boston University

B.A. in Literature, Maharishi University of Management, Fairfield, IA

### **CERTIFICATION**

TypeWell® Certification, August, 2012 at Basic Skills Level

### **COMMUNITY/PROFESSIONAL ORGANIZATIONS**

Member, Board of Directors, Newburyport Choral Society

Member, Newburyport Commission on Disabilities

Member, ATSP (Association of Transcribers and Speech-to-text Transcribers)

Volunteer, Firehouse Center for the Arts

### **REFERENCES**

References and recommendations provided upon request.



## **SLP Transliterater VA-IC-1318**

### **Certifications**

- **National Transliteration Skills Certificate from the TECUnit**
- **Instructor of Cued Speech Certificate from the National Cued Speech Association**

### **Professional Experience**

#### **Transliterater Experience**

Providing cued language transliterating services for deaf consumers in a variety of settings including elementary, secondary, and post-secondary education institutions; government offices; hospitals; conferences; theater; law offices; courtrooms; camps; and meetings. Offering in-service training in understanding Cued Speech and the role of a transliterater. Familiar with, and adhere to, the Code of Conduct and ethical responsibilities of a cued language transliterater.

#### **Freelance Cued Language Transliterater**

**(2002-Present)**

##### **Clients include (but are not limited to):**

American University  
Boston University  
Children's Hospital Boston  
Gallaudet University  
Georgetown University  
Harvard University  
iNova Hospital  
Kennedy Center

Maine State Senate  
Maine Dept. of Health and Human Services  
Massachusetts Institute of Technology  
Morse High School  
National Cued Speech Association  
Smith College Smithsonian  
Institution University of  
Southern Maine

#### **Language Matters, Inc.**

**(2003-Present)**

Freelance Transliterater

#### **Yale University, New Haven, CT**

**(Sept. 2006-May 2007)**

Staff Transliterater

#### **Wellesley College, Wellesley, MA**

**(Aug. 2003-May**

2005) Staff Transliterater

#### **Instructor Experience**

**Teaching Cued American English classes at the introductory, intermediate, and advanced level.**

**Cue Camp Maine**

**(2001-2017)**

**Camp ChiCueGo**

**(2014)**

**Cue Camp Virginia**

**(2011-2014)**

**Cue Camp Friendship**

**(2003, 2007, 2011)**

**Cued Speech for Integrated Communication Inc.**

**(2008)**

### **Education**

**Psychology Major, University Of Maine Farmington**

**(2001-2002;2005-2006)**

**Liberal Arts Courses, Stonehill College**

**( 1999-2000)**



## SLP Transcriber VA-IC-1219

### Summary

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- Qualified TypeWell transcriber with over six years of experience working remotely and on-site in a variety of settings
- Provides services for high schools, colleges, and businesses
- Strong planner and problem solver who readily adapts to change
- Works independently and exceeds expectations
- Able to juggle multiple priorities and meet deadlines without compromising quality
- Superior English and communication skills

### Core Qualifications

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- Proficient with Microsoft Office Suite, TypeWell Turbo, and TypeWell Math Mode
- Transcribes 75+ WPM without use of TypeWell
- Excellent command of written and spoken English
- Superior communication skills with supervisors, staff, clients and co-workers
- Regularly completes continuing education courses to keep skills up-to-date

### Professional Experience

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#### Remote TypeWell Transcriber

2011 - Present

- Provides remote transcription for San Diego City College, Alternative Communication Services, and Intellitext
- Applies knowledge of educational material and background in clinical audiology to maximize transcription services
- Prepares for classes by reviewing materials and adding specialized terminology to TypeWell dictionary
- Edits transcripts in a timely manner for clients and consumers
- Fully utilizes the TypeWell abbreviation system for maximum efficiency, speed, and accuracy
- Adheres to TypeWell Code of Ethics

#### On-site TypeWell Transcriber

Aug. 2010 - June 2015

*Poway Unified School District, Poway, CA*

- Developed educational transcription program for Poway Unified School District
- Provided real-time transcription services for a deaf and hard of hearing student from 9 to 2 pm, Monday through Friday
- Transcribed in large classrooms and small group settings
- Delivered transcripts in a timely manner to students and support staff

#### Managing Audiologist

July 1992 - Nov. 1997

*Dr. Marc Kramer, San Diego, CA*

- Responsible for all audiologic diagnostic testing, selling, and fitting of hearing aids
- Developed and successfully executed marketing plan to increase sales and revenue for subsidiary company, Doctor's Hearing Aid Centers

## **Education and Training**

*University of North Carolina at Chapel Hill | Master of Science in Audiology, 1992*

- Presenter at North Carolina Speech Language and Hearing Association meeting, 1992
- Research Assistant for Dr. Jackson Roush, Section Head of Audiology at UNC-CH
- Audiology Trainee at the Durham Veterans Affairs Medical Center

*Duke University, Durham, North Carolina | Bachelor of Arts in Psychology and Education, 1989*

- President of Durham Education Volunteers
- Dean's list

## **TypeWell Certification and Continuing Education**

- Résumé & Social Media Workshop, 2015
- Remote Transcribing Co-Op, 2015
- Common Ground: Build Your Skills, Build Your Network, 2014
- Turbo 1, 2011
- TypeWell Basic Skills Course, 2010

## **Community Involvement**

- Coordinator of Women's Weekend for Camp Mountain Chai
- Liaison for Hadassah San Diego for the SD Film Festival
- Past president of Sounds of the Heights Boosters at Bernardo Heights Middle School
- Library volunteer at BHMS 2009-2010
- Volunteer at Chaparral Elementary School 2003-2011
- Volunteer award from Chaparral Elementary School
- Volunteer instructor at Black Belt USA, with 4rd degree black belt in Tae Kwon Do



## **SLP Interpreter VA-IC-1427**

### **INTERPRETING WORK EXPERIENCE**

#### **American Sign Language Interpreter**

**Boston, MA; Washington, DC**

#### **Freelance**

**Jan 2011 - present**

Provide ASL/English interpreting and transliterating in a wide variety of settings. Extensive work with federal and local governments in the areas of accounting and financial management, human resources, immigration, public affairs, information technology and vocational rehab. Other work settings include education, medical, health care, tactile, religious, athletic events, conferences, Video Remote Interpreting (VRI), and Video Relay Service (VRS).

#### **Texas School for the Deaf**

**Austin, TX**

#### **Language Facilitator**

**June – July 2013**

Provided interpreting for students and staff during the summer program.

#### **The Learning Center for the Deaf**

**Framingham, MA**

#### **American Sign Language Interpreter, Staff**

**Sept 2011 – Sept 2015**

One of fourteen staff interpreters that provided ASL/English interpreting for students and staff in educational, therapeutic and community settings, including medical, mental health and more.

### **OTHER WORK EXPERIENCE**

#### **Houghton Mifflin Publishing Company**

**Boston, MA**

#### **Senior Sales Coordinator**

**Jan 2004 - Dec 2006**

Provided full administrative support to Executive VP of Trade Sales.

### **CERTIFICATIONS & CREDENTIALS**

- National Interpreter Certification (NIC), RID – March 2017
- Clearance and Suitability available on request
- “Interpreting for Emerging Signers” training, Gallaudet University – Sept 2017
- EIPA (Ed: K-12), RID – Nov 2011
- MA State Interpreting Certification – Nov 2010

### **PROFESSIONAL MEMBERSHIPS**

- Registry of Interpreters for the Deaf (RID)
- National Association of the Deaf
- Potomac Chapter Registry of Interpreters for the Deaf (PCRID)

### **PRO BONO WORK**

- 12-Step Recovery Group Interpreting
- Religious Service Interpreting
- PCRID Annual Conference Food and Beverage Committee – 2015, 2016
- CORE Interpreters Working Group – Spring 2017

### **EDUCATION**

#### **Northeastern University**

**Boston, MA**

Bachelor of Science Degree in ASL/English Interpreting

**May 2010**

#### **The Pennsylvania State University**

**University Park, PA**

Bachelor of Arts Degree in Public Relations, Business/Liberal Arts Minor

**May 2003**





## SLP Transcriber VA-IC-1198

### Skill Highlights

Exceptional Written/Oral Communication  
Employee Supervision, Training, Evaluation

Organizational & Time Management Skills  
Database Management

### Experience

#### **Freelance Writing Services Provider**

2008-Present

As a self-employed freelance writer, I specialize in providing compelling, practical, detailed resumes designed to show potential employers how my clients have added value during their employment and can be an asset to their future employers. Additionally, I provide tutoring for professionals looking to improve their writing skills, articles for online marketing purposes, book reviews, ghostwriting, etc., as well as fiction and non-fiction pieces.

#### ***The Bookkeeping Department***—Richmond, VA

08/2010-02/2011

##### **Data Entry/Administrative Assistant (Temporary)**

In this temporary position, my main tasks were to support various office functions, enter data accurately and efficiently into Quickbooks, and assist in the processing of payrolls. Assisted company owner with multiple mail-merge projects.

#### ***Easter Seals Virginia***—Richmond, VA

12/2008-11/2009

*ESV provides programs, services and support to Virginians with disabilities and their families so that they may have equal opportunities to live, learn, work and play in their communities.*

##### **Development Database Manager**

The main responsibility of this position was repairing a severely dysfunctional development database (GiftWorks), which had suffered from neglect and misuse. Other responsibilities included:

- In addition to updating and repairing incorrect records, creating new ones properly with complete information.
- Pulling reports and generating mailing lists; recording gift information.
- Developing thank-you letters and annual appeals.
- Handling daily deposits.

##### **Accomplishments:**

- Thanks to my efforts to correct records within GiftWorks, ESV saved hundreds of dollars on mailings due to the removal of/updates to thousands of duplicate and out-of-date records.
- Helped revamp the annual Ride With Me poker run fundraiser, resulting in more pre-registrants than ever before.
- Assisted committee chairs of the annual black tie gala to better target their invitation list, resulting in the largest number of attendees in its 10 year history despite the unfortunate state of the economy in 2009.
- Took on responsibility for the annual fund and newsletter, as well as two seasonal appeals, after the Director of Development's position was phased out.

#### ***Science Museum of Virginia Foundation***—Richmond, VA

03/06-11/08

*This private foundation supports the Science Museum of Virginia by raising 50% of the museum's yearly operating budget.*

##### **Administrative Assistant**

Primarily supported Executive Director, as well as five sub-directors and two other Foundation staff members.

Additionally provided support for members of the Board of Directors. Responsibilities included:

- Developing orientation materials for new board members; gathering data from new board members & volunteers for records.
- Meeting scheduling & setup; creating materials/presentations (total responsibility for Board of Directors meetings); responsible for creating, distributing & maintaining records of meeting minutes.

- Data entry in donor database (Blackbaud Raisers Edge software); organizing & maintaining shared office database of materials.
- Mail pickup & distribution, logging checks & processing thank-you letters to donors.
- Supply sourcing & ordering; updating/ordering letterhead & other specialty paper goods.

Accomplishments:

- Due to careful budget management in FY08, out of a budget of \$10,325.00 only \$5,778.92 was spent in purchasing office supplies (including letterhead) for the year. This is a savings of \$4,546.08.
- When the Foundation was given a multi-million dollar property, provided bridge support until a permanent employee to handle the project full-time was identified. Coordinated projects & teams to begin work on property; gathered/organized historical data, interfaced with donor, wrote letters to potential supporters, and performed other duties as needed. The property now brings in several thousand dollars per use.
- Developed shared office database from a seldom-used, poorly organized repository for miscellaneous information to an efficient “library” with complete meeting materials by type & date, press releases & articles, contact lists, office forms, manuals & procedures, financial forms, governance materials, and more.
- Coordinated staff calendars with Raisers Edge software and obtained/tracked appointments for directors, resulting in better evaluation of donor relationships and ultimately in increased giving.
- Increased efficiency of systems to engage Board of Directors in meetings, resulting in greater participation, their being better informed of Foundation activities & needs, and, ultimately, more effective fundraising.
- Developed all donor acknowledgment letters and assisted in development of appeal letters, freeing development staff to focus on fundraising.

***The Richmond Group USA***—Richmond, VA

06/04-02/06

*A division of Management Recruiters International, one of the largest & most successful professional recruitment firms in the nation.*

**Administrative Assistant/Internet Researcher**

Joined this respected firm as an Administrative Assistant, which was combined with the additional responsibilities of Internet Researcher after demonstrating excellence in my original role. Responsibilities included:

- Developing and recording fee agreement letters and contracts.
- Developing original, eye-catching advertisements for a wide variety of positions & posting them online.
- Evaluating candidate resumes & classifying them into appropriate databases for use based on qualifications and other factors, requiring in-depth knowledge of a wide variety of positions, backgrounds, and the needs of the Account Executives in reference to very specific positions.
- Research to find job order leads, executive contact information, candidate information, etc., for company use.
- Proctor and score professional aptitude tests.
- Updating and maintaining multiple database information systems (PCR software).
- Assist in training of other office personnel.

Accomplishments:

- Essential in bringing thousands of dollars into the company via well-written job postings.
- Helped develop the company research program, creating multiple, easy-to-use, detailed resources. This program has since been used in training & developing a Research Team within the company.
- Developed advanced database classification system to easily access information on job orders and candidates.
- Reorganized entire filing structure, resulting in a user-friendly, orderly system.

**Education**

Virginia Commonwealth University—Richmond, VA

Bachelor of Arts

May 2010

- Double majored in History & Religious Studies. These fields develop specialized skills including analytical thinking, advanced research capabilities, superior writing abilities, diversified cultural understanding, and enhanced organizational skills.

Terry Sanford High School, School of Global Studies—Fayetteville, NC

June 2000

Other Courses/Certifications:

- Blackbaud Raisers Edge Training Part I, October 2008
- *Overview of the Fund Development Process*, VCU Division of Community Engagement



## **SLP Transcriber VA-IC-1990**

CART Transcriber, FAPR, RDR, CRR, CBC

### **Certifications**

Registered Professional Reporter  
National Court Reporters Assn, 1977-present

Registered Merit Reporter  
National Court Reporters Assn, 1982-present

Registered Diplomate Reporter  
National Court Reporters Assn, 2004-present

Certified Realtime Reporter  
National Court Reporters Assn, 1994-present

Certified Broadcast Captioner  
National Court Reporters Assn, 2005-present

Fellow, NCRA Academy of Professional Reporters, 2007

Certified Court Reporter, State of Georgia – 1978 to present

### **Professional Associations**

National Court Reporters Association, **Member**, 1977 - Present

National Court Reporters Association

**Realtime Certification Committee Member**, 2003-2009

- Responsible for writing skills tests for Certified Broadcast Captioner, Certified CART Provider, and Certified Realtime Reporter certifications
- Responsible for writing Written Knowledge Test for CBC/CCP

**Council of the Academy of Professional Reporters (CAPR) Committee Member**, 2008-2011  
**Board of Directors**, 2013 – Present

### **Professional Activities**

Georgia Shorthand Reporters Association  
Former Director/Formal Secretary

National Court Reporters Association

Faculty Member 1996-Present

Educational Seminar speaker, national conventions 1996-Present

Topics including Realtime Writing Skills, Broadcast Captioning Skills, CART Skills

1996: Realtime 101 Seminar

1999: Realtime 101 Seminar

2003: Broadcast Captioning Workshop

2004: How to Prepare for CBC/CCP

2005: Vicarious Traumatization

2003-2009: Trainer, Caption Masters Series

2008: Captioning and CART

2008: Transitioning from Judicial Reporting into CART/Captioning

2009: CART Training (3-day Session)

2010: CART/Captioning/Judicial Reporting – Similarities/Differences

2011: Advanced CART: Tips, Tricks and Triumphs

2015: Certified Realtime Captioner Workshop (Faculty)

Seminar speaker for numerous state reporter association conventions, including Georgia, Tennessee, Virginia, Oklahoma, Great Lakes, 2002-Present

Member, Realtime Certification Task Force 2003-2009.

1996 Paralympics - captioned opening and closing ceremonies

Internet link for Nike athlete conferences

Open captioning of President Jimmy Carter's keynote speech to the National EduCom Conference, Atlanta Civic Center, Spring 1990, as a demonstration project, assistive device technology, on behalf of Georgia Tech.

## **Education**

Chattanooga High School, Chattanooga, TN, Graduate, 1974

University of Tennessee at Chattanooga, 1975

Brown College of Court Reporting, Atlanta, GA, Graduate 1978

## **Employment**

### *Deposition Reporting*

Brown Reporting, Atlanta, GA - 1978-1980

Stuart Huseby & Associates - 1980-1983

Esteb & Associates – 1983-1985

Thomas Reporting – 1985-1986

Regency Reporting (one of 4 original founding partners) – 1986-1993

CART/Captioning

The Caption Company, 1988-1999

Director, Special Projects/Operations

MetroCaption/VITAC Corporation, 1999-2002

Local/National Broadcast Captioner

EduCaption CART Services, 1984-2010

Broadcast Captioner/CART Provider

Independent Contractor, 2010 to present

Broadcast Captioner/CART Provider

Performance Captioner, 2011

c2 (Caption Coalition) Inc.

474 48<sup>th</sup> Avenue #15J

Long Island City, NY 11109

Live Performance Captioner



## **SLP Transcriber VA-IC-1158**

**RPR, CRR**

### **Experience**

#### **Sign Language Professionals, Inc.**

Richmond, VA – March, 2016 to Present

Freelance CART Provider

Providing remote and in-person CART services at various SLP Customer sites

#### **Cavalier Reporting & Videography, Inc.**

Charlottesville, VA - January, 2004 - Present Realtime

Freelance Court Reporter/CART Provider

- Providing remote and in-person CART services at UVA Darden School of Business and various large-group and individual settings
- Reporting and transcribing medical/technical depositions and trials

#### **Inge Snead & Associates**

Richmond, VA - June, 2001– December 2003

- Reporting and transcribing medical/technical depositions and trials

#### **Capitol Reporting**

Richmond, VA - January, 1993– May, 2001

- Reporting and transcribing criminal court hearings

#### **Accu-Beta**

Richmond, VA - December, 1991– December 1992

- Reporting and transcribing criminal court hearings

### **Education**

MN West Community & Technical College November, 1991



## SLP Interpreter VA-IC-1233

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### QUALIFICATIONS

- Ability to reconstruct consecutively and simultaneously an equivalent message presented in Sign (ASL or MCE) into standard spoken English and from English to Sign.
- Ability to analyze and derive meaning from signers of a variety of backgrounds.
- Capacity to utilize appropriate vocal fluency, diction, quality, style, intonation, structure, vocabulary, and register as it refers to interpreting and transliterating.
- Ability to utilize advanced skills in analyzing English and Signed messages for context, content, meaning, and register.
- Knowledge and understanding of various aspects of American Deaf Culture, including the description of deafness, deaf people, the Deaf community as defined by audiology and/or cultural means.
- Multi-cultural and Trilingual in Spanish, English, and American Sign Language.

### PROFESSIONAL EXPERIENCE

- **Northern Virginia Community College**, Annandale, VA  
January 2014- Present  
Sign Language Interpreter – Sub-contractor
- **Hands In Motion**, Washington, D.C.  
November 2012 – Present  
Freelance Sign Language Interpreter -Community, Educational, Medical
- **Montgomery College**, Rockville, MD  
January 2013- Present  
Sign Language Interpreter -Subcontractor
- **Los Angeles Community College District**, Los Angeles, CA  
August 2009 – August 2011  
Sign Language Interpreter Specialist II

### EDUCATION

- **College of the Canyons**, Valencia, CA, 2009  
Associate's Degree in Sign Language Interpreting, *cum laude*  
Dean's Honor List
- **California State University Northridge**, Northridge, CA, 2005  
Bachelor's Degree in Theater Arts, *cum laude*  
Dean's Honor List
- **Los Angeles City College**, Los Angeles, CA, 2002  
Associate's Degree in Theater Arts, *cum laude*  
Dean's Honor List

### AFFILIATIONS & CREDENTIALS

- Registry of Interpreters for the Deaf (RID)
- BEI Basic
- VQAS level III
- EIPA 3.5