

Region 4 Education Service Center (ESC)

Contract # R210602

for

Interpretation and Translation Services and Related Solutions

with

GLOBO Language Solutions, LLC

Effective: January 1, 2022

The following documents comprise the executed contract between the Region 4 Education Service Center and GLOBO Language Solutions, LLC effective January 1, 2022:

- I. Vendor Contract and Signature Form
- II. Supplier's Response to the RFP, incorporated by reference

APPENDIX A

CONTRACT

This Contract (“Contract”) is made as of _____, 202X by and between GLOBO Language Solutions, LLC (“Contractor”) and Region 4 Education Service Center (“Region 4 ESC”) for the purchase of Interpretation and Translation Services and Related Solutions (“the products and services”).

RECITALS

WHEREAS, Region 4 ESC issued Request for Proposals Number R210602 for Interpretation and Translation Services and Related Solutions (“RFP”), to which Contractor provided a response (“Proposal”); and

WHEREAS, Region 4 ESC selected Contractor’s Proposal and wishes to engage Contractor in providing the services/materials described in the RFP and Proposal;

WHEREAS, both parties agree and understand the following pages will constitute the Contract between the Contractor and Region 4 ESC, having its principal place of business at 7145 West Tidwell Road, Houston, TX 77092.

WHEREAS, Contractor included, in writing, any required exceptions or deviations from these terms, conditions, and specifications; and it is further understood that, if agreed to by Region 4 ESC, said exceptions or deviations are incorporated into the Contract.

WHEREAS, this Contract consists of the provisions set forth below, including provisions of all attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any attachment, the provisions set forth below shall control.

WHEREAS, the Contract will provide that any state and local governmental entities, public and private primary, secondary and higher education entities, non-profit entities, and agencies for the public benefit (“Public Agencies”) may purchase products and services at prices indicated in the Contract upon the Public Agency’s registration with OMNIA Partners.

- 1) Term of agreement. The term of the Contract is for a period of three (3) years unless terminated, canceled or extended as otherwise provided herein. Region 4 ESC shall have the right to renew the Contract for two (2) additional one-year periods or portions thereof. Region 4 ESC shall review the Contract prior to the renewal date and notify the Contractor of Region 4 ESC’s intent renew the Contract. Contractor may elect not to renew by providing three hundred sixty-five days’ (365) notice to Region 4 ESC. Notwithstanding the expiration of the initial term or any subsequent term or all renewal options, Region 4 ESC and Contractor may mutually agree to extend the term of this Agreement. Contractor acknowledges and understands Region 4 ESC is under no obligation whatsoever to extend the term of this Agreement.
- 2) Scope: Contractor shall perform all duties, responsibilities and obligations, set forth in this agreement, and described in the RFP, incorporated herein by reference as though fully set forth herein.

- 3) Form of Contract. The form of Contract shall be the RFP, the Offeror's proposal and Best and Final Offer(s).
- 4) Order of Precedence. In the event of a conflict in the provisions of the Contract as accepted by Region 4 ESC, the following order of precedence shall prevail:
 - i. This Contract
 - ii. Offeror's Best and Final Offer
 - iii. Offeror's proposal
 - iv. RFP and any addenda
- 5) Commencement of Work. The Contractor is cautioned not to commence any billable work or provide any material or service under this Contract until Contractor receives a purchase order for such work or is otherwise directed to do so in writing by Region 4 ESC.
- 6) Entire Agreement (Parol evidence). The Contract, as specified above, represents the final written expression of agreement. All agreements are contained herein and no other agreements or representations that materially alter it are acceptable.
- 7) Assignment of Contract. No assignment of Contract may be made without the prior written approval of Region 4 ESC. Contractor is required to notify Region 4 ESC when any material change in operations is made (i.e. bankruptcy, change of ownership, merger, etc.).
- 8) Novation. If Contractor sells or transfers all assets or the entire portion of the assets used to perform this Contract, a successor in interest must guarantee to perform all obligations under this Contract. Region 4 ESC reserves the right to accept or reject any new party. A change of name agreement will not change the contractual obligations of Contractor.
- 9) Contract Alterations. No alterations to the terms of this Contract shall be valid or binding unless authorized and signed by Region 4 ESC.
- 10) Adding Authorized Distributors/Dealers. Contractor is prohibited from authorizing additional distributors or dealers, other than those identified at the time of submitting their proposal, to sell under the Contract without notification and prior written approval from Region 4 ESC. Contractor must notify Region 4 ESC each time it wishes to add an authorized distributor or dealer. Purchase orders and payment can only be made to the Contractor unless otherwise approved by Region 4 ESC. Pricing provided to members by added distributors or dealers must also be less than or equal to the Contractor's pricing.

11) TERMINATION OF CONTRACT

- a) Cancellation for Non-Performance or Contractor Deficiency. Region 4 ESC may terminate the Contract if purchase volume is determined to be low volume in any 12-month period. Region 4 ESC reserves the right to cancel the whole or any part of this Contract due to failure by Contractor to carry out any obligation, term or condition of the contract. Region 4 ESC may issue a written deficiency notice to Contractor for acting or failing to act in any of the following:
 - i. Providing material that does not meet the specifications of the Contract;
 - ii. Providing work or material was not awarded under the Contract;
 - iii. Failing to adequately perform the services set forth in the scope of work and specifications;

- iv. Failing to complete required work or furnish required materials within a reasonable amount of time;
- v. Failing to make progress in performance of the Contract or giving Region 4 ESC reason to believe Contractor will not or cannot perform the requirements of the Contract; or
- vi. Performing work or providing services under the Contract prior to receiving an authorized purchase order.

Upon receipt of a written deficiency notice, Contractor shall have ten (10) days to provide a satisfactory response to Region 4 ESC. Failure to adequately address all issues of concern may result in Contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by Contractor under the Contract shall immediately become the property of Region 4 ESC.

- b) Termination for Cause. If, for any reason, Contractor fails to fulfill its obligation in a timely manner, or Contractor violates any of the covenants, agreements, or stipulations of this Contract Region 4 ESC reserves the right to terminate the Contract immediately and pursue all other applicable remedies afforded by law. Such termination shall be effective by delivery of notice, to the Contractor, specifying the effective date of termination. In such event, all documents, data, studies, surveys, drawings, maps, models and reports prepared by Contractor will become the property of the Region 4 ESC. If such event does occur, Contractor will be entitled to receive just and equitable compensation for the satisfactory work completed on such documents.
- c) Delivery/Service Failures. Failure to deliver goods or services within the time specified, or within a reasonable time period as interpreted by the purchasing agent or failure to make replacements or corrections of rejected articles/services when so requested shall constitute grounds for the Contract to be terminated. In the event Region 4 ESC must purchase in an open market, Contractor agrees to reimburse Region 4 ESC, within a reasonable time period, for all expenses incurred.
- d) Force Majeure. If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders of any kind of government of the United States or the State of Texas or any civil or military authority; insurrections; riots; epidemics; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty.

- e) Standard Cancellation. Region 4 ESC may cancel this Contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order.

- 12) Licenses. Contractor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by Contractor. Contractor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the Contract. Region 4 ESC reserves the right to stop work and/or cancel the Contract if Contractor's license(s) expire, lapse, are suspended or terminated.
- 13) Survival Clause. All applicable software license agreements, warranties or service agreements that are entered into between Contractor and Region 4 ESC under the terms and conditions of the Contract shall survive the expiration or termination of the Contract. All Purchase Orders issued and accepted by Contractor shall survive expiration or termination of the Contract.
- 14) Delivery. Conforming product shall be shipped within 7 days of receipt of Purchase Order. If delivery is not or cannot be made within this time period, the Contractor must receive authorization for the delayed delivery. The order may be canceled if the estimated shipping time is not acceptable. All deliveries shall be freight prepaid, F.O.B. Destination and shall be included in all pricing offered unless otherwise clearly stated in writing.
- 15) Inspection & Acceptance. If defective or incorrect material is delivered, Region 4 ESC may make the determination to return the material to the Contractor at no cost to Region 4 ESC. The Contractor agrees to pay all shipping costs for the return shipment. Contractor shall be responsible for arranging the return of the defective or incorrect material.
- 16) Payments. Payment shall be made after satisfactory performance, in accordance with all provisions thereof, and upon receipt of a properly completed invoice.
- 17) Price Adjustments. Should it become necessary or proper during the term of this Contract to make any change in design or any alterations that will increase price, Region 4 ESC must be notified immediately. Price increases must be approved by Region 4 ESC and no payment for additional materials or services, beyond the amount stipulated in the Contract shall be paid without prior approval. All price increases must be supported by manufacturer documentation, or a formal cost justification letter. Contractor must honor previous prices for thirty (30) days after approval and written notification from Region 4 ESC. It is the Contractor's responsibility to keep all pricing up to date and on file with Region 4 ESC. All price changes must be provided to Region 4 ESC, using the same format as was provided and accepted in the Contractor's proposal.

Price reductions may be offered at any time during Contract. Special, time-limited reductions are permissible under the following conditions: 1) reduction is available to all users equally; 2) reduction is for a specific period, normally not less than thirty (30) days; and 3) original price is not exceeded after the time-limit. Contractor shall offer Region 4 ESC any published price reduction during the Contract term.

- 18) Audit Rights. Contractor shall, at its sole expense, maintain appropriate due diligence of all purchases made by Region 4 ESC and any entity that utilizes this Contract. Region 4 ESC reserves the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. Region 4 ESC shall have the authority to conduct random audits of Contractor's pricing at Region 4 ESC's sole cost and expense. Notwithstanding the foregoing, in the event that Region 4 ESC is made aware of any pricing

being offered that is materially inconsistent with the pricing under this agreement, Region 4 ESC shall have the ability to conduct an extensive audit of Contractor's pricing at Contractor's sole cost and expense. Region 4 ESC may conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 4 ESC.

- 19) Discontinued Products. If a product or model is discontinued by the manufacturer, Contractor may substitute a new product or model if the replacement product meets or exceeds the specifications and performance of the discontinued model and if the discount is the same or greater than the discontinued model.
- 20) New Products/Services. New products and/or services that meet the scope of work may be added to the Contract. Pricing shall be equivalent to the percentage discount for other products. Contractor may replace or add product lines if the line is replacing or supplementing products, is equal or superior to the original products, is discounted similarly or greater than the original discount, and if the products meet the requirements of the Contract. No products and/or services may be added to avoid competitive procurement requirements. Region 4 ESC may require additions to be submitted with documentation from Members demonstrating an interest in, or a potential requirement for, the new product or service. Region 4 ESC may reject any additions without cause.
- 21) Options. Optional equipment for products under Contract may be added to the Contract at the time they become available under the following conditions: 1) the option is priced at a discount similar to other options; 2) the option is an enhancement to the unit that improves performance or reliability.
- 22) Warranty Conditions. All supplies, equipment and services shall include manufacturer's minimum standard warranty and one (1) year labor warranty unless otherwise agreed to in writing.
- 23) Site Cleanup. Contractor shall clean up and remove all debris and rubbish resulting from their work as required or directed. Upon completion of the work, the premises shall be left in good repair and an orderly, neat, clean, safe and unobstructed condition.
- 24) Site Preparation. Contractor shall not begin a project for which the site has not been prepared, unless Contractor does the preparation work at no cost, or until Region 4 ESC includes the cost of site preparation in a purchase order. Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.
- 25) Registered Sex Offender Restrictions. For work to be performed at schools, Contractor agrees no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or are reasonably expected to be present. Contractor agrees a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at Region 4 ESC's discretion. Contractor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.
- 26) Safety measures. Contractor shall take all reasonable precautions for the safety of employees on the worksite and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Contractor shall post warning signs against all hazards created by

its operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.

- 27) Smoking. Persons working under the Contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.
- 28) Stored materials. Upon prior written agreement between the Contractor and Region 4 ESC, payment may be made for materials not incorporated in the work but delivered and suitably stored at the site or some other location, for installation at a later date. An inventory of the stored materials must be provided to Region 4 ESC prior to payment. Such materials must be stored and protected in a secure location and be insured for their full value by the Contractor against loss and damage. Contractor agrees to provide proof of coverage and additionally insured upon request. Additionally, if stored offsite, the materials must also be clearly identified as property of Region 4 ESC and be separated from other materials. Region 4 ESC must be allowed reasonable opportunity to inspect and take inventory of stored materials, on or offsite, as necessary. Until final acceptance by Region 4 ESC, it shall be the Contractor's responsibility to protect all materials and equipment. Contractor warrants and guarantees that title for all work, materials and equipment shall pass to Region 4 ESC upon final acceptance.
- 29) Funding Out Clause. A Contract for the acquisition, including lease, of real or personal property is a commitment of Region 4 ESC's current revenue only. Region 4 ESC retains the right to terminate the Contract at the expiration of each budget period during the term of the Contract and is conditioned on a best effort attempt by Region 4 ESC to obtain appropriate funds for payment of the contract.
- 30) Indemnity. Contractor shall protect, indemnify, and hold harmless both Region 4 ESC and its administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the Contractor, Contractor employees or subcontractors in the preparation of the solicitation and the later execution of the Contract. Any litigation involving either Region 4 ESC, its administrators and employees and agents will be in Harris County, Texas.
- 31) Marketing. Contractor agrees to allow Region 4 ESC to use their name and logo within website, marketing materials and advertisement. Any use of Region 4 ESC name and logo or any form of publicity, inclusive of press releases, regarding this Contract by Contractor must have prior approval from Region 4 ESC.
- 32) Certificates of Insurance. Certificates of insurance shall be delivered to the Region 4 ESC prior to commencement of work. The Contractor shall give Region 4 ESC a minimum of ten (10) days' notice prior to any modifications or cancellation of policies. The Contractor shall require all subcontractors performing any work to maintain coverage as specified.
- 33) Legal Obligations. It is Contractor's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services and shall comply with all laws while fulfilling the Contract. Applicable laws and regulation must be followed even if not specifically identified herein.

OFFER AND CONTRACT SIGNATURE FORM

The undersigned hereby offers and, if awarded, agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing.

Company Name GLOBO Language Solutions, LLC
Address 145 Greenwood Ave.
City/State/Zip Wyncote PA 19095
Telephone No. (800) 555-3010
Email Address alison@helloglobo.com
Printed Name Alison Walsh
Title Vice President, Legal
Authorized signature *Alison Walsh*

Accepted by Region 4 ESC:

Contract No. R210602

Initial Contract Term 01/01/2022 to 12/31/2024

Margaret S. Bass 10/26/2021
Region 4 ESC Authorized Board Member Date

Margaret S. Bass
Print Name

Linda F. Tinnerman 10/26/2021
Region 4 ESC Authorized Board Member Date

Linda F. Tinnerman
Print Name

Attachment to Appendix B

Document	Section/Page	Term, Condition, or Specification	Exception/Proposed Modification: additions in italics and sections to be removed are identified by a strikethrough	
RFP 21-06 Interpretation and Translation	Section IV. Evaluation Process and Criteria, subsection 2 (a) Onsite Services and Pricing, Page 17	Cancelation term for on-site services	For a request for onsite interpretation that is cancelled with less than twenty-four (24) hours' notice, Region 4 or Participating Public Agency shall be required to pay the Contractor the <i>longer of two (2) hour minimum billable time, or the entire confirmed job duration including any administrative fees.</i>	Agreed.
RFP 21-06 Interpretation and Translation	Section IV. Evaluation Process and Criteria, subsection 2 (a) Onsite Services and Pricing, Page 17	Billing increments and fees less lunch	If the assignment is for an identified timeframe that is greater than two (2) hours, the billing will proceed at 1/10th 1/4 of an hour increments for the entire duration in excess of two hours, less a reasonable meal period (i.e., 30, 40 or 60 minutes) <i>if request is received with an identifiable lunch break. Requests received without an identified lunch break will be interpreted to mean services are required for the duration of the time frame.</i>	Agreed.
Appendix A: Draft Contract Not acceptable, however upon renewal period.	Page 3, Paragraph 11 (e) Region 4 and Supplier may	Standard Cancellation agree to formally expire	Standard Cancellation. Region 4 ESC may cancel this Contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order. <i>Contractor may cancel this contract in whole or in part if it becomes commercially impractical or responsible by providing ninety (90) days written notice to REgion 4 ESC.</i>	



<p>Appendix A: Draft Contract</p> <p>Agreed.</p>	<p>Page 4, Paragraph 18</p>	<p>Audit Rights</p>	<p>Contractor shall, at its sole expense, maintain appropriate due diligence of all purchases made by Region 4 ESC and any entity that utilizes this Contract. Region 4 ESC reserves the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. Region 4 ESC shall have the authority to conduct random audits of Contractor's pricing at Region 4 ESC's sole cost and expense, <i>but not more than one in every twelve month period.</i></p> <p>Notwithstanding the foregoing, in the event that Region 4 ESC is made aware of any pricing being offered that is materially inconsistent with the pricing under this agreement, Region 4 ESC shall have the ability to conduct an extensive audit of Contractor's pricing at Contractor's sole cost and expense. Region 4 ESC may conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location <i>agreed to by the parties.</i> designated by Region 4 ESC.</p>
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<p>Appendix A: Draft Contract</p> <p>Not acceptable, however upon renewal period.</p>	<p>Page 3, Paragraph 11 (e)</p> <p>Region 4 and Supplier may agree to formally expire</p>	<p>Standard Cancellation</p>	<p>Standard Cancellation. Region 4 ESC may cancel this Contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order. <i>Contractor may cancel this contract in whole or in part if it becomes commercially impractical or responsible by providing ninety (90) days written notice to REgion 4 ESC.</i></p>
<p>Exhibit B: Administration Agreement Example</p> <p>Acknowledged by OMNIA Partners</p>	<p>PAge 3, Terms and Conditions, Paragraph 8</p>	<p>Warranties and Representations</p>	<p>WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, OMNIA PARTNERS EXPRESSLY DISCLAIMS ALL EXPRESS OR IMPLIED REPRESENTATIONS AND WARRANTIES REGARDING OMNIA PARTNERS' PERFORMANCE AS A CONTRACT ADMINISTRATOR OF THE MASTER AGREEMENT. OMNIA PARTNERS THE PARTIES SHALL NOT BE LIABLE IN ANY WAY FOR ANY SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL, EXEMPLARY, PUNITIVE, OR RELIANCE DAMAGES, EVEN IF THE PARTY OMNIA PARTNERS IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.</p>



Confidential Information

In accordance with the RFP's instructions and Appendix C, Document 1, GLOBO respectfully submits the following information to be declared as a trade secret or proprietary and exempt from disclosure under the Public Information Act.

Tab	Location	Language	Justification
Tab 2	Page 6, Paragraph 4	GLOBO has extensive experience in providing language services throughout Southeast Texas, through our contracts with Region 4 as well as Harris Health and Community Health Choice .	The names of our customers under Section 552.1101 (a)(1)(D) Internal Operations. The reason is that our customers and the contact names of our customers relate to the Internal Operations of GLOBO that would be compromised if known by competitors.
Tab 2	Page 7	Legacy Customer Pricing Tables	Our specific pricing under Section 552.1101(a)(1)(F). The reason would be that this is the pricing we submit to other RFP for educational language services and the release of such pricing information would give a competitive advantage to competitors for future RFP responses.
Tab 2	Page 8	TypeWell Transcription Services Fee Table	Our specific pricing under Section 552.1101(a)(1)(F).
Tab 2	Page 8	Spoken Language Interpreting and ASL Interpreting for New Customers Table	Our specific pricing under Section 552.1101(a)(1)(F).
Tab 2	Page 9	Telephone Interpreting Fee Tables	Our specific pricing under Section 552.1101(a)(1)(F).
Tab 2	Page 10	Video Remote Interpreting and Translation Fee Tables	Our specific pricing under Section 552.1101(a)(1)(F).
Tab 2	Page 11	Additional Document Translation Terms	Our specific pricing under Section 552.1101(a)(1)(F).
Tab 3	Exhibit A, Page 2,	Since 2017, GLOBO has served as the primary language service provider for the City of Philadelphia . Following a competitive bid process, the City reaffirmed their confidence by awarding GLOBO a new contract. In	The names of our customers under Section 552.1101 (a)(1)(D) Internal Operations.



		addition, we recently were awarded contracts from the City of Albuquerque and Sedgwick County, Kansas (Wichita and surrounding areas) . Through our acquisition of Crabtree, GLOBO now serves 50 school districts, education service centers (including Region 4), colleges, and universities.	
Tab 3	Exhibit A, Page 24,	Response to Item J, bulleted list of customers	The names of our customers under Section 552.1101 (a)(1)(D) Internal Operations.
Tab 4	Page 33, Alec Kissell bio	Alec has been with GLOBO since 2015 and has led complex, enterprise implementations and service expansion initiatives for customers like Harris Health System, the City of Philadelphia, Sedgwick, and Amica.	The names of our customers under Section 552.1101 (a)(1)(D) Internal Operations.
Tab 4	Page 36, Response to Item V, Paragraph 1	examples include Region 4, Houston Independent School District, Katy Independent School District, Harris County, Fort Bend County, the City of Philadelphia, Harris Health System, and the Pennsylvania Coalition Against Rape. In recent months, GLOBO has been awarded contracts by the City of Albuquerque and Sedgwick County, Kansas (Wichita area).	The names of our customers under Section 552.1101 (a)(1)(D) Internal Operations.
Tab 4	Pages 36-37, Response to Item VI	Bulleted descriptions of client examples.	The names of our customers under Section 552.1101 (a)(1)(D) Internal Operations.
Tab 4	Pages 44-46	References	The names of our customers under Section 552.1101 (a)(1)(D) Internal Operations.



TAB 1

Draft Contract and Offer and Contract Signature Form



GLOBO has enclosed a signed copy of Appendix A along with a few proposed deviations outlined in Appendix B.

APPENDIX A

DRAFT CONTRACT

This Contract ("Contract") is made as of _____, 202X by and between _____ ("Contractor") and Region 4 Education Service Center ("Region 4 ESC") for the purchase of Interpretation and Translation Services and Related Solutions("the products and services").

RECITALS

WHEREAS, Region 4 ESC issued Request for Proposals Number R_____ for _____ ("RFP"), to which Contractor provided a response ("Proposal"); and

WHEREAS, Region 4 ESC selected Contractor's Proposal and wishes to engage Contractor in providing the services/materials described in the RFP and Proposal;

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- b) Termination for Cause. If, for any reason, Contractor fails to fulfill its obligation in a timely manner, or Contractor violates any of the covenants, agreements, or stipulations of this Contract Region 4 ESC reserves the right to terminate the Contract immediately and pursue all other applicable remedies afforded by law. Such termination shall be effective by delivery of notice, to the Contractor, specifying the effective date of termination. In such event, all documents, data, studies, surveys, drawings, maps, models and reports prepared by Contractor will become the property of the Region 4 ESC. If such event does occur, Contractor will be entitled to receive just and equitable compensation for the satisfactory work completed on such documents.
- c) Delivery/Service Failures. Failure to deliver goods or services within the time specified, or within a reasonable time period as interpreted by the purchasing agent or failure to make replacements or corrections of rejected articles/services when so requested shall constitute grounds for the Contract to be terminated. In the event Region 4 ESC must purchase in an open market, Contractor agrees to reimburse Region 4 ESC, within a reasonable time period, for all expenses incurred.
- d) Force Majeure. If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and full particulars of Force Majeure in writing to the other party within a reasonable time after occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

The term Force Majeure as employed herein, shall mean acts of God, strikes, lockouts, or other industrial disturbances, act of public enemy, orders of any kind of government of the United States or the State of Texas or any civil or military authority; insurrections; riots; epidemics; landslides; lighting; earthquake; fires; hurricanes; storms; floods; washouts; droughts; arrests; restraint of government and people; civil disturbances; explosions, breakage or accidents to machinery, pipelines or canals, or other causes not reasonably within the control of the party claiming such inability. It is understood and agreed that the settlement of strikes and lockouts shall be entirely within the discretion of the party having the difficulty, and that the above requirement that any Force Majeure shall be remedied with all reasonable dispatch shall not require the settlement of strikes and lockouts by acceding to the demands of the opposing party or parties when such settlement is unfavorable in the judgment of the party having the difficulty.

- e) Standard Cancellation. Region 4 ESC may cancel this Contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order.

- 12) Licenses. Contractor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by Contractor. Contractor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the Contract. Region 4 ESC reserves the right to stop work and/or cancel the Contract if Contractor's license(s) expire, lapse, are suspended or terminated.
- 13) Survival Clause. All applicable software license agreements, warranties or service agreements that are entered into between Contractor and Region 4 ESC under the terms and conditions of the Contract shall survive the expiration or termination of the Contract. All Purchase Orders issued and accepted by Contractor shall survive expiration or termination of the Contract.
- 14) Delivery. Conforming product shall be shipped within 7 days of receipt of Purchase Order. If delivery is not or cannot be made within this time period, the Contractor must receive authorization for the delayed delivery. The order may be canceled if the estimated shipping time is not acceptable. All deliveries shall be freight prepaid, F.O.B. Destination and shall be included in all pricing offered unless otherwise clearly stated in writing.
- 15) Inspection & Acceptance. If defective or incorrect material is delivered, Region 4 ESC may make the determination to return the material to the Contractor at no cost to Region 4 ESC. The Contractor agrees to pay all shipping costs for the return shipment. Contractor shall be responsible for arranging the return of the defective or incorrect material.
- 16) Payments. Payment shall be made after satisfactory performance, in accordance with all provisions thereof, and upon receipt of a properly completed invoice.
- 17) Price Adjustments. Should it become necessary or proper during the term of this Contract to make any change in design or any alterations that will increase price, Region 4 ESC must be notified immediately. Price increases must be approved by Region 4 ESC and no payment for additional materials or services, beyond the amount stipulated in the Contract shall be paid without prior approval. All price increases must be supported by manufacturer documentation, or a formal cost justification letter. Contractor must honor previous prices for thirty (30) days after approval and written notification from Region 4 ESC. It is the Contractor's responsibility to keep all pricing up to date and on file with Region 4 ESC. All price changes must be provided to Region 4 ESC, using the same format as was provided and accepted in the Contractor's proposal.

Price reductions may be offered at any time during Contract. Special, time-limited reductions are permissible under the following conditions: 1) reduction is available to all users equally; 2) reduction is for a specific period, normally not less than thirty (30) days; and 3) original price is not exceeded after the time-limit. Contractor shall offer Region 4 ESC any published price reduction during the Contract term.

- 18) Audit Rights. Contractor shall, at its sole expense, maintain appropriate due diligence of all purchases made by Region 4 ESC and any entity that utilizes this Contract. Region 4 ESC reserves the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. Region 4 ESC shall have the authority to conduct random audits of Contractor's pricing at Region 4 ESC's sole cost and expense. Notwithstanding the foregoing, in the event that Region 4 ESC is made aware of any pricing

being offered that is materially inconsistent with the pricing under this agreement, Region 4 ESC shall have the ability to conduct an extensive audit of Contractor's pricing at Contractor's sole cost and expense. Region 4 ESC may conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 4 ESC.

- 19) Discontinued Products. If a product or model is discontinued by the manufacturer, Contractor may substitute a new product or model if the replacement product meets or exceeds the specifications and performance of the discontinued model and if the discount is the same or greater than the discontinued model.
- 20) New Products/Services. New products and/or services that meet the scope of work may be added to the Contract. Pricing shall be equivalent to the percentage discount for other products. Contractor may replace or add product lines if the line is replacing or supplementing products, is equal or superior to the original products, is discounted similarly or greater than the original discount, and if the products meet the requirements of the Contract. No products and/or services may be added to avoid competitive procurement requirements. Region 4 ESC may require additions to be submitted with documentation from Members demonstrating an interest in, or a potential requirement for, the new product or service. Region 4 ESC may reject any additions without cause.
- 21) Options. Optional equipment for products under Contract may be added to the Contract at the time they become available under the following conditions: 1) the option is priced at a discount similar to other options; 2) the option is an enhancement to the unit that improves performance or reliability.
- 22) Warranty Conditions. All supplies, equipment and services shall include manufacturer's minimum standard warranty and one (1) year labor warranty unless otherwise agreed to in writing.
- 23) Site Cleanup. Contractor shall clean up and remove all debris and rubbish resulting from their work as required or directed. Upon completion of the work, the premises shall be left in good repair and an orderly, neat, clean, safe and unobstructed condition.
- 24) Site Preparation. Contractor shall not begin a project for which the site has not been prepared, unless Contractor does the preparation work at no cost, or until Region 4 ESC includes the cost of site preparation in a purchase order. Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.
- 25) Registered Sex Offender Restrictions. For work to be performed at schools, Contractor agrees no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or are reasonably expected to be present. Contractor agrees a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at Region 4 ESC's discretion. Contractor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.
- 26) Safety measures. Contractor shall take all reasonable precautions for the safety of employees on the worksite and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Contractor shall post warning signs against all hazards created by

its operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.

- 27) Smoking. Persons working under the Contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.
- 28) Stored materials. Upon prior written agreement between the Contractor and Region 4 ESC, payment may be made for materials not incorporated in the work but delivered and suitably stored at the site or some other location, for installation at a later date. An inventory of the stored materials must be provided to Region 4 ESC prior to payment. Such materials must be stored and protected in a secure location and be insured for their full value by the Contractor against loss and damage. Contractor agrees to provide proof of coverage and additionally insured upon request. Additionally, if stored offsite, the materials must also be clearly identified as property of Region 4 ESC and be separated from other materials. Region 4 ESC must be allowed reasonable opportunity to inspect and take inventory of stored materials, on or offsite, as necessary. Until final acceptance by Region 4 ESC, it shall be the Contractor's responsibility to protect all materials and equipment. Contractor warrants and guarantees that title for all work, materials and equipment shall pass to Region 4 ESC upon final acceptance.
- 29) Funding Out Clause. A Contract for the acquisition, including lease, of real or personal property is a commitment of Region 4 ESC's current revenue only. Region 4 ESC retains the right to terminate the Contract at the expiration of each budget period during the term of the Contract and is conditioned on a best effort attempt by Region 4 ESC to obtain appropriate funds for payment of the contract.
- 30) Indemnity. Contractor shall protect, indemnify, and hold harmless both Region 4 ESC and its administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of the Contractor, Contractor employees or subcontractors in the preparation of the solicitation and the later execution of the Contract. Any litigation involving either Region 4 ESC, its administrators and employees and agents will be in Harris County, Texas.
- 31) Marketing. Contractor agrees to allow Region 4 ESC to use their name and logo within website, marketing materials and advertisement. Any use of Region 4 ESC name and logo or any form of publicity, inclusive of press releases, regarding this Contract by Contractor must have prior approval from Region 4 ESC.
- 32) Certificates of Insurance. Certificates of insurance shall be delivered to the Region 4 ESC prior to commencement of work. The Contractor shall give Region 4 ESC a minimum of ten (10) days' notice prior to any modifications or cancellation of policies. The Contractor shall require all subcontractors performing any work to maintain coverage as specified.
- 33) Legal Obligations. It is Contractor's responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services and shall comply with all laws while fulfilling the Contract. Applicable laws and regulation must be followed even if not specifically identified herein.

OFFER AND CONTRACT SIGNATURE FORM

The undersigned hereby offers and, if awarded, agrees to furnish goods and/or services in strict compliance with the terms, specifications and conditions at the prices proposed within response unless noted in writing.

Company Name GLOBO Language Solutions, LLC
Address 145 Greenwood Ave.
City/State/Zip Wyncote PA 19095
Telephone No. (800) 555-3010
Email Address alison@helloglobo.com
Printed Name Alison Walsh
Title Vice President, Legal
Authorized signature *Alison Walsh*

Accepted by Region 4 ESC:

Contract No. _____

Initial Contract Term _____ to _____

Region 4 ESC Authorized Board Member

Date

Print Name

Region 4 ESC Authorized Board Member

Date

Print Name

Attachment to Appendix B

Document	Section/Page	Term, Condition, or Specification	Exception/Proposed Modification: additions in italics and sections to be removed are identified by a strikethrough
RFP 21-06 Interpretation and Translation	Section IV. Evaluation Process and Criteria, subsection 2 (a) Onsite Services and Pricing, Page 17	Cancellation term for on-site services	For a request for onsite interpretation that is cancelled with less than twenty-four (24) hours' notice, Region 4 or Participating Public Agency shall be required to pay the Contractor the <i>longer of two (2) hour minimum billable time, or the entire confirmed job duration including any administrative fees.</i>
RFP 21-06 Interpretation and Translation	Section IV. Evaluation Process and Criteria, subsection 2 (a) Onsite Services and Pricing, Page 17	Billing increments and fees less lunch	If the assignment is for an identified timeframe that is greater than two (2) hours, the billing will proceed at 1/10th 1/4 of an hour increments for the entire duration in excess of two hours, less a reasonable meal period (i.e., 30, 40 or 60 minutes) <i>if request is received with an identifiable lunch break. Requests received without an identified lunch break will be interpreted to mean services are required for the duration of the time frame.</i>
Appendix A: Draft Contract	Page 3, Paragraph 11 (e)	Standard Cancellation	Standard Cancellation. Region 4 ESC may cancel this Contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order. <i>Contractor may cancel this contract in whole or in part if it becomes commercially impractical or responsible by providing ninety (90) days written notice to REgion 4 ESC.</i>



Appendix A: Draft Contract	Page 4, Paragraph 18	Audit Rights	<p>Contractor shall, at its sole expense, maintain appropriate due diligence of all purchases made by Region 4 ESC and any entity that utilizes this Contract. Region 4 ESC reserves the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. Region 4 ESC shall have the authority to conduct random audits of Contractor's pricing at Region 4 ESC's sole cost and expense, <i>but not more than one in every twelve month period.</i></p> <p>Notwithstanding the foregoing, in the event that Region 4 ESC is made aware of any pricing being offered that is materially inconsistent with the pricing under this agreement, Region 4</p> <p>ESC shall have the ability to conduct an extensive audit of Contractor's pricing at Contractor's sole cost and expense. Region 4 ESC may conduct the audit internally or may engage a third-</p> <p>party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location <i>agreed to by the parties.</i> designated by</p> <p>Region 4 ESC.</p>
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Appendix A: Draft Contract	Page 3, Paragraph 11 (e)	Standard Cancellation	Standard Cancellation. Region 4 ESC may cancel this Contract in whole or in part by providing written notice. The cancellation will take effect 30 business days after the other party receives the notice of cancellation. After the 30th business day all work will cease following completion of final purchase order. <i>Contractor may cancel this contract in whole or in part if it becomes commercially impractical or responsible by providing ninety (90) days written notice to REgion 4 ESC.</i>
Exhibit B: Administration Agreement Example	Page 3, Terms and Conditions, Paragraph 8	Warranties and Representations	WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, OMNIA PARTNERS EXPRESSLY DISCLAIMS ALL EXPRESS OR IMPLIED REPRESENTATIONS AND WARRANTIES REGARDING OMNIA PARTNERS' PERFORMANCE AS A CONTRACT ADMINISTRATOR OF THE MASTER AGREEMENT. OMNIA PARTNERS THE PARTIES SHALL NOT BE LIABLE IN ANY WAY FOR ANY SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL, EXEMPLARY, PUNITIVE, OR RELIANCE DAMAGES, EVEN IF THE PARTY OMNIA PARTNERS IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.





Interpretation and Translation Services for Region 4

GLOBO's Proposal to Provide Region 4 with a Comprehensive Language Management Solution to support its stated goal: "helping educators solve instructional challenges, build and reinforce sustainable infrastructures, and support school leaders in their mission to provide the highest quality education to all students."



**Improve Student
Performance**



**Operate More
Efficiently**



**Support
Compliance
Initiatives**



**Gain a Partner to
Ensure Program
Success**

August 31, 2021

Response to Solicitation Number 21-06 for Interpretation and Translation Services and Related Solutions.

GLOBO Language Solutions, LLC
145 Greenwood Ave
Wyncote, PA 19095
helloglobo.com

Daniel Crabtree
CEO, GLOBO Crabtree
daniel@crabtreeinterpreting.com
281.849.8506



Cover Letter

Dear Crystal Wallace,

GLOBO Language Solutions, LLC (GLOBO) is pleased to submit this proposal in response to *Solicitation Number 21-06 for Interpretation and Translation Services and Related Solutions*. Through our parent company, GLOBO, we at Crabtree Interpreting (now Crabtree GLOBO, LLC) are excited to continue to offer the same, high-quality ASL interpreting that Region 4 and your students, faculty, and parents have come to expect. Since being acquired by GLOBO, our integrated solution can meet all of Region 4's language needs via our state-of-the-art, cloud-native platform, GLOBO HQ.

By continuing to partner with GLOBO, Region 4 will:

- Ensure service continuity on RDSPD campuses, enabling Region 4 to effectively communicate with, support, and serve all of your students and parents in an equal manner.
- Leverage a secure, scalable, unified language solution, capable of supporting all of the Region 4 member districts.
- Reduce costs with competitive pricing and increased efficiencies.
- Continue to expand access to real time, critical data and cross-service-line visibility.
- Reduce administrative burden on administrators and staff with one, simple platform to order, manage and track all services.

Should you have any questions about our proposal, please don't hesitate to reach out to me. We are grateful for this opportunity to live out our mission alongside Region 4.

Sincerely,

Daniel Crabtree

Daniel Crabtree, CEO, GLOBO Crabtree
daniel@crabtreeinterpreting.com
281.849.8506



Improve Student Performance



Operate More Efficiently



Implement State Initiatives



Gain a Partner to Ensure Program Success

TAB 2

Products and Pricing



GLOBO's upfront, transparent pricing has no hidden fees and eliminates surprises. When factoring in our pricing, we encourage the evaluation committee to consider the long term value in partnering with GLOBO, including:

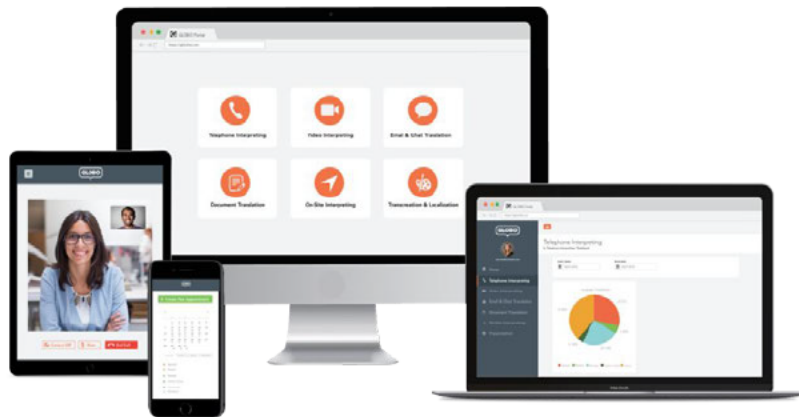
- Knowledge and understanding of your needs through the continued partnership with Crabtree for ASL interpreting
- Access to the most qualified pool of linguists and GLOBO's simple, unified, web-based platform
- Centralized language services, a simplified user experience, and access to actionable data insights

In addition to pricing, this section includes an Executive Summary of our solution and an equipment catalog.

Executive Summary

Region 4's trusted American Sign Language partner, Crabtree Interpreting, has been acquired by GLOBO as of May of 2021. Now with GLOBO and Crabtree's specialties combined, Region 4 will continue to access the same high-quality American Sign Language interpreting services managed by the same team familiar with Region 4. Additionally, Region 4 will gain access to GLOBO's comprehensive suite of language services, all through one unified platform.

A key differentiator, GLOBO HQ functions as a unified hub for all of our language solutions - including those covered by this request and any needs that may arise in the future. In addition, GLOBO HQ provides instant access to real-time data, and metrics, facilitating transparency and accountability.



GLOBO is uniquely equipped to support Region 4 in its stated founding purpose: Excellence in Service for Children.



Improve Student Performance

Support English Learner students and their families with the most accessible, most highly-qualified interpreting and translation services.



Operate More Efficiently

Improve efficiencies with easy access to language services and real-time visibility into usage, spend, utilization, and trends in addition to competitive pricing.



Implement State Initiatives

Gain a partner in implementing state and other compliance initiatives to ensure meaningful access. Leverage GLOBO HQ and reporting to gather data and report on outcomes.



"I am excited to continue our working relationship with Region 4 to serve Deaf and Hard of Hearing students, parents, and faculty in the Greater Houston area. We look forward to maintaining the level of service you deserve and to exceed expectations with expanded service offerings through our partnership with GLOBO."



Whitney Douglass
Director, Crabtree

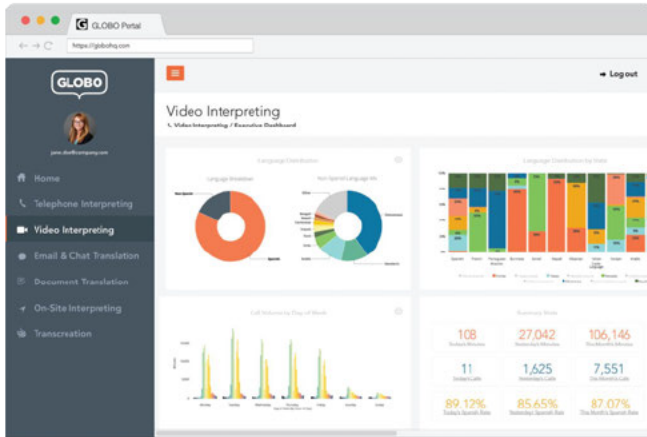


"The entire Crabtree team that you've come to know is pleased to continue providing support to Region 4's communication access efforts. Excellence in educational interpreting is the cornerstone of our work and we hope to continue walking alongside Region 4 for many years to come."



Daniel Crabtree
CEO & Founder, Crabtree

Gain Unprecedented Visibility



With GLOBO HQ, Region 4 and its campuses will leverage one platform to manage all language services. Through GLOBO HQ, Region 4 will gain the ability to track Usage, Quality, Service Levels and other metrics with customizable dashboards. Your Customer Success Team will partner with you during Implementation to understand the metrics that will impact Program Performance and surface these in real time.



“GLOBO welcomes this opportunity to build upon Crabtree’s existing relationship with Region 4 and to offer a more robust, full-service language solution. GLOBO is committed to maintaining Crabtree’s ability to continue serving Region 4 as they have for the past three years. In the future, when opportunities for further integration, increased efficiencies, and optimized performance can be leveraged, GLOBO and Crabtree will work closely with Region 4 stakeholders to incrementally implement any such enhancements. Above all, Region 4 can be assured of the same great service you’ve come to expect from Crabtree, but with access to a wider range of language technology offerings through GLOBO.”



Dipak Patel
COO & President, GLOBO



Our Shared Commitment to Transparency

As a 26-time recipient for the Certificate of Achievement for Excellence in Financial Reporting and the Certificate of Excellence in Financial Reporting from the Government Finance Officers Association and Association of School Business Officials International, respectively, it's clear that **Region 4 values comprehensive data and a spirit of transparency.** GLOBO shares this commitment to transparency with a solution designed to provide the most comprehensive reporting and analytics in the language support industry.

During Implementation, GLOBO will work with Region 4 to design custom dashboards to provide critical visibility into Region 4's program success metrics and drive continued understanding to each campus. This can include, but is not limited to:

- Usage Metrics
- Demographic Metrics
- Student Survey Reporting
- Interpreting and Translation Quality Metrics

Region 4’s population is highly linguistically diverse, in some cases exceeding the national average by 20%, in the number of people who speak a language other than English at home. Rest assured with a provider that ensures program success for your unique community.

At GLOBO, we know that easy access to language support and culturally competent resources for English Learners and their families is an indicator of student success. Ensuring this cohort is not only able to meaningfully participate, but is also supported by a community or parents and teachers who can understand each other and provide support is critical, especially as language access impacts about **one third** of Region 4’s population. With GLOBO, leverage comprehensive analytics to track key outcomes for your community and rest assured that your provider is informed and equipped to serve your volume and languages for this growing cohort.

Leverage Analytics to Improve Access and Track Program Success

By tracking language support usage with GLOBO HQ, Region 4 and the school districts it serves will improve utilization, create efficiencies, track effectiveness, and, most critically, increase parent engagement and ultimately improve English Language Learners’ key learning outcomes.

Leverage a Provider who is Familiar with your Unique Language Demographics

GLOBO has extensive experience in providing language services throughout Southeast Texas, through our contracts with Region 4 as well as Harris Health and Community Health Choice. As Region 4’s current provider of ASL interpreting services, GLOBO is intimately familiar with your needs and expectations, as well as your staff, structure, and process flow. We are well-prepared to leverage this knowledge and our technology to activate Telephone Interpreting, Video Remote Interpreting, On-site Interpreting, and Document Translation solutions - all without any interruption of your current service.

In addition to continuity of service, the continuity of our staffing plan is a major benefit to Region 4, as the team’s institutional knowledge of both GLOBO and Region 4 would be difficult for another vendor to replicate. The *Qualification and Experience* section of our proposal provides additional detail into our staffing plan for this engagement. GLOBO is also the primary provider for [REDACTED] and, as such, has proven experience serving this linguistically diverse community for remote interpreting services.

County	Percent of the Population who speak a language other than English at Home	
Harris County	44.4%	
Liberty County	21.4%	
Chambers County	17.9%	
Galveston County	20.1%	
Brazoria County	26.5%	
Fort Bend	39.5%	
Waller County	26.4%	

Source: [U.S. Census Bureau](#)

Products and Pricing

GLOBO is pleased to present Region 4 with a competitive price proposal. Our upfront, transparent pricing has no hidden fees and eliminates surprises. When factoring in our pricing, we encourage the evaluation committee to consider the long term value in partnering with GLOBO.

GLOBO's technology and comprehensive Customer Success Program means a seamless implementation, a reduction of performance issues, and the cultivation of a long term partnership where GLOBO aligns and adapts to your language needs.

As per the RFP, GLOBO's pricing will remain valid for One Hundred Twenty (120) days after the proposal due date and time.

On-Site Interpreting

Legacy Pricing

(Interpretation Contract #18-07, specifically Region 4 ESC)

We are pleased to continue offering best value pricing to our legacy customers who were procuring services under Region 4 and OMNIA Partners agreement #18-07 for Interpretation Services. Legacy Customer prices are listed below and fall below the not-to-exceed threshold as stated above.

Certified ASL Interpreter	Hourly Rate Per Interpreter
Regular Request	██████
Rush Fee Differential	██████
After Hours Differential	██████
Administrative Fee	████████████████████ ██████████████████

ASL Communication Facilitator	Hourly Rate Per Interpreter
Regular Request	██████
Rush Fee Differential	██████
After Hours Differential	██████
Administrative Fee	████████████████████ ██████████████████

TypeWell Transcription Services	Hourly Rate Per Transcriber
Regular Request	██████
Rush Fee Differential	██████
After Hours Differential	██████
Administrative Fee	████████████████████ ██████████████████

Terms:

- **Minimums:** All requests are billed a one-hour minimum service time, plus the administrative fee per assignment.
- **Incremental Billing:** All time will be billed in 15 minute increments after the first service hour
- **Time Extensions:** Time extensions will incur a rush fee
- **Cancelations:** Assignments cancelled with less than one business days' notice will be billed in full.

Definitions:

- **Regular Request:** Requests placed with more than one business day notice for an assignment occurring during the hours of 8am-5pm, M-F.
- **Rush Differential:** All requests placed with less than one business day notice for an assignment occurring between the hours of 8am-5pm, M-F.
- **After-Hours Differential:** Requests placed with more than one business days' notice for an assignment occurring during the hours of 5pm-8am, or during weekends.
- **Administrative Fee:** Each unique request will incur an administrative fee equal to one hour plus any applicable differentials per interpreter.

Spoken Language Interpreting and ASL Interpreting for New Customers

Language	Consecutive Interpreting	Simultaneous Interpreting
Spanish (US/Latin)	██████████	██████████
*American Sign Language	██████████	██
Group 1	██████████	██████████
Group 2	██████████	██████████
Group 3	██████████	██████████

- The language contained in each group are set forth in the attached language list
- Every hour past 8 hours will be charged at 1.5 times the hourly fee
- All on-site appointments require a 2-hour minimum
- 1 Hour of Travel time will be charged for all ASL appointments in addition to the 2 hour minimum referenced above[†]

Additional On-Site Terms

Scenario	Charge	Note
Rush Notice	[REDACTED]	Multi-day events require a minimum 1 week' notice to avoid rush charges

Telephone Interpretation Services

The prices reflected in this Scope of Work are based upon the discussions and negotiations by and between the Parties upon entering into this Agreement. GLOBO shall have the right to negotiate a change in these rates in the event that the language mix of Spanish is at least 65% or greater, GLOBO's cost to provide the services increases significantly, and/or to reflect consumer price index fluctuations.

Language	Volume	Rate
All Languages	0 - 4,000 minutes / month	[REDACTED]
All Languages	4,000 - 9,000 minutes / month	[REDACTED]
All Languages	9,000 - 35,000 minutes / month	[REDACTED]
All Languages	35,000+ minutes / month	[REDACTED]

*Deeper discounted pricing can be negotiated if volume of use is over 70,000 minutes a month.

Additional Telephone Interpreting Terms

Service	Cost
Toll Free Number	[REDACTED]
Audio Recording + 1 year of retention/storage	[REDACTED]
Audio Recording + 6 years of retention/storage	[REDACTED]
Third Party Dial-out	[REDACTED]
International Calls	[REDACTED]

Video Remote Interpreting

Language(s)	Rate	Unit of Measure
Spanish	████	Per Minute
All other languages	████	Per Minute
ASL	████	Per Minute

Additional Video Remote Interpretation Terms

Service	Cost
Video Recording + 1 year of retention/storage	████████████████
Video Recording + 6 years of retention/storage	████████████████

Translation Services

Language*	Rate (per word)
Spanish (US/Latin)	████
Group 1	████
Group 2	████
Group 3	████
Set Up Fee	██████

**See Language Groups Table on page 12.

Translation Memory Discounts

Translation Memory Match %	Discount
100% Match	██████████
95% Match	██████████
85% Match	██████████
75% Match	██████████
50% Match	██████████

Additional Document Translation Terms

Service	Charge
Project Minimum	██████████
Project Management	██████████
Formatting/ Desktop Publishing	██████████
Rush Rates	Rush rates are calculated at ██████████ additional charge to the original rate and will be determined per project.

Translation Turnaround

Page Count	Est. Word Count	Standard TAT	Rush TAT
Up to 5	1,250	3 Business days	24-48 Hours
Up to 10	2,500	3 Business days	2 Business days
Up to 20	5,000	4 Business days	3 Business days
20+	5,000+	Per Project	Per Project

Additional Translation Services

Quotes will be provided on an individual project basis for the following services:

- Transcreation
- Subtitling and Transcription
- Voiceover Recording
- Multimedia Services
- Braille, Section 508 Remediation, and other Accessibility Services

Language List

Group	Languages
Spanish	Spanish - US and Latin American
1	Albanian, Bosnian, Bulgarian, Croatian, Czech, Dutch, Flemish, French, German, Hungarian, Italian, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish (Spain), Swedish, Turkish, Ukrainian
2	Arabic, Bengali, Cantonese, Chinese (Traditional and Simplified), Danish, Dari, Farsi, Finnish, Greek, Gujarati, Haitian Creole, Hebrew, Hindi, Indonesian, Korean, Malay, Malayalam, Mandarin, Norwegian, Panjabi, Pashto, Sindhi, Sinhalese, Swedish, Tamil, Thai, Urdu, Vietnamese
3	Afrikaans, Amharic, Armenian, Azeri, Belorussian, Cape Verdean Creole, Estonian, Faroese, Fulani, Georgian, Hausa, Icelandic, Japanese, Karen, Khmer (Cambodian), Lao, Latin, Latvian, Lithuanian, Macedonian, Mixteco Bajo, Somali, Sotho, Tagalog, Tigrinya, Tswana, Uzbek, Xhosa, Yiddish, Zulu and all other languages

Additional Requirements

Requirement	Response
<p>Media submitted for price list must include the Offerors' company name, name of the solicitation, and date on a Flash Drive (i.e. Pin or Jump Drives).</p>	<p>GLOBO's proposal has been uploaded onto two Flash Drives.</p>
<p>Is pricing available for all products and services?</p>	<p>Yes, GLOBO has provided pricing for all available products and services. In addition, our <i>Equipment Catalog</i> can be found at the end of this tabbed section.</p>
<p>Describe any minimum fees.</p>	<p>For Telephonic Interpretation a 100 minute minimum per month may apply.</p> <p>Telephonic Interpretation is billed by the minute.</p> <p>On-Site Interpretation is billed as a 2 hour minimum per appointment and in 15 minute increments thereafter.</p> <p>Document Translation has a \$65 project minimum.</p> <p>Please refer to the previous pages for additional details.</p>
<p>Describe any shipping charges.</p>	<p>Shipping fees are not applicable to our solution except for the delivery of equipment, for which there would be no charges incurred by Region 4.</p>
<p>Provide pricing for warranties on all products and services.</p>	<p>GLOBO's warranties are covered in contractual provisions negotiated between GLOBO and its customers. These warranties can vary depending on the customer's industry and/or type of business. GLOBO does not charge for warranties.</p>
<p>Describe any return and restocking fees.</p>	<p>This is not applicable to our solution with the exception of any equipment Region 4 would like to purchase through GLOBO.</p>
<p>Describe any additional discounts, promotions, special offers or rebates available. Additional discounts or rebates may be offered for large quantity orders, single ship to location, growth, annual spend, guaranteed quantity, etc.</p>	<p>In accordance with the RFP, GLOBO is pleased to offer Region 4 ESC "not to exceed pricing" ensuring that your member districts are receiving GLOBO's lowest price.</p>

Additional Requirements (cont'd)

Requirement	Response
<p>Describe how customers verify they are receiving Contract pricing.</p>	<p>Once GLOBO inputs fees into our invoicing structure, the system will maintain those fees until any mutually-agreed upon changes are implemented. Customers can always verify the unit fee invoiced against the contract pricing.</p>
<p>Describe payment methods offered.</p>	<p>GLOBO accepts checks and Automated Clearing House (ACH) payments.</p>
<p>Propose the frequency of updates to the Offeror's pricing structure. Describe any proposed indices to guide price adjustments. If offering a catalog contract with discounts by category, while changes in individual pricing may change, the category discounts should not change over the term of the Contract.</p>	<p>As required, GLOBO's proposed pricing shall remain firm for the first 12 months after the contract award. Should the market require, Cost of Living Adjustments may be made in writing at contract renewal with advanced notice.</p>
<p>Describe how future product introductions will be priced and align with Contract pricing proposed.</p>	<p>Should GLOBO introduce any products or services, we will immediately launch discussions with Region 4 to ensure we can offer you the very best possible rate and discounts off our catalog pricing.</p>
<p>Provide any additional information relevant to this section.</p>	<p>N/A</p>

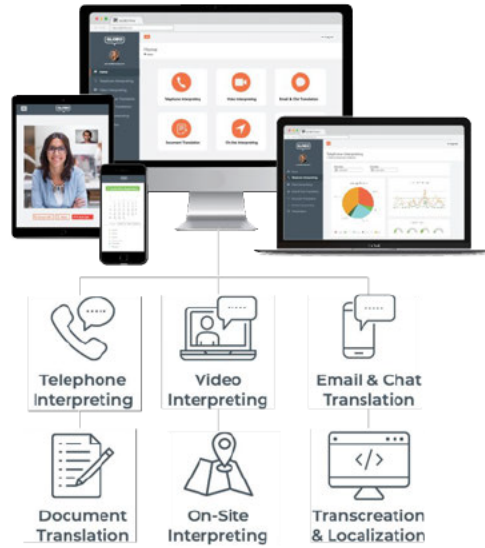
Federal Funding Pricing

GLOBO's proposed pricing does not include a percentage of cost or pricing based on time and materials. Therefore, our solution may be used in response to an emergency or disaster recovery situation without altering our pricing.

The Most Comprehensive Language Management Platform on the Market

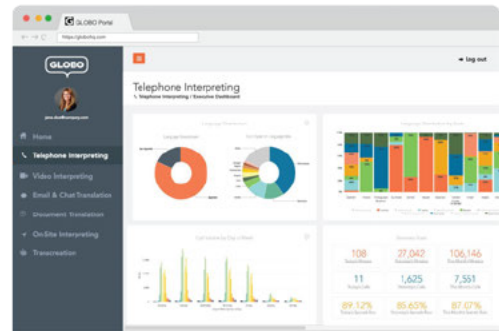
GLOBO's simple, elegant application will give Region 4 the ability to:

- Order, manage, and track all language services in one place
- Connect to qualified interpreters through dynamic skills-based routing
- Gain complete visibility into experiential and operational language metrics across all schools and districts



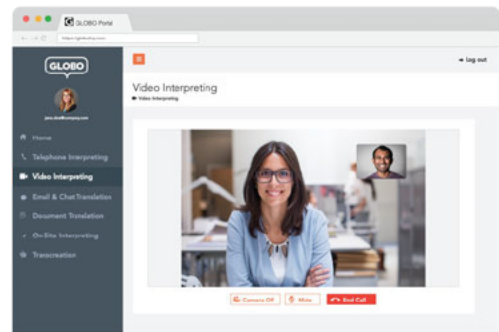
Telephone Interpreting

- Accessible via any Telephone or the GLOBO HQ App
- Available 24/7/365
- Customizable and filterable dashboards and data visualizations
- Gather post-call feedback via DTMF



Video Interpreting

- Accessible via GLOBO HQ App for iOS, Android, or web application
- Available 24/7/365
- Leverage for sign languages
- Customizable and filterable dashboards and data visualizations
- Gather post-call feedback



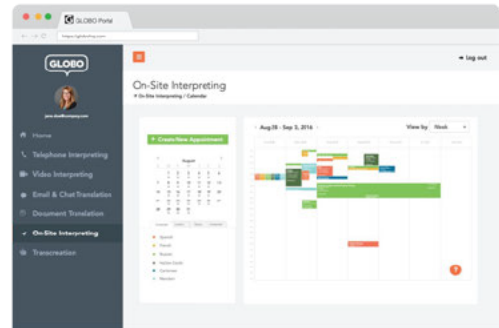
Translation & Localization

- Translate learning materials, websites, and communications to ensure equity
- Order, manage, and track translation projects via GLOBO HQ 24/7/365
- Three-step translation process: translating, editing, proofing

Project Number	Project Name	Project Status	Project Name
2018071122	Translation 1	We're preparing your quote. We'll email you when it's ready.	Start
2018071210	Customer Survey	We're preparing your quote. We'll email you when it's ready.	Start
2018071405	Open Translation	We're preparing your quote. We'll email you when it's ready.	Start
2018071512	Translation 2	Your project is complete. Click here to download.	Download
2018071604	Translation 3	Your project is complete. Click here to download.	Download
2018071604	Marketing Campaign	Your project is complete. Click here to review.	Review

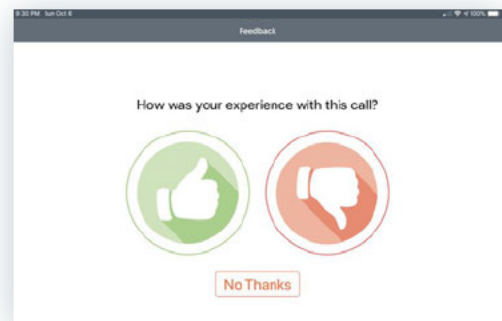
On-Site Interpreting

- On-site interpreter scheduling management system
- Order, manage, and track 24/7
- Qualified Resources
- NOTE: ASL interpreters can continue to be requested using existing processes through Crabtree



Feedback

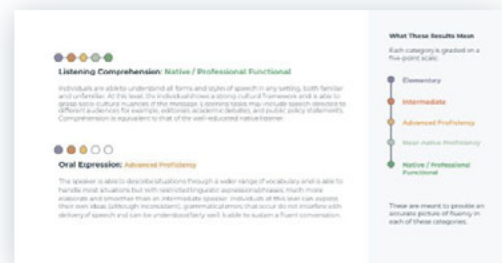
- Gathering feedback allows GLOBO to proactively address interpreting quality or connection issues
- Farmers personnel and Farmers customers can provide feedback after every call via DTMF or the thumbs up / thumbs down screen (shown right)



Value Add

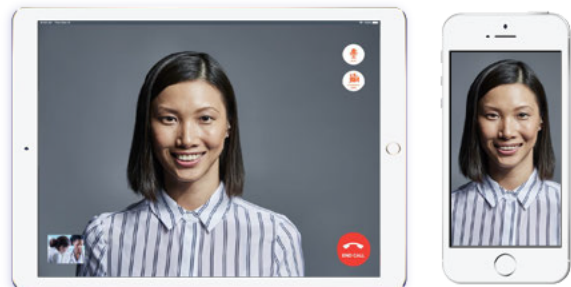
Fluency Testing

- Test bilingual faculty on listening comprehension, written comprehension, oral expression
- Order, manage, and track tests 24/7 via GLOBO HQ



Interpreter in Your Pocket

For users in the field, Farmers will leverage the GLOBO HQ app for iOS or Android. Users will easily access an interpreter at a site inspection via audio or video. Calls may be scheduled in advance or available on-demand.



TAB 2

Supporting Materials



GLOBO Equipment Catalog



GLOBO Equipment Catalog

*Design Your Ideal Language Access
Equipment Set Up*





Having the right equipment setup is important to ensure access at your facility.

Have questions or need a sounding board? Your GLOBO Customer Solutions team is here to consult.

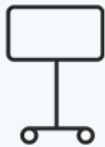
✉ clients@helloglobo.com



In the Catalog



Dual Handset Telephones



Patient Engagement Carts



Desktop Mounts



Custom Implementation Solutions

Dual Handset Telephones

Overview



GLOBO dedicated telephone interpretation lines can be accessed by any telephone. If you plan to use a landline, dual handset telephones are a convenient and secure way to deliver interpretation services between two people that are located in the same room or facility space at the same time. Dual handset telephones are available as both corded or cordless, but their function remains the same regardless of which variation you choose.

The way dual handset telephones work in a telephonic interpretation session is simple: your dedicated GLOBO telephone interpretation phone number is dialed from the phone, and after selecting the language needed and completing any necessary intake, each person involved in the session uses one of the headsets to speak into and to listen, with the telephone interpreter acting as a communication “bridge”, relaying the information back and forth to each person in the appropriate languages for effective communication between the parties.

Dual Handset Telephones

Options

VTech CS6719-2 Dual Handset Cordless Phone

DECT 6.0 wireless technology.
Full duplex handset speakerphone.

BEST CHOICE FOR:

- Facilities with limited wall phone jacks
- Providers who roam throughout a facility

\$45.00 per unit



Panasonic KX-TGE232B Dual Handset Cordless Phone with Headset Jacks

DECT 6.0 wireless technology.
Full duplex handset speakerphone.
1/8" headset jacks and belt clips on each handset.

BEST CHOICE FOR:

- Hands free interpretation sessions, such as physical therapy or rehabilitation

\$80.00 per unit

Compatible Panasonic Headset: \$35.00 per unit



Med-Pat D2200 Dual Handset Corded Telephone

MicroBlock antibacterial surface protection.
(3) programmable memory speed dial buttons.
Individual volume control on each handset.

BEST CHOICE FOR:

- Hospital or exam rooms with phone jacks
- LEP patients that require longer stays

\$110.00 per unit (1-19 units)

\$90.00 per unit (20+ units)



PLEASE NOTE: Shipping is not included in pricing listed in this catalog.

Telephone Accessories

Panasonic KX-TCA430 Over the Head Headset

Designed for use with any cordless phone possessing a standard 2.5 mm jack.

Noise-canceling microphone reduces background noise.

BEST CHOICE FOR:

- Hands free interpretation sessions, such as physical therapy or rehabilitation

\$35.00 per unit



Grandstream GS-HT802 2-Port FXS Analog Telephone Adapter

Converts analog phones to IP technology.

Supports 2 SIP profiles via 2 FXS ports and a 10/100 Mbps port.

BEST CHOICE FOR:

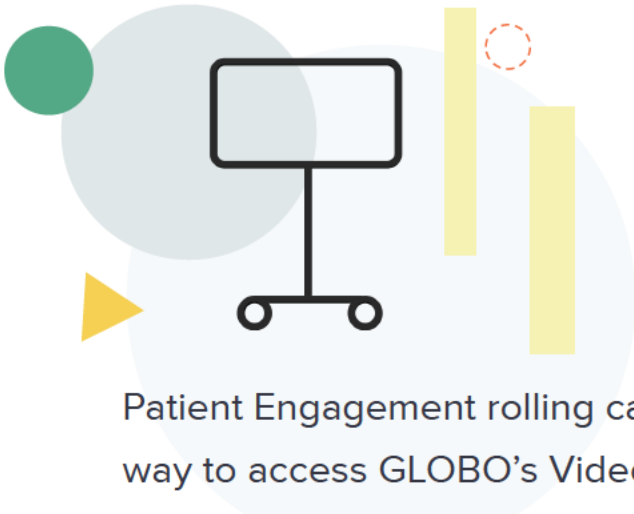
- Facilities with VoIP telephony systems that require dual-handset telephones for interpretation.

\$49.00 per unit



Patient Engagement Carts

Overview



Patient Engagement rolling carts are a convenient and secure way to access GLOBO's Video Remote Interpreting service via the GLOBO HQ app and a tablet across your entire facility. Tablets are securely mounted to the cart's mounting plate via a rugged, theft-resistant tablet enclosure, and come with a 6' power cord to allow the tablet to be continuously connected to the power supply at the bottom of the rolling cart pole.

What's Included in a Patient Engagement Cart?

The components included with the purchase of a GLOBO VRI rolling cart are:

- (1) Rolling cart with power supply mount (either GCX or CTA)
- (1) Tablet (either Apple iOS or Android OS)
- (1) Tablet enclosure, manufactured to fit the model tablet that was selected
- (1) Power supply strip with surge protection
- (1) 6' Power cord compatible with the model tablet that was selected

Tablets can be used as a stand-alone device to access our video and audio interpretation services at any time once it is received and then installed on to the cart at a later date. If your facility already uses tablets, it is possible to download and install the GLOBO HQ app at any time. Please speak with your Customer Success Manager for more information.

The GLOBO HQ app for Apple iOS and Android OS

The GLOBO HQ app, available for both Apple iOS and Android OS, allows the user to place both video and audio calls from a tablet, phone, or similar mobile device. The GLOBO HQ app can be downloaded from either the Apple App Store or the Google Play store.

Build your Patient Engagement Cart in two easy steps

1

Choose Your Cart

See the following pages for additional information



CCX Patient Engagement Roll Stand

\$675.00 per unit



CTA Patient Engagement Cart

\$400.00 per unit

2

Choose Your Tablet

See the following pages for additional information



10.5" Apple iPad

\$349.00 per unit



12.9" Apple iPad

\$1,059.00 per unit



10.1" Samsung Tab A

\$279.00 per unit

Carts

Options

GCX Patient Engagement Roll Stand

Main post height: 30.5 in / 77.5 cm

Flexible arm/VESA mount length: 21"/53.3 cm

Base diameter: 19"/48.3 cm

Includes: Handle, power cable with clips, flexible arm, power mount and power supply.

Theft resistant tablet enclosure included

\$675.00 per unit



CTA Patient Engagement Cart

Main post height: 54 in / 137.16 cm

Base diameter: 19" / 48.3 cm

Includes: Handle, interior cable routing system, keyboard tray, basket, power supply mount, power supply, 6' USB power cable, theft-resistant tablet enclosure.

Theft resistant tablet enclosure included

\$400.00 per unit



Tablets

Options

10.2" Apple iPad

10.2" iPad 6th Generation
32 GB Storage
iOS operating system

\$349 per unit



12.9" Apple iPad Pro

12.9" iPad Pro
64 GB Storage
iOS operating system

\$1,059 per unit



10.1" Samsung Tab A

10.1" Screen
32 GB Storage
Android operating system

\$279 per unit



Desktop Mount Options

Desktop Mounts

GCX Bolt-Down Column

Fixed-height bolt-down columns with tilt/swivel
Available in 9", 12" and 16" models

Enclosure not included

\$235.00 per unit



GCX Pedestal Mount

Freestanding fixed-height pedestal columns with tilt/swivel

Enclosure not included

\$245.00 per unit



Boss-Tab Twist - Pedestal Mount

Utilize freestanding or bolt onto surface.
Lockable security
Maximum movement and functionality

Enclosure not necessary

\$95.00 per unit



Optional Accessories

Pioneer Rayz Rally

External Speaker for iPads
Amplify volume and direction

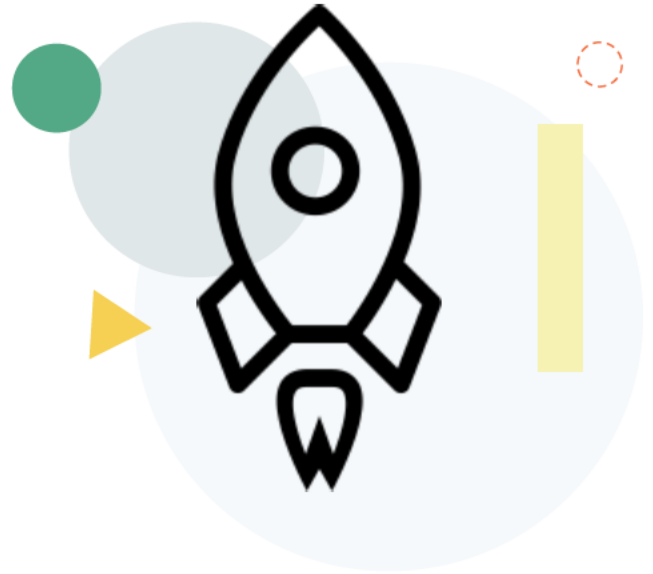
\$99.00 per unit



PLEASE NOTE: Shipping is not included in pricing listed in this catalog.

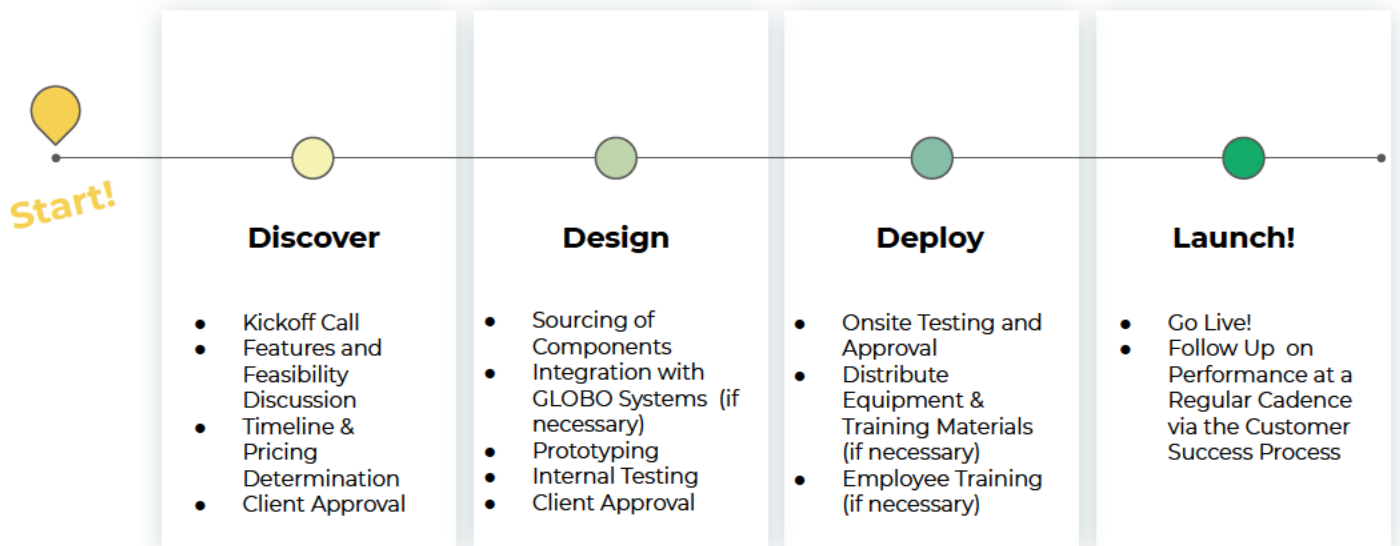
GLOBO's Custom Implementation Solutions

Not seeing the right solution for your specific need?
We're here to help.



GLOBO provides custom implementation solutions designed specifically for your organization.

For more information, please email your GLOBO Customer Success Representative or implementation@helloglobo.com



Have questions or need a sounding board? Your GLOBO Customer Solutions team is here to consult.

clients@helloglobo.com

TAB 3

Performance Capability



GLOBO has the capacity, technology, and expertise to successfully build off Crabtree's existing partnership and implement a full spectrum of interpreting and translation services for Region 4. Additionally, GLOBO possesses the scale and resources to promote, sell, and support our solution to OMNIA Partners' members nationwide.

Enclosed within this section, we have addressed all 14 items listed in RFP Section IV. Item B (Performance Capabilities) along with Appendix D (OMNIA Partners documents).

Performance Capability

i. Detailed Response to Appendix D, Exhibit A



GLOBO has provided point by point responses to *Section 3.0 of Appendix D, Exhibit A* at the end of this tabbed section. Our responses describe how GLOBO's experienced sales team will market, distribute, and sell our proposed language solutions to OMNIA Partner's members nationwide.

ii. The successful Offeror will be required to sign Appendix D, Exhibit B, OMNIA Partners Administration Agreement prior to Contract award. Offerors should have any reviews required to sign the document prior to submitting a response. Offeror's response should include any proposed exceptions to OMNIA Partners Administration Agreement on Appendix B, Terms and Conditions Acceptance Form.



GLOBO has provided a completed, signed copy of *Appendix D, Exhibit B* at the end of this tabbed section.

iii. Include completed Appendix D, Exhibits F. Federal Funds Certifications and G. New Jersey Business Compliance.



GLOBO has included the required documents within *Appendix D, Exhibit F and G* at the end of this tabbed section.

iv. Describe how Offeror tracks and bills. Do you provide access codes, user ID's or other mechanisms that differentiates the departments within an agency? Include minimum billable rates for each service offered.

Identifying Departments:

For Telephone Interpreting, GLOBO offers flexible options for intake, call allocation, authentication, and routing, including:

- Unique numbers for each campus or business unit, so users can bypass reciting a PIN to an operator or interpreter
- SIP X-Headers for passing PINs and other intake information
- DTMF tone to capture PINs, or other information Region 4 would like to associate with the call
- Speech recognition of PINs and other information
- Live intake
- Separate phone numbers by campus or business unit.

For all other service lines, GLOBO HQ logins or custom fields may be used to identify departments. Your Customer Success Team will work with you during Implementation to understand your needs and configure your account to ensure your success.

Minimums:

- Telephone Interpreting is billed by the minute and a 100 minute minimum per month may apply.
- Video Remote Interpreting is billed by the minute and a 100 minute minimum per month may apply.
- On-Site Interpreting is billed as a 2 hour minimum per appointment and in 15 minute increments thereafter.
- Document Translation is billed by the word and a \$65 project minimum applies.

Your Customer Success Team will work with you during Implementation to understand your needs and configure your account to ensure your success.

v. What is Offeror’s process for ordering services and how the users are connected to the interpreter? Describe Offeror’s travel policy and include rates.

Connecting to An Interpreter

Through GLOBO HQ, customers can submit scheduled requests for all service lines 24/7/365. Users connect to a voice or video interpreter using any iOS or Android device via the GLOBO HQ app. Telephone Interpreting services are also accessible through any telephone and do not require any specialized equipment. GLOBO can provide, but does not require, dual handset phones or iPads for the delivery of interpreting services. In addition, customers can use GLOBO HQ to request on-site interpreters or translation projects.

Travel Policy

Mileage is charged at prevailing IRS rate. For distances traveled over 50 miles by our on-site interpreters, we may charge an hourly travel fee. Parking and tolls expenses incurred will be charged.

vi. Describe Offeror’s correction plan for errors.

As part of our ISO 9001:2015 certified Quality Management System (QMS), GLOBO has documented policies implementing operational best practices to ensure the delivery of secure, reliable, high-quality service for our clients. GLOBO’s Risk Management Policy establishes policies for managing risk throughout the organization, and outlines a risk management structure including risk evaluation, roles and responsibilities, and communication procedures. Please see our *Risk Mitigation Table* included as attachment at the end of this tabbed section. Additionally, GLOBO’s Customer Success Program and issue resolution process ensure that issues that occur are quickly resolved.



When an Issue Occurs:

- Region 4 can submit customer complaints or commendations 24/7/365 via a dedicated telephone number, a dedicated support email address, or the feedback form provided on GLOBO HQ.
- We employ a comprehensive ticket tracking and management system whose efficacy is enhanced through a detailed QMS process of rapid attention, escalation (when required) and resolution.
- GLOBO conducts regular check-ins along with more formal quarterly business reviews to help ensure awareness of even minor concerns, which we can then triage and resolve immediately.
- We have an established, clear path of escalation leading from your Customer Success Manager up to your Executive Sponsor, Daniel Crabtree, to ensure larger issues have the attention of GLOBO’s most senior executives.

vii. Describe Offeror’s ability to meet service.

With GLOBO and Crabtree’s combined experience, coupled with our comprehensive offering, GLOBO is more than equipped to deliver excellent service.

A Reputation for Excellence

GLOBO’s subsidiary, Crabtree, has proven experience successfully servicing this contract. Crabtree has supported clients in education since 2012 and Crabtree began providing ASL interpreting and transcription services to Region 4 ESC and its various member districts in 2018. Since that time, Crabtree leadership, interpreters, and support staff have built a successful partnership with Region 4 through an approach that appreciates the nuances of the educational world. To provide the best services possible, we offer our interpreters specialized training in various Communication Philosophies including Signed Exact English (SEE), Admission, Review, and Dismissal Meetings (ARDs) terminology and processes, among others related topics. We see educational interpreting as our cornerstone and it’s our commitment to serve students well. In May of 2021, GLOBO fully acquired Crabtree Interpreting, rebranding the company as Crabtree GLOBO.

GLOBO is a leading translation and interpretation technology and services provider that was founded by industry veteran Gene Schriver in 2010. Since its inception, GLOBO has successfully disrupted the language services industry with its value-driven model grounded in smart technology, actionable data insights, and a community of thousands of professionally-qualified linguists. Our primary service lines are Translation and Localization; Telephone Interpreting; Video Remote Interpreting; On-site Interpreting; and Fluency Testing. Today, GLOBO serves more than 350 customers in a variety of spaces, including education and government. GLOBO is a Minority Business Enterprise certified by the National Minority Supplier Development Council and other state and local governments.

By partnering with Crabtree GLOBO, Region 4 ESC will deliver all modes of language access to all partner districts through one simple platform, GLOBO HQ. In total, GLOBO supports more than 250 different languages, as identified in the *List of Languages Supported*, included as an attachment to this tabbed section.

GLOBO’s Services:

- Telephone Interpreting
- Video Remote Interpreting
- On-Site Interpreting
- Fluency Testing
- Translation & Localization



EY Entrepreneur of the Year in Technology, 2019



Listed on the Inc 500|5000 Fastest Growing Companies in the U.S. 7 times in a row

350+

Customers

65+

Education & Gov’t Contracts

4.6

Stars on Glassdoor

viii. Describe Offeror’s customer service/problem resolution process. Include hours of operation, number of services, etc.

As documented in our ISO 9001:2015 certified Quality Management System (QMS), districts will be provided with a dedicated Customer Success Team that will provide ongoing support for the life of the contract.

The Customer Success Team will continue to be led by Whitney Douglass, who will be responsible for the overall management and success of the Region 4 language access program; in addition, she will continue to oversee all aspects of ASL interpreting operations.

Working alongside Whitney will be Nathan Strohkirch, Senior Account Executive. In this role, Nathan will be your main contact during the onboarding of all spoken language interpreting services; facilitate training and the distribution of educational materials; and liaise with internal GLOBO staff. At the conclusion of the onboarding process once services are live and active, he will begin to transition your account into our Customer Success Program but will continue to serve as your advocate.

GLOBO Customer Support is available 24/7/365 via:

- Dedicated Customer Success Manager
- Dedicated Customer Support Email Address
- Dedicated Customer Support Phone Number (live answer 24/7)
- GLOBO HQ - Feedback Form

To ensure that operations are successful, performance metrics are met, and customer service standards are attained, GLOBO will maintain regular contact on the following cadence:

Contract Phase	Meeting Frequency	Deliverable
Implementation	Daily	Updated Project Plan
Calibration	Weekly	Usage Data and Performance Metrics
Continuous Improvement	Monthly / Quarterly	Usage Data and Performance Metrics / Utilization Reports and KPI Analytics

ix. Describe Offeror’s invoicing process. Include payment terms and acceptable methods of payments. Offerors shall describe any associated fees pertaining to credit cards/p-cards.

Invoices are sent after the close of the month electronically. All services are billed on a monthly basis. GLOBO accepts payment within contracted terms via ACH or check. During Implementation, your Customer Solutions Team will provide additional details and help you configure your solution

x. Describe Offeror’s contract implementation/customer transition plan.

GLOBO understands the complexity, scale, and importance of successfully managing the transition of language support. As your existing vendor for ASL interpreting, we are already familiar with your key stakeholders, processes, operations, and language goals. By selecting GLOBO, Region 4 ESC will experience continuous service and benefit from the significant experience that GLOBO’s management team brings in successfully and seamlessly transitioning large-scale contracts.

Below, we have provided an overview of the approach we would take to transition Region 4 ESC’s spoken language interpreting and translation services to GLOBO. Although we are already providing ASL interpreting, GLOBO will use this transition period to review and optimize services.

Implementation Plan

GLOBO’s systematic, process-driven implementation approach is built on the principles of joint accountability and joint success. Successful transitions require cooperation, coordination and communication among key stakeholders; clear delineation of roles and responsibilities; realistic expectations and milestones; and a framework in which all parties can track progress toward a shared goal (joint success).

During the Discovery phase, GLOBO and Region 4 ESC will establish clear roles and clearly divide areas of responsibility among GLOBO’s implementation team and Region 4 ESC’s key stakeholders. GLOBO and Region 4 will hold each other accountable for adhering to the implementation schedule and achieving assigned goals.

To ensure continuity of service throughout the implementation process, GLOBO and Region 4 ESC will develop a readiness plan that clearly outlines what needs to be done prior to transitioning service. The readiness plan will help GLOBO and Region 4 ESC establish a mutual understanding of what is required for a successful implementation and ensure completion of all critical tasks and deliverables prior to transitioning service.





The Implementation Schedule, which outlines the critical steps, milestones, and accountable parties in the implementation process, will be used by both parties to track progress and ensure a successful transition of service.

Throughout the Implementation Process, Region 4 ESC’s dedicated Customer Success Manager (CSM) will facilitate meetings with Region 4 ESC to review the status of the Implementation and ensure continuity of service during transition. The CSM will also provide an up-to-date Implementation Plan delineating the status of all action items – completed, in progress, and outstanding – for both teams.

Please refer to our Transitioning Service overview in the Appendix for more information.

Implementation Schedule

The Sample Implementation Schedule found on the next page outlines the critical steps, milestones, and accountable parties in the implementation process and will be used by both parties to track progress and ensure a successful transition of service.

	IMPLEMENTATION PHASE	ACCOUNTABLE PARTY	DATE
	Discovery:	GLOBO/Customer	Week 1
	→ Kick Off Call	GLOBO/Customer	
	→ Complete Readiness Checklist	GLOBO/Customer	
	Design	GLOBO	Week 2
	→ Integrate Telecommunications	GLOBO	
	Setup line(s)	GLOBO	
	Configure intake questions	GLOBO	
	Customize IVR menu (if applicable)	GLOBO	
	→ Provision Platform	GLOBO	
	Assign URL	GLOBO	
	Issue logins and configure user permissions	GLOBO	
	Configure reporting dashboard	GLOBO	
	→ Design & Issue Support Materials	GLOBO	
	Design digital & printable files	GLOBO	
	Distribute collateral	GLOBO	
	→ Provision Equipment (if applicable)	GLOBO	
	Distribute equipment	GLOBO	
Test equipment	GLOBO		
	Deploy	GLOBO	Week 3
	→ Test Lines & Platform	GLOBO	
	Test lines and call flows	GLOBO	
	Test platform reporting	GLOBO	
	→ Train Team members	GLOBO/Customer	
Train admins	GLOBO/Customer		
Train users	GLOBO/Customer		
	Launch:	GLOBO	Week 4
	→ Go Live	GLOBO	

xii. What technology is your organization utilizing to ensure quality? Provide a website link in order to review website ease of use, availability, and capabilities related to ordering and reporting. Describe the website's capabilities and functionality.

The cornerstone of our solution is GLOBO HQ, a cloud-based PaaS that can be accessed from any internet capable device, including via our iOS and Android apps. GLOBO's in-house agile Engineering team continually works to refine the product and experience.

GLOBO HQ was designed to support mission critical, federal agency-grade implementations in a high-availability configuration from geographically distributed data centers. There is no single point of failure. GLOBO's network technology providers commit to 99.99% uptime. GLOBO utilizes Amazon EC2's U.S.-based web service, which provides secure, scalable, cloud-based computing capacity.

By using GLOBO's unified language management platform, GLOBO HQ, users at Region 4 schools will have the ability to order, manage, and track interpreting requests and translation projects. Specifically, users can schedule On-Site interpreting appointments, access On-Demand Video Remote Interpreting, schedule a Video Remote interpreter, schedule an audio call, and even access voice interpreting directly (also accessible via any telephone device). GLOBO HQ also offers customizable Executive Dashboards that allow visibility into real-time, systemwide data.



One of GLOBO HQ's key differentiators is its flexibility and ease of use:

- GLOBO HQ requires no software installation and works with the most common Internet browsers.
- Telephone Interpreting services are accessible through any telephone and do not require any specialized equipment.
- Remote Video Interpretation is easily accessible from any computer with internet access and an integrated camera or via any mobile iOS or Android device.
- On-site Interpretation and Translation services are requested through GLOBO HQ in just a few clicks.

Learn more about our platform here:

<https://www.helloглобо.com/our-platform> or contact Nathan Strohkirch (nathan@helloглобо.com) to schedule a demonstration.

xiii. Describe what types of reporting are available. Include sample reports and explain how Region 4 ESC and Participating Public Agency will be able to access and create reports.

Region 4 will access reporting in real-time via GLOBO HQ. Additionally, Region 4 will have access to a dedicated Customer Success Team who can facilitate custom reports or the addition of custom real-time dashboards throughout the length of the contract.

Standard Reporting available to all GLOBO customers includes real-time call reports detailing:

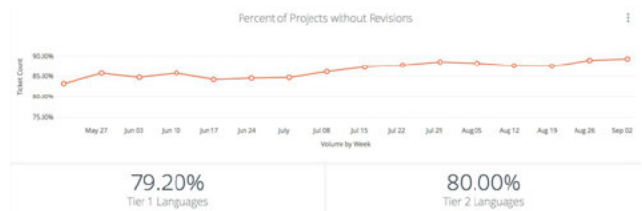
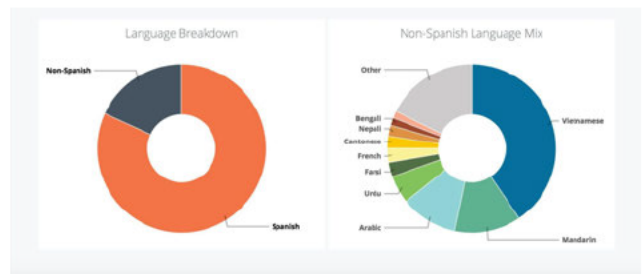
- Configured intake question responses
- Call Connect time
- Call length
- Language
- Additional configurable details in real-time

During Onboarding, Region 4’s Customer Success Team will work with Region 4 to identify custom real-time dashboard needs that may include (but are not limited to) the following:

- Service Level Agreement Reporting
- Usage by Device
- Internal Interpreting Resource Metrics

GLOBO provides Utilization Reports which include metrics on the following:

- Volume by service channel
- Volume by language
- Volume by time frame
- Volume by department
- Volume by location
- Seasonality reports
- Usage trends
- Resource utilization



xiv. Provide any additional information relevant to this section.

Through its subsidiary Crabtree GLOBO, focus and commitment to educational interpreting is a cornerstone of our business. Lacking elsewhere in the market, Crabtree has dedicated personnel and training resources to ensure our interpreters are best fit for the education environment. Adhering to each program's individual communication philosophies, our interpreters and admin support staff are trained in ASL interpreting, Signed Exact English through the SEE Center, CASE, Deafblind, Deaf Plus, and even best practices for students with behavior management plans. We ask every interpreter to familiarize themselves with their program's communication philosophy and commit to carrying it out in the classroom.

As a client of Crabtree GLOBO, each district's professionals and paraprofessionals are supported further through targeted training programs each summer that are free of charge to the district. In the summer of 2021, Crabtree GLOBO offered two full days of training on the topics of interpreting and ARD Terminology, Procedural Safeguards, Documentation, along with a Mock ARD for deliberate practice.

Familiar with the intensity of the workload of interpreter coordinators on district campuses, Crabtree GLOBO has taken a flexible approach to receiving interpreter requests, allowing approved requesters to communicate their changing needs to Crabtree via text, email, or phone call. We understand that access to a computer with log-in ability to our portal is not always possible in the moment while on campus, so Crabtree GLOBO is happy to communicate regarding any needs in our client's preferred mode. Internal processes and scheduling systems have been developed and tailored to the unique needs of K-12 and post-secondary education.

While the Crabtree GLOBO team is focused solely on education, we bring value to various other industries through GLOBO's expertise in the worlds of Healthcare, Insurance, and the Public Sector. Best in class technology through GLOBO HQ brings a level of business insight to our clients that is elsewhere unmatched.



TAB 3

Supporting Materials



Appendix D: OMNIA Partners Documents

Minority Business Certification

Interpreter and Translation Quality Assurance

List of Languages Supported

Transitioning Service Overview

Risk Mitigation Table



OMNIA Partners Documents





Exhibit A: Response for National Cooperative Contract

GLOBO's proposal to provide language solutions to OMNIA members to support OMNIA Partners in its stated goal: "re-defining purchasing with unparalleled scale, experience and expertise to become the most valued and trusted resource in procurement"

With GLOBO, OMNIA will:



Offer its network the most desirable comprehensive, unified language access platform on the market, designed for ease of use and unprecedented transparency, that lowers the indirect cost of ownership, at competitive prices



Leverage the proven reliability and scalability of a partner who has successfully serviced contracts of similar scope and magnitude



Gain an experienced partner aligned to the program's success with growth strategies and budget assigned to OMNIA and a Sales and Marketing organization focused on growing OMNIA business

1.0 Scope of National Cooperative Contract

GLOBO acknowledges this section.

2.0 Representations and Covenants

GLOBO acknowledges this section.

3.1 Company

A. Brief history and description of Supplier to include experience providing similar products and services.

GLOBO is a leading translation and interpreting technology and services provider that was founded by industry veteran Gene Schriver in 2010. Since its inception, GLOBO has successfully disrupted the language services industry with its value-driven model grounded in smart technology, actionable data insights, and a community of thousands of qualified linguists.

GLOBO has gained market adoption and become an industry-leader known for innovation and growth, winning the EY Entrepreneur of the Year award in the competitive Technology category in 2019 and is one of the fastest-growing language support providers in the industry, listed on the INC 5000 list of fastest-growing companies 7 years in a row.

In May 2021, GLOBO acquired Crabtree Interpreting to form Crabtree GLOBO, LLC, a wholly owned subsidiary of GLOBO Language Solutions, LLC (GLOBO). Crabtree was founded in 2012 by practicing interpreters, Daniel Crabtree and Rachel Brown who saw a need to better serve Deaf and hard of hearing students and clients in K-12 education. Today, the combined strength of Crabtree and GLOBO together supports millions of Limited English Proficient Americans through more than 350 customers - including Region 4 - across a wide range of industries.

GLOBO's unique platform and scalable business model have driven our growth in both the public and private sectors. Additionally, GLOBO's innovative solution, commitment to driving growth, and experienced Sales & Marketing organization have enabled GLOBO to successfully partner with channel partners and Group Purchasing Organizations. By partnering with GLOBO, OMNIA will gain a mission-aligned provider, like OMNIA: founded with DNA to redefine our industry, designed to drive efficiencies to those we serve, and committed to growth.

GLOBO's Offering:

- Telephone Interpreting
- Video Remote Interpreting
- On-Site Interpreting
- Fluency Testing
- Translation & Localization
- Analytics & Insights
- Unified platform for accessing and managing language support

Proven Experience Driving Growth:

70+

New Accounts Year to Date

7

Years on the INC 5000 list of Fastest-Growing Companies



Growth in the Public Sector

GLOBO has extensive and successful experience fulfilling Federal and Local Government contracts. From 2015 until 2020, when the contract was transitioned to a Women-Owned small business set aside, GLOBO served as the sole provider of interpretation services for the Centers for Medicare and Medicaid Services (CMS), receiving positive performance reviews and providing critical interpreting to millions of Americans with fluctuating call volumes of more than 300% during Open Enrollment Periods.

Since 2017, GLOBO has served as the primary language service provider for the City of [REDACTED]. Following a competitive bid process, the City reaffirmed their confidence by awarding GLOBO a new contract. In addition, we recently were awarded contracts from the City of [REDACTED] and [REDACTED] County, Kansas ([REDACTED]). Through our acquisition of Crabtree, GLOBO now serves 50 school districts, education service centers (including Region 4), colleges, and universities.



"GLOBO met all of the critical timelines in regards to transition and all deliverables were accurate and on time. GLOBO also provided ad hoc reports to CMS quickly, which has greatly helped meet quick turnaround requests."

CMS Contractor Performance Report



Growth in the Private Sector

GLOBO's comprehensive solution and robust data and analytics drives adoption with enterprise corporations and Fortune 1000 companies. In the last year, some of the largest, most established, and fastest-growing companies have awarded contracts to GLOBO, including: a top ten property and casualty insurance provider, the largest international rideshare organization, and a top ten telehealth provider.



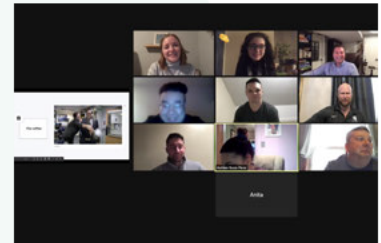
Growth with Group Purchasing Organizations

GLOBO has proven experience driving growth through channel partnerships and group purchasing. GLOBO's dedicated partnership budget, proven partnership playbook, and alignment of incentives drives our success in this arena.

Since 2014, GLOBO has been an approved Language Solutions Provider (LSP) vendor partner on the Premier agreement. Premier is a leading national Group Purchasing Organization specializing in healthcare and today, we are the leading provider in the language services category on their national contract. GLOBO earned this distinction through an aggressive marketing campaign, an educated, trained national sales team, collaboration with Premier, and the ability to offer a better solution than our competitors.

Partnership with Premier and Experience Growing National Channel Contracts

GLOBO is an active participant in the Premier community, using our dedicated partnership budget and shared Go-To-Market plan to further Premier and GLOBO growth through: Participation in conferences, attendance at Regional Sales Meetings, and Conducting Trainings. In the same way, OMNIA can expect aligned Sales and Marketing efforts throughout the life of our partnership.



Above: GLOBO hosts a digital after party at the Premier 2020 Digital Alternate Site Program

Supporting OMNIA in Delivering Cost-Effective Services to Its Members by Saving Members More than \$250k per Year on Average

GLOBO understands that a core mission of OMNIA is to create efficiencies that generate cost-savings. GLOBO's solution is designed to create tangible cost savings in Language Support Spend in three ways:

- Direct Line Item Cost Reductions
- Creating the Optimal Mode Mix by Transitioning Services from Pricey On-Site to Telephone and Video as appropriate
- Reduction in Travel Costs



Above: GLOBO can provide tailored Cost-Reduction Plans during the Sales Process to OMNIA Members and train the OMNIA sales teams on how to use this tool.

B. Total number and location of salespersons employed by Supplier.

GLOBO's experienced Sales & Marketing Teams will act as an extension of the OMNIA Team to drive growth and ensure successful collaboration.

Investment in Growth Teams

GLOBO is committed to ensuring our Sales, Success, and Go-To-Market Teams are empowered and equipped for strategic, consultative sales. To support our ambitious growth goals, GLOBO has invested in hiring and support for these teams with **39% of our 2021 budget devoted to Sales and Marketing**. Over the last 24 months these teams have grown by over 340% in headcount (from 5 team members with one allocated part time to over 15 team members) and are expected to double again through 2022.

Experienced Sales and Marketing Leadership

Critical to the success of GLOBO's sales team is the deep experience and qualifications of every team member. Ed Regan, GLOBO's Director of Sales, has more than 20 years experience partnering with channel partners; transitioning large-scale contracts; and creating scalable, customer-centric sales teams.

Your dedicated Senior Account Executive, Nathan Strohkirch, brings more than 15 years of experience in developing and maintaining business relationships, including the last seven years in the language services industry. During this time, Nathan worked with Fortune 500 and Global 1000 customers to develop custom language solutions.

Francesca Mayr, GLOBO's Director of Marketing and Product, will serve as OMNIA Partner's GLOBO Marketing contact. As an IDEO-certified Leader for Creativity, Francesca brings experience managing complex, innovative Marketing initiatives for GPOs and Channel Engagements to the partnership with OMNIA.

Mature and Innovative Sales and Marketing Organization

GLOBO's growth is supported by a Marketing team with proven expertise driving growth with channel partners and generating interest with enterprise contracts, which will play a key role in promoting our solution to OMNIA Partners' members. GLOBO's Marketing Team specializes in deploying compelling thought capital which has driven GLOBO's brand as a thought leader in the language technology space, including: Language Access Planning resources, joint marketing ventures with partners like Twilio, COVID-19 Reports on Language Access, and Whitepapers on Working Effectively with an Interpreter. Additionally, we've experienced success getting coveted speaking spots; Gene frequently speaks around the globe, promoting the combination of technology and services to eliminate language barriers, and has been featured in Forbes, Inc., Common Sense Advisory, and Slator, and recognized as the EY Entrepreneur of the Year in Philadelphia.

GLOBO's Marketing Team will partner with OMNIA Partners to align on Go-To-Market. Strategies may include: Joint Marketing Campaigns, Joint Speaking Efforts, Joint PR, Custom Reports and Content Offers.

Investment in Sales Support, Education, and Ongoing Improvement.

To support our sales team, GLOBO invests in in-depth customized training programs, which we can extend to OMNIA Partners' Sales teams as desired:

- Language Access & Cultural Competency Training
- GLOBO HQ Product Training
- Demo Training
- Sales Tactics and Professionalism Training



Project Team Resumes can be found in Tab 4.

340%

Growth in Go-To-Market Team Headcount



A testament to GLOBO's Reach, GLOBO was listed as the #3 Most Successful Language Support Company on Social in an independent study by DSMN8.

C. Number and location of support centers (if applicable) and location of corporate office.

GLOBO's geographically-distributed workforce ensures service and support are available 24/7 with coverage across time zones.

Support Centers

Support is available 24/7/365 with distributed Linguist, Customer Support, and Customer Solutions teams.

Headquarters

GLOBO's headquarters is located in Philadelphia. GLOBO Crabtree is based out of Houston. GLOBO has a national reach with sales and support staff based across the country.



D. Annual Sales for the three previous fiscal years

Because Crabtree was acquired by GLOBO in 2021, we have provided approximate annual sales figures for each company as separate entries.

Year	Crabtree	GLOBO
2020	\$1,957,000	\$20,000,000
2019	\$2,917,000	\$19,500,000
2018	\$2,236,000	\$16,800,000

a. Submit FEIN and Dunn & Bradstreet report.

GLOBO is a privately held company and does not maintain our financial information within D&B. GLOBO's FEIN is 272896376.

Support for all 50 States	350+ Customers	24/7 Access and Support
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E. Describe any green or environmental initiatives or policies.

GLOBO strives to minimize our carbon footprint and has implemented environmental policies and initiatives.



Printing

GLOBO maintains a policy against printing documents which saves paper and waste.



Remote Workforce

Our remote workforce not only gives us access to a more qualified and broader talent pool, it eliminates the need for our linguists to drive to an office, cutting fossil fuels.



Reducing Fossil Fuels in Language Services

GLOBO's Video Remote Interpreting technology reduces the need for On-Site interpreting, which also cuts the use of fossil fuels.

F. Describe any diversity programs or partners supplier does business with and how Participating Agencies may use diverse partners through the Master Agreement. Indicate how, if at all, pricing changes when using the diversity program. If there are any diversity programs, provide a list of diversity alliances and a copy of their certifications.

GLOBO is a Minority Business Enterprise certified by the National Minority Supplier Development Council and other local entities; GLOBO is also willing to become certified in jurisdictions as needed. Our status means that Region 4 and OMNIA Partners can meet diversity contracting goals without further subcontracting. A copy of GLOBO's *Minority Business Certification* has been provided as an attachment at the end of Tab 3.

Region 4 and OMNIA Partners can leverage GLOBO to meet diversity contracting goals without further subcontracting.

G. Indicate if supplier holds any of the below certifications in any classified areas and include proof of such certification in the response:

a. Minority Women Business Enterprise	GLOBO Language Solutions LLC is a certified minority-owned business enterprise. Please refer to the copy of our <i>Minority Business Certification</i> included at the end of this tabbed section.
b. Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE)	N/A
c. Historically Underutilized Business (HUB)	N/A
d. Historically Underutilized Business Zone Enterprise (HUBZone)	N/A
e. Other recognized diversity certificate holder	N/A

H. List any relationships with subcontractors or affiliates intended to be used when providing services and identify if subcontractors meet minority-owned standards. If any, list which certifications subcontractors hold and certifying agency.

Services will be provided through a mixed model of employee interpreters and independent contractors that have all passed GLOBO's quality tests for language services, which have been described in the *Interpreter and Translation Quality Assurance* attachments at the end of Tab 3.

I. Describe how supplier differentiates itself from its competitors.

GLOBO is uniquely qualified to provide language solutions through OMNIA's Partners' Master Agreement to your members nationwide.

Specifically, GLOBO has the proven capacity, resources, technology, staff to successfully market and sell language services to OMNIA Partners' members, both in the public and private sectors.

By partnering with GLOBO, OMNIA Partners will benefit from:

 <p>The Best Product on the Market</p> <p>Offer your members the best-in-class product offering that increases efficiencies and creates cost savings.</p>	 <p>National Scalability and Financial Strength</p> <p>Rest assured that your provider is not only able to support growth through marketing and sales effort, but is also equipped to scale to meet new customer growth.</p>	 <p>True Partnership Driving Joint Success</p> <p>Gain a partner invested in OMNIA Partners' growth with the resources and strategic experience to engage OMNIA's community.</p>
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The Best Product on the Market

Offering a seamless solution that distinguishes itself from the competition will drive sales, adoption, and brand loyalty for OMNIA Partners. What sets GLOBO apart from others in the market is our emphasis on improving the overall experience and quality of language access while helping our customers reduce spend through efficient utilization of both internal and external resources.

Our customers choose and value GLOBO for a number of reasons, including the following differentiators:



One Simple Platform: GLOBO HQ is an intuitive cloud-based PaaS and can be accessed from any internet capable device. System access is available 24/7/365. GLOBO HQ enables users to order, manage, and track all language services in one place across departments and locations. Further, GLOBO HQ provides users unrivaled access to real-time reports, usage data, community level data, service level data, custom reports, and department-level dashboards.



Advanced Data Analytics: GLOBO provides the most robust and comprehensive metrics and data visualization packages in the industry. Gain access to real-time data, predictive analytics, trend analysis, compliance documentation, KPI overlays, demographic population analysis, and other customizable reports so you can better understand and serve your limited-English community.



Quality Standards: GLOBO's ISO 9001:2015 certified Quality Management System and EN 17100:2015 certified Translation Services ensure optimal performance from employees, contractors, linguists, software engineers, quality assurance personnel and technical infrastructure. GLOBO's Quality Assurance (QA) team performs continual monitoring of all service providers to ensure the highest level of customer satisfaction. We employ a ticket tracking and management system, and its efficacy is enhanced through a detailed QMS process of rapid attention, escalation (when required) and resolution.

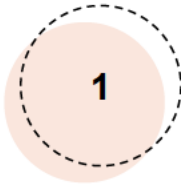


GLOBO's Robust Analytics Drives Cost Savings and Improves Program Success

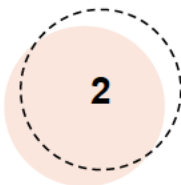
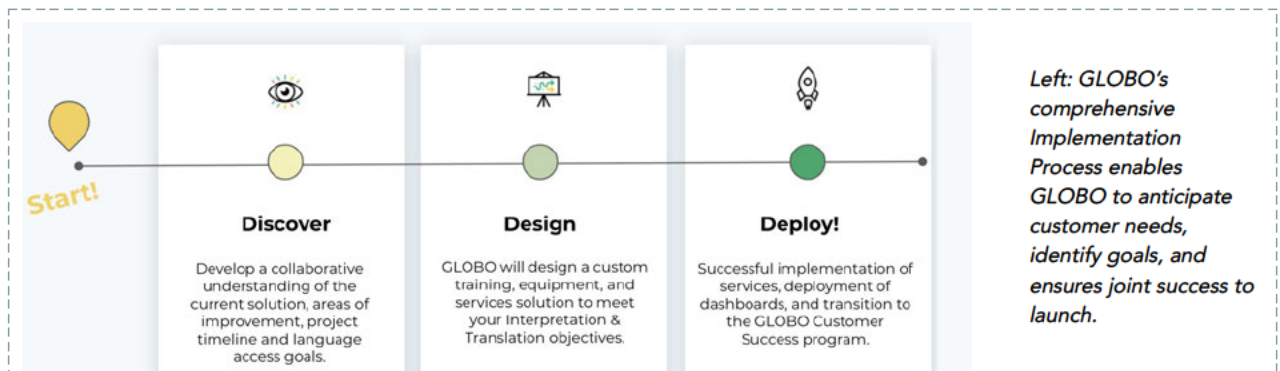
Leveraging GLOBO HQ to identify overuse of On-Site and reallocate spend to Telephone and Video, one GPO member reduced language spend by **more than 10%**.

National Scalability and Financial Strength

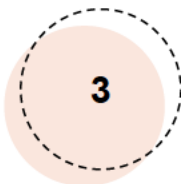
Ambitious growth plans necessitate the ability to scale up and support an expanded customer base. Throughout our experience as a high-growth provider, GLOBO has proven the ability to effectively scale our operations through sustained recruitment efforts and linguist network expansion, increased operational efficiencies, and the continuous enhancement of our technology. Most recently, as we saw a 25% increase in volume due to COVID-19 utilization during the last quarter, GLOBO *reduced* connection times by 38%. We accomplish this scalability via a comprehensive implementation process; a scalable and redundant system and linguist pool; and proactive forecasting and analysis.



Comprehensive Implementation Process: GLOBO leverages our dedicated Implementation Team to ensure a thorough understanding of both the volume anticipated and any possible changes in volume or service need for new customers and to identify *and* baseline business value so we can ensure we are driving program success throughout the engagement.



Scalable Talent Pool: GLOBO's distributed workforce model allows us to seamlessly adjust to significant changes in demand while maintaining compliance and quality assurance via our ISO 9001 certified Quality Management System. GLOBO maintains an extended qualified network of over 4,000 linguists, and we maintain concurrent utilization rates of that network between 40% and 60% of total capacity. We continually scale this workforce to meet the emerging demands of GLOBO's growing customer base



Proactive Forecasting & Analysis: GLOBO tracks demand versus availability for every language by the second, and provides customers the option to have direct visibility into these metrics through GLOBO HQ. GLOBO continuously monitors call volume on a real-time basis, and performs ongoing analysis of historical call data and seasonal trends to inform our predictive staffing algorithm. Using AI and data, our analysts predict the volatility of future call flows, and we proactively scale using these forecasts. We also deploy both automated and non-automated messaging and incentives to our vetted workforce to increase availability during surges in call volume. GLOBO's dedicated in-house recruiting teams continuously backfill workforce attrition as well as scaling the overall size of the workforce.

National Scalability and Financial Strength (cont'd)

A key component of GLOBO's capacity to support our rapidly growing customer base is attributed to our financial strength and stability. While GLOBO is a young industry disruptor, we have grown quickly and responsibly, earning more than \$23 million in revenue in 2020 while being profitable. In fact, our strong financial performance played a key factor in EY's decision to award GLOBO's founder, Gene Schriver, the prestigious Entrepreneur of the Year Award in 2019. Gene is not only our CEO and founder, but also GLOBO's majority owner - meaning we do not answer to shareholders, private equity partners, or other outside interests. This independence has allowed GLOBO to continuously reinvest our revenues so that we can provide the best service and technology to our customers.

Being able to successfully support our growth is key to maintaining our reputation and fueling our growth among your members.

True Partnership Driving Joint Success

GLOBO has extensive experience in selling our solution under cooperative agreements. Since 2014, GLOBO has been an approved Language Solutions Provider (LSP) vendor partner on the Premier agreement. Premier is a leading national Group Purchasing Organization specializing in healthcare and today, we are the leading provider in the language services category on their national contract.

GLOBO manages, maintains and continues to successfully grow our Master Agent/Channel Partner Sales division. GLOBO's momentum is powered by our high quality offerings, strategic, national selling team, and effective marketing campaigns. If awarded the Master Agreement, GLOBO will leverage our marketing and sales team to effectively promote and sell our solution to your members. Our teams have the capacity, resources, and expertise to achieve our shared sales goals.



Sales Team Alignment: GLOBO's sales team collaborates with Channel Partners' membership teams to understand goals, align on target accounts, and participate in cross-training. GLOBO continues to grow our New Business Sales through our Channel Partner relationships across the country by demonstrating, proposing, and partnering with their individual new business development teams and their end user base of customers. Year to date, GLOBO has signed on over **70 new logo customers**.




Marketing Campaigns and Go To Market Collaboration: GLOBO's Marketing team maintains a dedicated budget for events, joint marketing campaigns, and PR initiatives with our GPO and Channel Partners. As a partner, GLOBO's marketing team will meet with OMNIA Partners' Go To Market Teams at a regular cadence to strategize together.

J. Describe any present or past litigation, bankruptcy or reorganization involving supplier.

There is no past or pending litigation or material claims or judgments against GLOBO.

K. Felony Conviction Notice: Indicate if the supplier:

a. is a publicly held corporation and this reporting requirement is not applicable;	N/A
b. is not owned or operated by anyone who has been convicted of a felony; or	
c. is owned or operated by and individual(s) who has been convicted of a felony and provide the names and convictions.	N/A

L. Describe any debarment or suspension actions taken against supplier.

GLOBO is not subject to any debarment or suspension actions.

3.1 Company: Summary

In summary, GLOBO is mission-aligned and uniquely qualified to support OMNIA Partners in continued growth. With GLOBO, OMNIA will:

- Gain an experienced partner, innovating to create and continually improve our solution
- Leverage Experienced Sales Leadership and a Growing and Well-Supported Go-To-Market Team
- Provide members with the industry-leading solution with the best data and reporting available, driving their program success and continued growth

3.2 Distribution, Logistics

A. Each offeror awarded an item under this solicitation may offer their complete product and service offering/a balance of line. Describe the full line of products and services offered by supplier.

GLOBO offers a comprehensive suite of language access tools accessible through our cloud-native GLOBO HQ platform with robust reporting. Services are available in over 250 languages; please refer to the *List of Languages Supported*, which can be found as an attachment to Tab 3.



Telephone Interpreting

- Access via any telephone or via the GLOBO HQ iOS or Android App (no specialized equipment required) in over 250 languages 25/7/365
- GLOBO can provide, but does not require, dual handset phones or iPads for the delivery of telephone interpreting services.
- Access the most qualified and best-supported linguist pool.
- Gain visibility into usage, service level performance, and key performance metrics via GLOBO HQ in real-time.



Video Interpreting

- Access via any telephone or via the GLOBO HQ iOS or Android Applications or via GLOBO HQ in the browser 25/7/365
- In the event that a Video Remote Interpreter is not available, the GLOBO HQ interface automatically suggests an audio interpreter in the same language.
- Access the most qualified and best-supported linguist pool.
- Gain visibility into usage, service level performance, and key performance metrics via GLOBO HQ in real-time.



On-Site Interpreting

- Schedule an On-Site Interpreter 24/7/365 in over 250 languages, subject to geographic availability.
- Access the most qualified and best-supported linguists.
- Track usage, assignment status, fulfillment rate, quality scores, and other key performance indicators in real time.



Translation & Localization

- Order, manage, and track through GLOBO HQ.
- Utilize only the most qualified interpreters and trained accordance with ISO 17100:2015
- Leverage team continuity: GLOBO manages on-going projects by assigning dedicated teams of translators to work a project from initiation to completion



Fluency Testing

- Test internal bilingual resources on listening comprehension, written comprehension, and oral expression.
- Order, manage, and track tests 24/7 via GLOBO HQ
- Develop custom testing for industry-specific terminology.

B. Describe how supplier proposes to distribute the products/service nationwide. Include any states where products and services will not be offered under the Master Agreement, including U.S. Territories and Outlying Areas.

GLOBO utilizes a remote network of translators and interpreters, which allows us to scale and meet the growing demand for our services. Our decentralized model has many advantages over the traditional office-based model, including access to a more qualified; geographically diverse talent pool allowing us to service customers nationwide. GLOBO's network covers all 50 states and US territories.

C. Describe how Participating Agencies are ensured they will receive the Master Agreement pricing; include all distribution channels such as direct ordering, retail or in-store locations, through distributors, etc. Describe how Participating Agencies verify and audit pricing to ensure its compliance with the Master Agreement.

GLOBO's centralized pricing, contract management, and billing procedures are designed to ensure compliance with channel partner and GPO pricing agreements. OMNIA Partners will be listed as a participating GPO in our CRM which will create pricing audit automation. During the Sales Discovery process (regardless of channel), the salesperson is required to ask the prospect to identify if they are a member of a GPO. At every step, through Sales, Implementation, and Success Program initiation, and on an ongoing basis at Quarterly Business Reviews, pricing is audited and validated. Additionally, if relevant, GLOBO can work with OMNIA Partners to maintain a list of active members and can include this list in audit procedures.

D. Identify all other companies that will be involved in processing, handling or shipping the products/service to the end user.

GLOBO processes and handles all equipment sales in-house; shipping is generally through FedEx or UPS. Nevertheless, GLOBO does not require the purchase of specific equipment or software installations to utilize our solutions. The versatility of our platform is a distinct advantage of GLOBO: our application for accessing on-demand services is available on any iOS or Android device.

E. Provide the number, size and location of Supplier's distribution facilities, warehouses and retail network as applicable.

This is not applicable to our solution.

3.2 Distribution and Logistics Summary

In summary, GLOBO's product and service offering is designed for ease of use, ease of implementation, and ease of billing. OMNIA members will benefit from:

- One, unified platform to order, manage, and track all services, making it easy to grow to utilize additional service lines
- Benefit from the most advanced analytics in the industry

3.3 Marketing and Sales

OMNIA Partners will benefit from a Comprehensive Marketing and Sales Plan executed by a team with proven success driving market adoption and growing accounts.

A. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to immediately implement the Master Agreement as supplier's primary go to market strategy for Public Agencies to supplier's teams nationwide:

On the following page, we have provided a preliminary 90-day plan describing GLOBO's strategy to implement the Master Agreement as our primary Go to Market strategy for Public Agencies and sell our solution to OMNIA Partners members.

<p>i. Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy within first 10 days</p>	<p> GLOBO commits to this. Ed Regan will serve as the Executive Sponsor as it relates to the Master Agreement with OMNIA Partners.</p>
<p>ii. Training and education of Supplier's national sales force with participation from the Supplier's executive leadership, along with the OMNIA Partners team within first 90 days</p>	<p> GLOBO commits to this. Within 90 days of contract award, we will meet with relevant OMNIA Partners stakeholders to develop, obtain buy-in, and finalize a training and education plan for our sales team, empowering them to sell and market our solution to OMNIA Partners channel members.</p>



Success Story: GLOBO Helps Customers Increase Usage to Drive Improved Access

With GLOBO, one customer identified they were underutilizing language support by almost 50%

Given the demographics of its population, they projected a need for 70-80k minutes of telephone interpreting per month to effectively communicate with its population. GLOBO helped them conduct training, improve access points, and provide a more frictionless solution to increase utilization.



Ninety-Day Plan

GLOBO has designed a comprehensive 90-day Go To Market plan with accountable parties and dates assigned, ready to launch upon contract award. GLOBO values OMNIA's expertise and will collaborate with OMNIA during the first 30 days to make any alterations to the plan. Additionally, GLOBO and OMNIA will be able to work collaboratively in project management software to track progress. See Gantt Chart below and the following page for the detailed plan.











Ninety-Day Plan (cont'd)

Stage	Task	Start Date	Due Date
Program Leadership and Collaboration	Add award as an Agenda Item on the Executive Leadership Weekly Team Meeting. Affirm Executive leadership endorsement and sponsorship of the award as the public sector go-to-market strategy.	N/a	2021-10-01
	Add award as an Agenda Item on the Sales Weekly Team Meeting	N/a	2021-10-02
	Host kick-off call for Core Go-To-Market Project Team	N/a	2021-10-08
	Schedule Weekly Alignment Meetings during the 90-day period	N/a	2021-10-08
	Establish Tools for Collaboration (Slack, Asana)	N/a	2021-10-11
Logistics and Set Up	Configure GLOBO CRM to Include OMNIA as an Opportunity Source and Configure Automated Workflows	2021-10-05	2021-10-15
	Audit Accounts for existing OMNIA members	2021-10-17	2021-10-22
	Make Master Agreement Available in CRM	2021-10-11	2021-10-18
	Establish Volume, Financial, and Other Reporting Cadence	2021-10-20	2021-10-25
	Establish Program Success Metrics	2021-10-26	2021-10-29
	Transition Accounts to use OMNIA Master Agreement via Customer Success Managers	N/a	2021-12-17
Training	Draft, Finalize, and Launch Sales Team Training on OMNIA Partnership and Master Agreement (see Item F)	2021-10-28	2021-10-30
	Make Training Available via GLOBO's Knowledge Repository	2021-10-31	2021-11-01
	Host Question and Answer Session for GLOBO Sales Team	N/a	2021-11-02
	Create Training Materials for OMNIA's member teams	2021-11-03	2021-11-12
	Schedule Time for Training OMNIA team on GLOBO's solution	N/a	2021-11-12
Marketing Reach and Distribution Channels	Creation and distribution of a co-branded press release to trade publications	2021-10-09	2021-10-22
	Announcement, Master Agreement details and contact information published on the Supplier's website	2021-10-09	2021-10-29
	Design and publication and distribution of co-branded marketing materials	2021-10-17	2021-11-05
	Collaboration to Create Account Based Marketing Plans for Target Accounts	2021-11-06	2021-11-26
	Publish a blog post announcing the partnership	2021-11-20	2021-11-29
	Launch Paid Search and /or Paid Social Campaigns Targeting OMNIA members	2021-11-20	2021-11-30
	Begin Plan for OMNIA conferences	2021-10-17	2021-10-22
	Update Crabtree's OMNIA Website Page to Reflect GLOBO's Offering	2021-11-01	2021-11-12
	Ongoing Market Research and Calibration	2021-11-06	2021-11-30
Sales Strategy and Target Accounts	Review of OMNIA Partners channel and identification of targeted accounts	2021-10-09	2021-10-22
	Joint Account Mapping with the OMNIA team	2021-10-09	2021-10-29
	Assign OMNIA Accounts a GLOBO Account Executive	2021-10-29	2021-11-05
	Begin Direct Sales Effort	N/a	2021-10-29
	Ongoing Direct Sales	2021-10-30	2021-12-31

B. Provide a detailed ninety-day plan beginning from award date of the Master Agreement describing the strategy to market the Master Agreement to current Participating Public Agencies, existing Public Agency customers of Supplier, as well as to prospective Public Agencies nationwide immediately upon award, to include, but not limited to (the following):

GLOBO has included the following in our plan on the previous page.

<p>i. Creation and distribution of a co-branded press release to trade publications</p>	 GLOBO commits to this deliverable.
<p>ii. Announcement, Master Agreement details and contact information published on the Supplier's website within first 90 days</p>	 GLOBO commits to this deliverable.
<p>iii. Design, publication and distribution of co-branded marketing materials within first 90 days</p>	 GLOBO commits to this deliverable.
<p>iv. Commitment to attendance and participation with OMNIA Partners at national (i.e. NIGP Annual Forum, NPI Conference, etc.), regional (i.e. Regional NIGP Chapter Meetings, Regional Cooperative Summits, etc.) and supplier-specific trade shows, conferences and meetings throughout the term of the Master Agreement.</p>	 GLOBO commits to this deliverable.
<p>v. Commitment to attend, exhibit and participate at the NIGP Annual Forum in an area reserved by OMNIA Partners for partner suppliers. Booth space will be purchased and staffed by Supplier. In addition, Supplier commits to provide reasonable assistance to the overall promotion and marketing efforts for the NIGP Annual Forum, as directed by OMNIA Partners.</p>	 GLOBO commits to this deliverable.
<p>vi. Design and publication of national and regional advertising in trade publications throughout the term of the Master Agreement.</p>	 GLOBO commits to this deliverable.
<p>vii. Ongoing marketing and promotion of the Master Agreement throughout its term (case studies, collateral pieces, presentations, promotions, etc.).</p>	 GLOBO commits to this deliverable.
<p>viii. Dedicated OMNIA Partners internet web-based homepage on Supplier's website with:</p> <ul style="list-style-type: none"> • OMNIA Partners standard logo; • Copy of original Request for Proposal; • Copy of Master Agreement and amendments between Principal Procurement Agency and Supplier; • Summary of Products and pricing; • Marketing Materials • Electronic link to OMNIA Partners' website including the online registration page; • A dedicated toll-free number and email address for OMNIA Partners 	 GLOBO commits to these deliverables. Today, as an existing partner of OMNIA, Crabtree GLOBO has an existing OMNIA homepage. GLOBO will update this page to reflect our broader offering afforded through the GLOBO and Crabtree partnership.

C. Describe how Supplier will transition any existing Public Agency customers' accounts to the Master Agreement available nationally through OMNIA Partners. Include a list of current cooperative contracts (regional and national) Supplier holds and describe how the Master Agreement will be positioned among the other cooperative agreements.

Any existing Public Agency customers will be transitioned to using the OMNIA Master Agreement after identification in our initial audit and tagging in GLOBO's CRM. Each account's Customer Success Manager will conduct outreach to offer transition to the Master Agreement.

GLOBO has been an approved vendor within the Premier Inc. healthcare purchasing cooperative and today, we are the leading provider in the language services category. GLOBO earned this distinction through an aggressive marketing campaign, an educated, trained national sales team, collaboration with Premier, and by simply being able to offer a better solution than our competitors.

Other cooperative buying groups that GLOBO is affiliated with include:

- Texas Purchasing Group
- Conductiv
- General Services Administration (pending)
- Healthtrust (pending)
- Viziant (pending)

In addition, GLOBO manages and maintains a successful New Business Channel Partner Sales division. The GLOBO New Business Sales' Team is currently working with their robust network of Channel Partners to grow our core business offerings. Altogether, since the end of last year, GLOBO has closed agreements with 70 new customers. GLOBO's momentum is powered by our high quality offerings, strategic, national selling team, and effective marketing campaigns. If awarded the Master Agreement, GLOBO will leverage our marketing and sales team to effectively promote and sell our solution to your members. Our teams have the capacity, resources, and expertise to achieve our shared sales goals.

Upon contract award, GLOBO will leverage our deep experience to ensure the development of a positive working relationship with OMNIA Partners and your customer base. Further, our existing and pending cooperative buying partners do not overlap with the OMNIA Partners' markets: Texas Purchasing Group is limited to Texas local governments; GSA is affiliated with the Federal government; and the remaining are health-focused. Therefore, OMNIA Partners would be positioned as our primary channel partner for the education and state/local government markets nationwide.

D. Acknowledge Supplier agrees to provide its logo(s) to OMNIA Partners and agrees to provide permission for reproduction of such logo in marketing communications and promotions. Acknowledge that use of OMNIA Partners logo will require permission for reproduction, as well.

GLOBO acknowledges this requirement.





E. Confirm Supplier will be proactive in direct sales of Supplier's goods and services to Public Agencies nationwide and the timely follow up to leads established by OMNIA Partners. All sales materials are to use the OMNIA Partners logo. At a minimum, the Supplier's sales initiatives should communicate:

GLOBO will continue to be proactive in direct sales of our proposed language access technology to OMNIA Partners nationwide as evidenced by our onboarding of four additional customers utilizing the purchasing authority of OMNIA. GLOBO agrees that sales materials directed to customers in the OMNIA Partners network will use the OMNIA Partners logo. We further agree to communicate the following:

i. Master Agreement was competitively solicited and publicly awarded by a Principal Procurement Agency	 GLOBO commits to this deliverable.
ii. Best government pricing	 GLOBO commits to this deliverable.
iii. No cost to participate	 GLOBO commits to this deliverable.
iv. Non-exclusive	 GLOBO commits to this deliverable.

F. Confirm Supplier will train its national sales force on the Master Agreement. At a minimum, sales training should include:

GLOBO agrees to train our national sales force on the Master Agreement and, at a minimum, to include the following:

i. Key features of Master Agreement	 GLOBO commits to this deliverable.
ii. Working knowledge of the solicitation process	 GLOBO commits to this deliverable.
iii. Awareness of the range of Public Agencies that can utilize the Master Agreement through OMNIA Partners	 GLOBO commits to this deliverable.
iv. Knowledge of benefits of the use of cooperative contracts	 GLOBO commits to this deliverable.

G. Provide the name, title, email and phone number for the person(s), who will be responsible for:

i. Executive Support	Ed Regan, Director of Sales 856.217.2710 ed@helloglobo.com
ii. Marketing	Francesca Mayr, Director of Marketing & Product 800.555.3010 ext. 211 francesca@helloglobo.com
iii. Sales	Nathan Strohkirch, Senior Account Executive 602.579.9737 nathan@helloglobo.com Whitney Douglass, Director of Business Development, Crabtree GLOBO 281-849-8506 whitney@crabtreeinterpreting.com
iv. Sales Support	Alec Kissell, Director of Customer Experience 800.555.3010 alec@helloglobo.com
v. Financial Reporting	Agustina Gomez Beret, Vice President of Finance 800.555.3010 x401 agustina@helloglobo.com
vi. Accounts Payable	Agustina Gomez Beret, Vice President of Finance 800.555.3010 x401 accountspayable@helloglobo.com
vii. Contracts	Alison Walsh, Vice President, Legal 800.555.3010 alison@helloglobo.com

H. Describe in detail how Supplier's national sales force is structured, including contact information for the highest-level executive in charge of the sales team.

GLOBO offers OMINA Partners a full service, national sales team with representatives based in the east, central, and western regions of the United States. Our unified sales team is led by Ed Regan, Director of Sales: Ed@helloglobo.com | 856.217.2710

I. Explain in detail how the sales teams will work with the OMNIA Partners team to implement, grow and service the national program.

GLOBO will work with the OMNIA Partners team to implement, grow, and service the national program through an aggressive marketing campaign coupled with in-depth training of the Master Services agreement and a fully executed Go to Market plan. Most importantly, our sales team will collaborate with OMNIA Partners to ensure rapid, sustained growth for the benefit of both parties through: collaborative growth strategy planning, regular reporting, roadmap and pipeline alignment, the implementation of strategic and targeted Account Based Marketing Plans, and utilization of our comprehensive Implementation and Customer Success Programs.



Implement: GLOBO's aggressive Go To Market Plan details our initial plan to ensure growth. GLOBO values OMNIA's insight into its memberbase and will collaborate with OMNIA on refinements to the plan in the first 30 days. As one of the fastest-growing language support providers (listed on the INC 5000 7 years in a row) GLOBO has a proven track record of rapid and sustained growth and achieving market adoption.

During Implementation:

- Weekly Alignment Meetings
- Press Release & Marketing Campaign
- CRM Set Up
- Training for GLOBO's Sales Team
- Training for OMNIA's member teams
- Creation of Collateral
- OMNIA Landing Page



Grow: Through monthly planning meetings, thorough market research, and other collaborative channels, GLOBO will understand OMNIA Partner's strategic initiatives, growth goals, and growth opportunities at both the individual account level and at a Macro scale. GLOBO will devote resources to align on product and offering roadmap and sales and marketing strategies to support OMNIA's growth and best serve OMNIA's current and future members. Additionally, as part of our established Channel Partner program, in addition to conference sponsorship, GLOBO will make \$5,000 of Market Development Funding available to the OMNIA team to grow the program in year 1 as applicable.

Growing the Program:

- Monthly Planning Meetings
- Creation of Strategic Account Based Marketing Plans
- Opportunity Alignment
- Cadenced Opportunity Reporting
- Establish and use collaborative planning tools, such as: shared Slack channels, shared Asana Projects (to the extent desired by the OMNIA team)
- Conference and Event Planning
- Deployment of MDF



Service: GLOBO will leverage our comprehensive Implementation and Customer Success Programs to ensure the success of each OMNIA member who utilizes our offering. By dedicating time and expertise to gain a thorough understanding of language needs, volume, and use cases during the Discovery Phase, and conducting surveys to baseline against current experience, GLOBO ensures we are prepared to service the contract and are delivering business value that drives success and loyalty. Please see page 9 in this document for additional information.

Servicing the Program:

- Financial Reporting to OMNIA
- Joint Account Planning
- Comprehensive Implementation Program
- Proactive Volume Forecasting and Staffing
- Extended Customer Success Team Responsible for satisfaction and delivering value for Each Contract

I. Explain in detail how Supplier will manage the overall national program throughout the term of the Master Agreement, including ongoing coordination of marketing and sales efforts, timely new Participating Public Agency account set-up, timely contract administration, etc.

GLOBO is excited to partner with OMNIA and deliver continuous value to its members. GLOBO will manage the overall national program with the full and coordinated support of our Executive Team, Sales Team, Marketing Team, Customer Experience and Success Teams, Operations Team, and all Go To Market staff.



Ongoing Coordination of Marketing and Sales Efforts

GLOBO’s Marketing and Sales Efforts will continue on an Ongoing Basis with OMNIA Partners. GLOBO will work with OMNIA Partners and their members to develop Case Studies and Collateral demonstrating the value of accessing GLOBO’s services through the OMNIA Master Agreement. Additionally, GLOBO will work collaboratively with OMNIA on Joint Account Mapping, Account Based Marketing Plans, Conference Sponsorships, Speaking Engagements, and Press Releases to the extent desired by OMNIA.



Timely New Participating Public Agency Account Set-Up

GLOBO’s Implementation and Set-Up processes are designed for timely and seamless transition. GLOBO’s systematic, process-driven implementation approach is built on the principles of joint accountability and joint success. Successful transitions require cooperation, coordination and communication among key stakeholders; clear delineation of roles and responsibilities; realistic expectations and milestones; and a framework in which all parties can track progress toward a shared goal (joint success).

During the Discovery phase, GLOBO and the customer will establish clear roles and clearly divide areas of responsibility among GLOBO’s implementation team and customer’s key stakeholders. GLOBO and the customer will hold each other accountable for adhering to the implementation schedule and achieving assigned goals.

To ensure continuity of service throughout the implementation process, GLOBO and the customer will develop a readiness plan that clearly outlines what needs to be done prior to transitioning service. The readiness plan will help GLOBO and OMNIA Partners’ members establish a mutual understanding of what is required for a successful implementation and ensure completion of all critical tasks and deliverables prior to transitioning service.

The Implementation Schedule, which outlines the critical steps, milestones, and accountable parties in the implementation process, will be used by both parties to track progress and ensure a successful transition of service.

The Implementation Schedule, which outlines the critical steps, milestones, and accountable parties in the implementation process, will be used by both parties to track progress and ensure a successful transition of service.

Throughout the Implementation Process, each customer's dedicated Customer Success Manager (CSM) will facilitate meetings to review the status of the Implementation and ensure continuity of service during transition. The CSM will also provide an up-to-date Implementation Plan delineating the status of all action items – completed, in progress, and outstanding – for both teams.

Please refer to our *Transitioning Service Overview*, included as an attachment at the end of Tab 3, for more information



Timely Contract Administration

GLOBO's contract administration process is streamlined for a timely and seamless transition into the Implementation Phase. Contracts are managed via a centralized contract repository. Upon contract award, GLOBO will audit our opportunity pipeline for accounts that are OMNIA members and will tag them in our CRM. GLOBO will maintain this field on an ongoing basis. This creates automation to the Sales Team deploys the OMNIA Master Agreement during the sales and contract administration phases.

J. State the amount of Supplier's Public Agency sales for the previous fiscal year. Provide a list of Supplier's top 10 Public Agency customers, the total purchases for each for the previous fiscal year along with a key contact for each

Prior to April 2021, Crabtree and GLOBO functioned as two separate entities. The combined revenues for both businesses was \$23 million. Out of respect for the privacy of our customers, GLOBO is unable to provide a full list with total purchases. However, we can provide a sampling of our largest customers:

- [REDACTED]





K. Describe Supplier's information systems capabilities and limitations regarding order management through receipt of payment, including description of multiple platforms that may be used for any of these functions.

GLOBO's robust platform, GLOBO HQ, was designed to centralize the management of language solution across every language interaction: telephone interpreting, video interpreting, on-site interpreting, document translation, and more, from time of scheduling or access through to billing and reporting. Customers can order, manage, and track every service line through GLOBO HQ. Customers may receive monthly invoices or provide payment via credit card for convenience. Billing preferences will be configured during Implementation and can be revisited during Quarterly Business Reviews or at any time throughout the duration of the contract.

L. Provide the Contract Sales (as defined in Section 10 of the OMNIA Partners Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement (“Guaranteed Contract Sales”). To the extent Supplier guarantees minimum Contract Sales, the Administrative Fee shall be calculated based on the greater of the actual Contract Sales and the Guaranteed Contract Sales.

GLOBO is confident in our ability to drive sales nationwide; however, at this time, we decline to provide any guarantees.

M. Even though it is anticipated many Public Agencies will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where Public Agencies will issue their own solicitations. The following options are available when responding to a solicitation for Products covered under the Master Agreement.

<p>i. Respond with Master Agreement pricing (Contract Sales reported to OMNIA Partners).</p>	<p> GLOBO accepts this option.</p>
<p>ii. If competitive conditions require pricing lower than the standard Master Agreement not-to-exceed pricing, Supplier may respond with lower pricing through the Master Agreement. If Supplier is awarded the contract, the sales are reported as Contract Sales to OMNIA Partners under the Master Agreement.</p>	<p> GLOBO accepts this option.</p>
<p>iii. Respond with pricing higher than Master Agreement only in the unlikely event that the Public Agency refuses to utilize Master Agreement (Contract Sales are not reported to OMNIA Partners).</p>	<p> GLOBO accepts this option.</p>
<p>iv. If alternative or multiple proposals are permitted, respond with pricing higher than Master Agreement, and include Master Agreement as the alternate or additional proposal.</p>	<p> GLOBO accepts this option.</p>

3.3 Sales and Marketing

In summary, GLOBO has a strong national presence, comprehensive training and marketing capabilities and proven experience growing national contracts. With GLOBO, OMNIA will:

- Benefit from a partner with dedicated budget committed to the OMNIA relationship
- Ensure Timely Account Set Up
- Ensure Timely Contract Administration
- Leverage GLOBO as an extension of the OMNIA Team

Exhibit F
Federal Funds Certifications

FEDERAL CERTIFICATIONS
ADDENDUM FOR AGREEMENT FUNDED BY U.S. FEDERAL GRANT

TO WHOM IT MAY CONCERN:

Participating Agencies may elect to use federal funds to purchase under the Master Agreement. This form should be completed and returned.

DEFINITIONS

Contract means a legal instrument by which a non-Federal entity purchases property or services needed to carry out the project or program under a Federal award. The term as used in this part does not include a legal instrument, even if the non-Federal entity considers it a contract, when the substance of the transaction meets the definition of a Federal award or subaward

Contractor means an entity that receives a contract as defined in Contract.

Cooperative agreement means a legal instrument of financial assistance between a Federal awarding agency or pass-through entity and a non-Federal entity that, consistent with 31 U.S.C. 6302-6305:

- (a) Is used to enter into a relationship the principal purpose of which is to transfer anything of value from the Federal awarding agency or pass-through entity to the non-Federal entity to carry out a public purpose authorized by a law of the United States (see 31 U.S.C. 6101(3)); and not to acquire property or services for the Federal government or pass-through entity's direct benefit or use;
- (b) Is distinguished from a grant in that it provides for substantial involvement between the Federal awarding agency or pass-through entity and the non-Federal entity in carrying out the activity contemplated by the Federal award.
- (c) The term does not include:
 - (1) A cooperative research and development agreement as defined in 15 U.S.C. 3710a; or
 - (2) An agreement that provides only:
 - (i) Direct United States Government cash assistance to an individual;
 - (ii) A subsidy;
 - (iii) A loan;
 - (iv) A loan guarantee; or
 - (v) Insurance.

Federal awarding agency means the Federal agency that provides a Federal award directly to a non-Federal entity

Federal award has the meaning, depending on the context, in either paragraph (a) or (b) of this section:

- (a)(1) The Federal financial assistance that a non-Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability; or
- (2) The cost-reimbursement contract under the Federal Acquisition Regulations that a non-Federal entity receives directly from a Federal awarding agency or indirectly from a pass-through entity, as described in § 200.101 Applicability.
- (b) The instrument setting forth the terms and conditions. The instrument is the grant agreement, cooperative agreement, other agreement for assistance covered in paragraph (b) of § 200.40 Federal financial assistance, or the cost-reimbursement contract awarded under the Federal Acquisition Regulations.
- (c) Federal award does not include other contracts that a Federal agency uses to buy goods or services from a contractor or a contract to operate Federal government owned, contractor operated facilities (GOCOs).
- (d) See also definitions of Federal financial assistance, grant agreement, and cooperative agreement.

Non-Federal entity means a state, local government, Indian tribe, institution of higher education (IHE), or nonprofit organization that carries out a Federal award as a recipient or subrecipient.

Nonprofit organization means any corporation, trust, association, cooperative, or other organization, not including IHEs, that:

- (a) Is operated primarily for scientific, educational, service, charitable, or similar purposes in the public interest;
- (b) Is not organized primarily for profit; and
- (c) Uses net proceeds to maintain, improve, or expand the operations of the organization.

Obligations means, when used in connection with a non-Federal entity's utilization of funds under a Federal award, orders placed for property and services, contracts and subawards made, and similar transactions during a given period that require payment by the non-Federal entity during the same or a future period.

Pass-through entity means a non-Federal entity that provides a subaward to a subrecipient to carry out part of a Federal program.

Recipient means a non-Federal entity that receives a Federal award directly from a Federal awarding agency to carry out an activity under a Federal program. The term recipient does not include subrecipients.

Simplified acquisition threshold means the dollar amount below which a non-Federal entity may purchase property or services using small purchase methods. Non-Federal entities adopt small purchase procedures in order to expedite the purchase of items costing less than the simplified acquisition threshold. The simplified acquisition threshold is set by the Federal Acquisition Regulation at 48 CFR Subpart 2.1 (Definitions) and in accordance with 41 U.S.C. 1908. As of the publication of this part, the simplified acquisition threshold is \$250,000, but this threshold is periodically adjusted for inflation. (Also see definition of § 200.67 Micro-purchase.)

Subaward means an award provided by a pass-through entity to a subrecipient for the subrecipient to carry out part of a Federal award received by the pass-through entity. It does not include payments to a contractor or payments to an individual that is a beneficiary of a Federal program. A subaward may be provided through any form of legal agreement, including an agreement that the pass-through entity considers a contract.

Subrecipient means a non-Federal entity that receives a subaward from a pass-through entity to carry out part of a Federal program; but does not include an individual that is a beneficiary of such program. A subrecipient may also be a recipient of other Federal awards directly from a Federal awarding agency.

Termination means the ending of a Federal award, in whole or in part at any time prior to the planned end of period of performance.

The following certifications and provisions may be required and apply when Participating Agency expends federal funds for any purchase resulting from this procurement process. Pursuant to 2 C.F.R. § 200.326, all contracts, including small purchases, awarded by the Participating Agency and the Participating Agency's subcontractors shall contain the procurement provisions of Appendix II to Part 200, as applicable.

APPENDIX II TO 2 CFR PART 200

(A) Contracts for more than the simplified acquisition threshold currently set at \$250,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 U.S.C. 1908, must address administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

Pursuant to Federal Rule (A) above, when a Participating Agency expends federal funds, the Participating Agency reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

Does offeror agree? YES AW Initials of Authorized Representative of offeror

(B) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of \$10,000)

Pursuant to Federal Rule (B) above, when a Participating Agency expends federal funds, the Participating Agency reserves the right to immediately terminate any agreement in excess of \$10,000 resulting from this procurement process in the event of a breach or default of the agreement by Offeror as detailed in the terms of the contract.

Does offeror agree? YES AW Initials of Authorized Representative of offeror

(C) Equal Employment Opportunity. Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 CFR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

Pursuant to Federal Rule (C) above, when a Participating Agency expends federal funds on any federally assisted construction contract, the equal opportunity clause is incorporated by reference herein.

Does offeror agree to abide by the above? YES AW Initials of Authorized Representative of offeror

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

Pursuant to Federal Rule (D) above, when a Participating Agency expends federal funds during the term of an award for all contracts and subgrants for construction or repair, offeror will be in compliance with all applicable Davis-Bacon Act provisions.

Does offeror agree? YES AW Initials of Authorized Representative of offeror

(E) Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708). Where applicable, all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Pursuant to Federal Rule (E) above, when a Participating Agency expends federal funds, offeror certifies that offeror will be in compliance with all applicable provisions of the Contract Work Hours and Safety Standards Act during the term of an award for all contracts by Participating Agency resulting from this procurement process.

Does offeror agree? YES AW Initials of Authorized Representative of offeror

(F) Rights to Inventions Made Under a Contract or Agreement. If the Federal award meets the definition of "funding agreement" under 37 CFR §401.2 (a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

Pursuant to Federal Rule (F) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (F) above.

Does offeror agree? YES AW Initials of Authorized Representative of offeror

(G) Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended—Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency

(EPA)

Pursuant to Federal Rule (G) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency member resulting from this procurement process, the offeror agrees to comply with all applicable requirements as referenced in Federal Rule (G) above.

Does offeror agree? YES AW _____ Initials of Authorized Representative of offeror

(H) Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the Executive Office of the President Office of Management and Budget (OMB) guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Pursuant to Federal Rule (H) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency. If at any time during the term of an award the offeror or its principals becomes debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency, the offeror will notify the Participating Agency.

Does offeror agree? YES AW _____ Initials of Authorized Representative of offeror

(I) Byrd Anti-Lobbying Amendment (31 U.S.C. 1352)—Contractors that apply or bid for an award exceeding \$100,000 must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award.

Pursuant to Federal Rule (I) above, when federal funds are expended by Participating Agency, the offeror certifies that during the term and after the awarded term of an award for all contracts by Participating Agency resulting from this procurement process, the offeror certifies that it is in compliance with all applicable provisions of the Byrd Anti-Lobbying Amendment (31 U.S.C. 1352). The undersigned further certifies that:

- (1) No Federal appropriated funds have been paid or will be paid for on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, “Disclosure Form to Report Lobbying”, in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding \$100,000 in Federal funds at all appropriate tiers and that all subrecipients shall certify and disclose accordingly.

Does offeror agree? YES AW _____ Initials of Authorized Representative of offeror

RECORD RETENTION REQUIREMENTS FOR CONTRACTS INVOLVING FEDERAL FUNDS

When federal funds are expended by Participating Agency for any contract resulting from this procurement process, offeror certifies that it will comply with the record retention requirements detailed in 2 CFR § 200.333. The offeror further certifies that offeror will retain all records as required by 2 CFR § 200.333 for a period of three years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

Does offeror agree? YES AW _____ Initials of Authorized Representative of offeror

CERTIFICATION OF COMPLIANCE WITH THE ENERGY POLICY AND CONSERVATION ACT

When Participating Agency expends federal funds for any contract resulting from this procurement process, offeror certifies that

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it will comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (42 U.S.C. 6321 et seq.; 49 C.F.R. Part 18).

Does offeror agree? YES AW _____ Initials of Authorized Representative of offeror

CERTIFICATION OF COMPLIANCE WITH BUY AMERICA PROVISIONS

To the extent purchases are made with Federal Highway Administration, Federal Railroad Administration, or Federal Transit Administration funds, offeror certifies that its products comply with all applicable provisions of the Buy America Act and agrees to provide such certification or applicable waiver with respect to specific products to any Participating Agency upon request. Purchases made in accordance with the Buy America Act must still follow the applicable procurement rules calling for free and open competition.

Does offeror agree? YES AW _____ Initials of Authorized Representative of offeror

CERTIFICATION OF ACCESS TO RECORDS – 2 C.F.R. § 200.336

Offeror agrees that the Inspector General of the Agency or any of their duly authorized representatives shall have access to any documents, papers, or other records of offeror that are pertinent to offeror's discharge of its obligations under the Contract for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to offeror's personnel for the purpose of interview and discussion relating to such documents.

Does offeror agree? YES AW _____ Initials of Authorized Representative of offeror

CERTIFICATION OF APPLICABILITY TO SUBCONTRACTORS

Offeror agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

Does offeror agree? YES AW _____ Initials of Authorized Representative of offeror

Offeror agrees to comply with all federal, state, and local laws, rules, regulations and ordinances, as applicable. It is further acknowledged that offeror certifies compliance with all provisions, laws, acts, regulations, etc. as specifically noted above.

Offeror's Name: GLOBO Language Solutions, LLC _____

Address, City, State, and Zip Code: 145 Greenwood Avenue, Wyncote, PA 19095 _____

Phone Number: (800) 555-3010 _____ Fax Number: _____

Printed Name and Title of Authorized Representative:

Alison Walsh, VP, Legal _____

Email Address: alison@helloglobo.com _____

Signature of Authorized Representative:  Date: Aug. 5, 2021 _____

FEMA SPECIAL CONDITIONS

Awarded Supplier(s) may need to respond to events and losses where products and services are needed for the immediate and initial response to emergency situations such as, but not limited to, water damage, fire damage, vandalism cleanup, biohazard cleanup, sewage decontamination, deodorization, and/or wind damage during a disaster or emergency situation. By submitting a proposal, the Supplier is accepted these FEMA Special Conditions required by the Federal Emergency Management Agency (FEMA).

“Contract” in the below pages under FEMA SPECIAL CONDITIONS is also referred to and defined as the “Master Agreement”.

“Contractor” in the below pages under FEMA SPECIAL CONDITIONS is also referred to and defined as “Supplier” or “Awarded Supplier”.

Conflicts of Interest

No employee, officer, or agent may participate in the selection, award, or administration of a contract supported by a FEMA award if he or she has a real or apparent conflict of interest. Such a conflict would arise when the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties, has a financial or other interest in or a tangible personal benefit from a firm considered for award. 2 C.F.R. § 200.318(c)(1); See also Standard Form 424D, ¶ 7; Standard Form 424B, ¶ 3. i. FEMA considers a “financial interest” to be the potential for gain or loss to the employee, officer, or agent, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of these parties as a result of the particular procurement. The prohibited financial interest may arise from ownership of certain financial instruments or investments such as stock, bonds, or real estate, or from a salary, indebtedness, job offer, or similar interest that might be affected by the particular procurement. ii. FEMA considers an “apparent” conflict of interest to exist where an actual conflict does not exist, but where a reasonable person with knowledge of the relevant facts would question the impartiality of the employee, officer, or agent participating in the procurement. c. Gifts. The officers, employees, and agents of the Participating Public Agency nor the Participating Public Agency (“NFE”) must neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or parties to subcontracts. However, NFE’s may set standards for situations in which the financial interest is de minimus, not substantial, or the gift is an unsolicited item of nominal value. 2 C.F.R. § 200.318(c)(1). d. Violations. The NFE’s written standards of conduct must provide for disciplinary actions to be applied for violations of such standards by officers, employees, or agents of the NFE. 2 C.F.R. § 200.318(c)(1). For example, the penalty for a NFE’s employee may be dismissal, and the penalty for a contractor might be the termination of the contract.

Contractor Integrity

A contractor must have a satisfactory record of integrity and business ethics. Contractors that are debarred or suspended as described in Chapter III, ¶ 6.d must be rejected and cannot receive contract awards at any level.

Public Policy

A contractor must comply with the public policies of the Federal Government and state, local government, or tribal government. This includes, among other things, past and current compliance with the:

- a. Equal opportunity and nondiscrimination laws
- b. Five affirmative steps described at 2 C.F.R. § 200.321(b) for all subcontracting under contracts supported by FEMA financial assistance; and FEMA Procurement Guidance June 21, 2016 Page IV- 7
- c. Applicable prevailing wage laws, regulations, and executive orders

Affirmative Steps

For any subcontracting opportunities, Contractor must take the following Affirmative steps:

1. Placing qualified small and minority businesses and women’s business enterprises on solicitation lists;
2. Assuring that small and minority businesses, and women’s business enterprises are solicited whenever they are potential sources;
3. Dividing total requirements, when economically feasible, into smaller tasks or quantities to permit maximum participation by small and minority businesses, and women’s business enterprises;

4. Establishing delivery schedules, where the requirement permits, which encourage participation by small and minority businesses, and women's business enterprises; and
5. Using the services and assistance, as appropriate, of such organizations as the Small Business Administration and the Minority Business Development Agency of the Department of Commerce.

Prevailing Wage Requirements

When applicable, the awarded Contractor (s) and any and all subcontractor(s) agree to comply with all laws regarding prevailing wage rates including the Davis-Bacon Act, applicable to this solicitation and/or Participating Public Agencies. The Participating Public Agency shall notify the Contractor of the applicable pricing/prevaling wage rates and must apply any local wage rates requested. The Contractor and any subcontractor(s) shall comply with the prevailing wage rates set by the Participating Public Agency.

Federal Requirements

If products and services are issued in response to an emergency or disaster recovery the items below, located in this FEMA Special Conditions section of the Federal Funds Certifications, are activated and required when federal funding may be utilized.

2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II, Required Contract Clauses

1. Termination for Convenience:

The right to terminate this Contract for the convenience of the Participating Public Agency is retained by the Participating Public Agency. In the event of a termination for convenience by the Participating Public Agency, the Participating Public Agency shall, at least ten (10) calendar days in advance, deliver written notice of the termination for convenience to Contractor. Upon Contractor's receipt of such written notice, Contractor immediately shall cease the performance of the Work and shall take reasonable and appropriate action to secure and protect the Work then in place. Contractor shall then be paid by the Participating Public Agency, in accordance with the terms and provisions of the Contract Documents, an amount not to exceed the actual labor costs incurred, the actual cost of all materials installed and the actual cost of all materials stored at the project site or away from the project site, as approved in writing by the Participating Public Agency but not yet paid for and which cannot be returned, and actual, reasonable and documented demobilization costs, if any, paid by Contractor and approved by the Participating Public Agency in connection with the Scope of Work in place which is completed as of the date of termination by the Participating Public Agency and that is in conformance with the Contract Documents, less all amounts previously paid for the Work. No amount ever shall be owed or paid to Contractor for lost or anticipated profits on any part of the Scope of Work not performed or for consequential damages of any kind.

2. Equal Employment Opportunity:

The Participating Public Agency highly encourages Contractors to implement Affirmative Action practices in their employment programs. This means Contractor should not discriminate against any employee or applicant for employment because of race, color, religion, sex, pregnancy, sexual orientation, political belief or affiliation, age, disability or genetic information.

During the performance of this contract, the contractor agrees as follows:

(1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin. Such action shall include, but not be limited to the following: Employment, upgrading, demotion, or transfer, recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of this nondiscrimination clause.

(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

(3) The contractor will not discharge or in any other manner discriminate against any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the contractor's legal duty to furnish information.

(4) The contractor will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice to be provided by the agency contracting officer, advising the labor union or workers' representative of the contractor's commitments under section 202 of Executive Order 11246 of September 24, 1965, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

(5) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.

(6) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by the rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the contracting agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.

(7) In the event of the contractor's non-compliance with the nondiscrimination clauses of this contract or with any of such rules, regulations, or orders, this contract may be canceled, terminated or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

(8) The contractor will include the provisions of paragraphs (1) through (8) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as may be directed by the Secretary of Labor as a means of enforcing such provisions including sanctions for noncompliance: *Provided*, however, that in the event the contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

3. "During the performance of this contract, the contractor agrees as follows:

(1) The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, or national origin. Such action shall include, but not be limited to the following: Employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided setting forth the provisions of this nondiscrimination clause.

(2) The contractor will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive

considerations for employment without regard to race, color, religion, sex, or national origin.

- (3) The contractor will send to each labor union or representative of workers with which he has a collective bargaining agreement or other contract or understanding, a notice to be provided advising the said labor union or workers' representatives of the contractor's commitments under this section, and shall post copies of the notice in conspicuous places available to employees and applicants for employment.
- (4) The contractor will comply with all provisions of Executive Order 11246 of September 24, 1965, and of the rules, regulations, and relevant orders of the Secretary of Labor.
- (5) The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and by rules, regulations, and orders of the Secretary of Labor, or pursuant thereto, and will permit access to his books, records, and accounts by the administering agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.
- (6) In the event of the contractor's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions as may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.
- (7) The contractor will include the portion of the sentence immediately preceding paragraph (1) and the provisions of paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action with respect to any subcontract or purchase order as the administering agency may direct as a means of enforcing such provisions, including sanctions for noncompliance: Provided, however, That in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the administering agency the contractor may request the United States to enter into such litigation to protect the interests of the United States."

4. Davis Bacon Act and Copeland Anti-Kickback Act.

- a. Applicability of Davis-Bacon Act. The Davis-Bacon Act only applies to the emergency Management Preparedness Grant Program, Homeland Security Grant Program, Nonprofit Security Grant Program, Tribal Homeland Security Grant Program, Port Security Grant Program, and Transit Security Grant Program. **It does not apply to other FEMA grant and cooperative agreement programs, including the Public Assistance Program.**
- b. All prime construction contracts in excess of \$2,000 awarded by non-Federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. §§ 3141-3144 and 3146-3148) as supplemented by Department of Labor regulations at 29 C.F.R. Part 5 (Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction)). See 2 C.F.R. Part 200, Appendix II, ¶ D.

- c. In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week.
- d. The non-Federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-Federal entity must report all suspected or reported violations to the Federal awarding agency.
- e. In contracts subject to the Davis-Bacon Act, the contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations at 29 C.F.R. Part 3 (Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States). The Copeland Anti- Kickback Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-Federal entity must report all suspected or reported violations to FEMA.
- f. The regulation at 29 C.F.R. § 5.5(a) does provide the required contract clause that applies to compliance with both the Davis-Bacon and Copeland Acts. However, as discussed in the previous subsection, the Davis-Bacon Act does not apply to Public Assistance recipients and subrecipients. **In situations where the Davis-Bacon Act does not apply, neither does the Copeland "Anti-Kickback Act."** However, for purposes of grant programs where both clauses do apply, FEMA requires the following contract clause:

"Compliance with the Copeland "Anti-Kickback" Act.

- (1) Contractor. The contractor shall comply with 18 U.S.C. § 874, 40U.S.C. § 3145, and the requirements of 29 C.F.R. pt. 3 as may be applicable, which are incorporated by reference into this contract.
- (2) Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clause above and such other clauses as the FEMA may by appropriate instructions require, and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for the compliance by any subcontractor or lower tier subcontractor with all of these contract clauses
- (3) Breach. A breach of the contract clauses above may be grounds for termination of the contract, and for debarment as a contractor and subcontractor as provided in 29 C.F.R. § 5.12."

5. Contract Work Hours and Safety Standards Act.

- a. Applicability: This requirement applies to all FEMA grant and cooperative agreement programs.
- b. Where applicable (see 40 U.S.C. § 3701), all contracts awarded by the non-Federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations at 29 C.F.R. Part 5. See 2 C.F.R. Part 200, Appendix II, ¶ E.
- c. Under 40 U.S.C. § 3702, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the workweek.

- d. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.
- e. The regulation at 29 C.F.R. § 5.5(b) provides the required contract clause concerning compliance with the Contract Work Hours and Safety Standards Act:

“Compliance with the Contract Work Hours and Safety Standards Act.

- (1) Overtime requirements. No contractor or subcontractor contracting for any part of the contract work which may require or involve the employment of laborers or mechanics shall require or permit any such laborer or mechanic in any workweek in which he or she is employed on such work to work in excess of forty hours in such workweek unless such laborer or mechanic receives compensation at a rate not less than one and one-half times the basic rate of pay for all hours worked in excess of forty hours in such workweek.
- (2) Violation; liability for unpaid wages; liquidated damages. In the event of any violation of the clause set forth in paragraph (1) of this section the contractor and any subcontractor responsible therefor shall be liable for the unpaid wages. In addition, such contractor and subcontractor shall be liable to the United States (in the case of work done under contract for the District of Columbia or a territory, to such District or to such territory), for liquidated damages. Such liquidated damages shall be computed with respect to each individual laborer or mechanic, including watchmen and guards, employed in violation of the clause set forth in paragraph (1) of this section, in the sum of \$10 for each calendar day on which such individual was required or permitted to work in excess of the standard workweek of forty hours without payment of the overtime wages required by the clause set forth in paragraph (1) of this section.
- (3) Withholding for unpaid wages and liquidated damages. The (write in the name of the Federal agency or the loan or grant recipient) shall upon its own action or upon written request of an authorized representative of the Department of Labor withhold or cause to be withheld, from any moneys payable on account of work performed by the contractor or subcontractor under any such contract or any other Federal contract with the same prime contractor, or any other federally-assisted contract subject to the Contract Work Hours and Safety Standards Act, which is held by the same prime contractor, such sums as may be determined to be necessary to satisfy any liabilities of such contractor or subcontractor for unpaid wages and liquidated damages as provided in the clause set forth in paragraph (2) of this section.
- (4) Subcontracts. The contractor or subcontractor shall insert in any subcontracts the clauses set forth in paragraph (1) through (4) of this section and also a clause requiring the subcontractors to include these clauses in any lower tier subcontracts. The prime contractor shall be responsible for compliance by any subcontractor or lower tier subcontractor with the clauses set forth in paragraphs (1) through (4) of this section.”

6. Rights to Inventions Made Under a Contract or Agreement.

- a. Stafford Act Disaster Grants. This requirement **does not apply to the Public Assistance, Hazard Mitigation Grant Program, Fire Management Assistance Grant Program, Crisis Counseling Assistance and Training Grant Program, Disaster Case Management Grant Program, and Federal Assistance to Individuals and Households – Other Needs Assistance Grant Program, as**

FEMA awards under these programs do not meet the definition of “funding agreement.”

- b. If the FEMA award meets the definition of “funding agreement” under 37 C.F.R. § 401.2(a) and the non-Federal entity wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the non-Federal entity must comply with the requirements of 37 C.F.R. Part 401 (Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements), and any implementing regulations issued by FEMA. See 2 C.F.R. Part 200, Appendix II, ¶ F.
 - c. The regulation at 37 C.F.R. § 401.2(a) currently defines “funding agreement” as any contract, grant, or cooperative agreement entered into between any Federal agency, other than the Tennessee Valley Authority, and any contractor for the performance of experimental, developmental, or research work funded in whole or in part by the Federal government. This term also includes any assignment, substitution of parties, or subcontract of any type entered into for the performance of experimental, developmental, or research work under a funding agreement as defined in the first sentence of this paragraph.
7. Clean Air Act and the Federal Water Pollution Control Act. Contracts of amounts in excess of \$150,000 must contain a provision that requires the contractor to agree to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 U.S.C. §§ 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. §§ 1251-1387). Violations must be reported to FEMA and the Regional Office of the Environmental Protection Agency. See 2 C.F.R. Part 200, Appendix II, ¶ G.

- a. The following provides a sample contract clause concerning compliance for contracts of amounts in excess of \$150,000:

“Clean Air Act

- (1) The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act, as amended, 42 U.S.C. § 7401 et seq.
- (2) The contractor agrees to report each violation to the (name of the state agency or local or Indian tribal government) and understands and agrees that the (name of the state agency or local or Indian tribal government) will, in turn, report each violation as required to assure notification to the (name of recipient), Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
- (3) The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.

Federal Water Pollution Control Act

- (1) The contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. 1251 et seq.
- (2) The contractor agrees to report each violation to the (name of the state agency or local or Indian tribal government) and understands and agrees that the (name of the state agency or local or Indian tribal government) will, in turn, report each violation as required to assure notification to the (name of recipient), Federal Emergency Management Agency, and the appropriate Environmental Protection Agency Regional Office.
- (3) The contractor agrees to include these requirements in each subcontract exceeding \$150,000 financed in whole or in part with Federal assistance provided by FEMA.”

8. Debarment and Suspension.

- a. Applicability: This requirement applies to all FEMA grant and cooperative agreement programs.
- b. Non-federal entities and contractors are subject to the debarment and suspension regulations implementing Executive Order 12549, *Debarment and Suspension* (1986) and Executive Order 12689, *Debarment and Suspension* (1989) at 2 C.F.R. Part 180 and the Department of Homeland Security's regulations at 2 C.F.R. Part 3000 (Non procurement Debarment and Suspension).
- c. These regulations restrict awards, subawards, and contracts with certain parties that are debarred, suspended, or otherwise excluded from or ineligible for participation in Federal assistance programs and activities. See 2 C.F.R. Part 200, Appendix II, ¶ H; and *Procurement Guidance for Recipients and Subrecipients Under 2 C.F.R. Part 200 (Uniform Rules): Supplement to the Public Assistance Procurement Disaster Assistance Team (PDAT) Field Manual Chapter IV, ¶ 6.d, and Appendix C, ¶ 2 [hereinafter PDAT Supplement]*. A contract award must not be made to parties listed in the SAM Exclusions. SAM Exclusions is the list maintained by the General Services Administration that contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. SAM exclusions can be accessed at www.sam.gov. See 2 C.F.R. § 180.530; *PDAT Supplement*, Chapter IV, ¶ 6.d and Appendix C, ¶ 2.
- d. In general, an "excluded" party cannot receive a Federal grant award or a contract within the meaning of a "covered transaction," to include subawards and subcontracts. This includes parties that receive Federal funding indirectly, such as contractors to recipients and subrecipients. The key to the exclusion is whether there is a "covered transaction," which is any non-procurement transaction (unless excepted) at either a "primary" or "secondary" tier. Although "covered transactions" do not include contracts awarded by the Federal Government for purposes of the non-procurement common rule and DHS's implementing regulations, it does include some contracts awarded by recipients and subrecipient.
- e. Specifically, a covered transaction includes the following contracts for goods or services:
 - (1) The contract is awarded by a recipient or subrecipient in the amount of at least \$25,000.
 - (2) The contract requires the approval of FEMA, regardless of amount.
 - (3) The contract is for federally required audit services.
 - (4) A subcontract is also a covered transaction if it is awarded by the contractor of a recipient or subrecipient and requires either the approval of FEMA or is in excess of \$25,000.
- d. The following provides a debarment and suspension clause. It incorporates an optional method of verifying that contractors are not excluded or disqualified:

"Suspension and Debarment

- (1) This contract is a covered transaction for purposes of 2 C.F.R. pt. 180 and 2 C.F.R. pt. 3000. As such the contractor is required to verify that none of the contractor, its principals (defined at 2 C.F.R. § 180.995), or its affiliates (defined at 2 C.F.R. § 180.905) are excluded (defined at 2 C.F.R. § 180.940) or disqualified (defined at 2 C.F.R. § 180.935).

- (2) The contractor must comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C and must include a requirement to comply with these regulations in any lower tier covered transaction it enters into.
- (3) This certification is a material representation of fact relied upon by (insert name of subrecipient). If it is later determined that the contractor did not comply with 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C, in addition to remedies available to (name of state agency serving as recipient and name of subrecipient), the Federal Government may pursue available remedies, including but not limited to suspension and/or debarment.
- (4) The bidder or proposer agrees to comply with the requirements of 2 C.F.R. pt. 180, subpart C and 2 C.F.R. pt. 3000, subpart C while this offer is valid and throughout the period of any contract that may arise from this offer. The bidder or proposer further agrees to include a provision requiring such compliance in its lower tier covered transactions.”

9. Byrd Anti-Lobbying Amendment.

- a. Applicability: This requirement applies to all FEMA grant and cooperative agreement programs.
- b. Contractors that apply or bid for an award of \$100,000 or more must file the required certification. See 2 C.F.R. Part 200, Appendix II, ¶ 1; 44 C.F.R. Part 18; *PDAT Supplement*, Chapter IV, 6.c; Appendix C, ¶ 4.
- c. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. § 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award. See *PDAT Supplement*, Chapter IV, ¶ 6.c and Appendix C, ¶ 4.
- d. The following provides a Byrd Anti-Lobbying contract clause:

“Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352 (as amended)

Contractors who apply or bid for an award of \$100,000 or more shall file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Each tier shall also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the recipient.”

APPENDIX A, 44 C.F.R. PART 18 – CERTIFICATION REGARDING LOBBYING

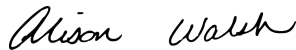
Certification for Contracts, Grants, Loans, and Cooperative Agreements (To be submitted with each bid or offer exceeding \$100,000)

The undersigned [Contractor] certifies, to the best of his or her knowledge, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form- LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31, U.S.C. § 1352 (as amended by the Lobbying Disclosure Act of 1995). Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The Contractor, GLOBO Language Solutions, LLC, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. § 3801 et seq., apply to this certification and disclosure, if any.



Signature of Contractor's Authorized Official

Alison Walsh, VP, Legal

Name and Title of Contractor's Authorized Official

Aug. 5, 2021

Date"

10. Procurement of Recovered Materials.

- a. Applicability: This requirement applies to all FEMA grant and cooperative agreement programs.
- b. A non-Federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, Pub. L. No. 89-272 (1965) (codified as amended by the Resource Conservation and Recovery Act at 42 U.S.C. § 6962). See 2 C.F.R. Part 200, Appendix II, ¶ J; 2 C.F.R. § 200.322; *PDAT Supplement*, Chapter V, ¶ 7.
- c. The requirements of Section 6002 include procuring only items designated in guidelines of the EPA at 40 C.F.R. Part 247 that contain the highest percentage of recovered materials

practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired by the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

- d. The following provides the clause that a state agency or agency of a political subdivision of a state and its contractors can include in contracts meeting the above contract thresholds:

“(1) In the performance of this contract, the Contractor shall make maximum use of products containing recovered materials that are EPA- designated items unless the product cannot be acquired—

(i) Competitively within a timeframe providing for compliance with the contract performance schedule;

(ii) Meeting contract performance requirements; or

(iii) At a reasonable price.

(2) Information about this requirement, along with the list of EPA- designate items, is available at EPA’s Comprehensive Procurement Guidelines web site, <https://www.epa.gov/smm/comprehensive-procurement-guideline-cpg-program>.”

11. Additional FEMA Requirements.

- a. The Uniform Rules authorize FEMA to require additional provisions for non- Federal entity contracts. FEMA, pursuant to this authority, requires or recommends the following:

- b. Changes.

To be eligible for FEMA assistance under the non-Federal entity’s FEMA grant or cooperative agreement, the cost of the change, modification, change order, or constructive change must be allowable, allocable, within the scope of its grant or cooperative agreement, and reasonable for the completion of project scope. FEMA recommends, therefore, that a non-Federal entity include a changes clause in its contract that describes how, if at all, changes can be made by either party to alter the method, price, or schedule of the work without breaching the contract. The language of the clause may differ depending on the nature of the contract and the end-item procured.

- c. Access to Records.

All non-Federal entities must place into their contracts a provision that all contractors and their successors, transferees, assignees, and subcontractors acknowledge and agree to comply with applicable provisions governing Department and FEMA access to records, accounts, documents, information, facilities, and staff. See DHS Standard Terms and Conditions, v 3.0, ¶ XXVI (2013).

- d. The following provides a contract clause regarding access to records:

“Access to Records. The following access to records requirements apply to this contract:

- (1) The contractor agrees to provide (insert name of state agency or local or Indian tribal government), (insert name of recipient), the FEMA Administrator, the Comptroller

General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.

(2) The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

(3) The contractor agrees to provide the FEMA Administrator or his authorized representatives access to construction or other work sites pertaining to the work being completed under the contract.”

12. DHS Seal, Logo, and Flags.

- a. All non-Federal entities must place in their contracts a provision that a contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval. See DHS Standard Terms and Conditions, v 3.0, ¶ XXV (2013).
- b. The following provides a contract clause regarding DHS Seal, Logo, and Flags: “The contractor shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre- approval.”

13. Compliance with Federal Law, Regulations, and Executive Orders.

- a. All non-Federal entities must place into their contracts an acknowledgement that FEMA financial assistance will be used to fund the contract along with the requirement that the contractor will comply with all applicable federal law, regulations, executive orders, and FEMA policies, procedures, and directives.
- b. The following provides a contract clause regarding Compliance with Federal Law, Regulations, and Executive Orders: “This is an acknowledgement that FEMA financial assistance will be used to fund the contract only. The contractor will comply will all applicable federal law, regulations, executive orders, FEMA policies, procedures, and directives.”

14. No Obligation by Federal Government.

- a. The non-Federal entity must include a provision in its contract that states that the Federal Government is not a party to the contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract.
- b. The following provides a contract clause regarding no obligation by the Federal Government: “The Federal Government is not a party to this contract and is not subject to any obligations or liabilities to the non-Federal entity, contractor, or any other party pertaining to any matter resulting from the contract.”

15. Program Fraud and False or Fraudulent Statements or Related Acts.

- a. The non-Federal entity must include a provision in its contract that the contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to its actions pertaining to the contract.
- b. The following provides a contract clause regarding Fraud and False or Fraudulent or Related Acts: “The contractor acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the contractor’s actions pertaining

to this contract.”

Additional contract clauses per 2 C.F.R. § 200.325

For applicable construction/reconstruction/renovation and related services: A payment and performance bond are both required for 100 percent of the contract price. A “performance bond” is one executed in connection with a contract to secure fulfillment of all the contractor’s obligations under such contract. A “payment bond” is one executed in connection with a contract to assure payment as required by law of all persons supplying labor and material in the execution of the work provided in the contract.

Offeror agrees to comply with all terms and conditions outlined in the FEMA Special Conditions section of this solicitation.

Offeror’s Name:

GLOBO Language Solutions, LLC

Address, City, State, and Zip Code:

145 Greenwood Avenue, Wyncote, PA 19095

Phone Number: (800) 555-3010 Fax Number:

Printed Name and Title of Authorized

Representative: Alison Walsh

Email Address:

alison@helloglobo.com

Signature of Authorized Representative:

Aug. 5, 2021

Alison Walsh

Date:

Exhibit G
New Jersey Business Compliance

NEW JERSEY BUSINESS COMPLIANCE

Suppliers intending to do business in the State of New Jersey must comply with policies and procedures required under New Jersey statutes. All offerors submitting proposals must complete the following forms specific to the State of New Jersey. Completed forms should be submitted with the offeror's response to the RFP. Failure to complete the New Jersey packet will impact OMNIA Partners' ability to promote the Master Agreement in the State of New Jersey.

- DOC #1 Ownership Disclosure Form
- DOC #2 Non-Collusion Affidavit
- DOC #3 Affirmative Action Affidavit
- DOC #4 Political Contribution Disclosure Form
- DOC #5 Stockholder Disclosure Certification
- DOC #6 Certification of Non-Involvement in Prohibited Activities in Iran
- DOC #7 New Jersey Business Registration Certificate

New Jersey suppliers are required to comply with the following New Jersey statutes when applicable:

- all anti-discrimination laws, including those contained in N.J.S.A. 10:2-1 through N.J.S.A. 10:2-14, N.J.S.A. 10:5-1, and N.J.S.A. 10:5-31 through 10:5-38;
- Prevailing Wage Act, N.J.S.A. 34:11-56.26, for all contracts within the contemplation of the Act;
- Public Works Contractor Registration Act, N.J.S.A. 34:11-56.26; and
- Bid and Performance Security, as required by the applicable municipal or state statutes.

STATEMENT OF OWNERSHIP DISCLOSURE

N.J.S.A. 52:25-24.2 (P.L. 1977, c.33, as amended by P.L. 2016, c.43)

This statement shall be completed, certified to, and included with all bid and proposal submissions. Failure to submit the required information is cause for automatic rejection of the bid or proposal.

Name of Organization: GLOBO Language Solutions, LLC _____

Organization Address: 145 Greenwood Ave, Wyncote, PA 19095 _____

Part I Check the box that represents the type of business organization:

- Sole Proprietorship (skip Parts II and III, execute certification in Part IV)
- Non-Profit Corporation (skip Parts II and III, execute certification in Part IV)
- For-Profit Corporation (any type) Limited Liability Company (LLC)
- Partnership Limited Partnership Limited Liability Partnership (LLP)
- Other (be specific): _____

Part II

- The list below contains the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be. **(COMPLETE THE LIST BELOW IN THIS SECTION)**

OR

- No one stockholder in the corporation owns 10 percent or more of its stock, of any class, or no individual partner in the partnership owns a 10 percent or greater interest therein, or no member in the limited liability company owns a 10 percent or greater interest therein, as the case may be. **(SKIP TO PART IV)**

(Please attach additional sheets if more space is needed):

Name of Individual or Business Entity	Home Address (for Individuals) or Business Address
Eugene Schriver IV	1341 Revelation Road Meadowbrook, PA 19046

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Part III DISCLOSURE OF 10% OR GREATER OWNERSHIP IN THE STOCKHOLDERS, PARTNERS OR LLC MEMBERS LISTED IN PART II

If a bidder has a direct or indirect parent entity which is publicly traded, and any person holds a 10 percent or greater beneficial interest in the publicly traded parent entity as of the last annual federal Security and Exchange Commission (SEC) or foreign equivalent filing, ownership disclosure can be met by providing links to the website(s) containing the last annual filing(s) with the federal Securities and Exchange Commission (or foreign equivalent) that contain the name and address of each person holding a 10% or greater beneficial interest in the publicly traded parent entity, along with the relevant page numbers of the filing(s) that contain the information on each such person. **Attach additional sheets if more space is needed.**

Website (URL) containing the last annual SEC (or foreign equivalent) filing	Page #'s

Please list the names and addresses of each stockholder, partner or member owning a 10 percent or greater interest in any corresponding corporation, partnership and/or limited liability company (LLC) listed in Part II **other than for any publicly traded parent entities referenced above.** The disclosure shall be continued until names and addresses of every noncorporate stockholder, and individual partner, and member exceeding the 10 percent ownership criteria established pursuant to N.J.S.A. 52:25-24.2 has been listed. **Attach additional sheets if more space is needed.**

Stockholder/Partner/Member and Corresponding Entity Listed in Part II	Home Address (for Individuals) or Business Address

Part IV Certification

I, being duly sworn upon my oath, hereby represent that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge: that I am authorized to execute this certification on behalf of the bidder/proposer; that the **<name of contracting unit>** is relying on the information contained herein and that I am under a continuing obligation from the date of this certification through the completion of any contracts with **<type of contracting unit>** to notify the **<type of contracting unit>** in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I am subject to criminal prosecution under the law and that it will constitute a material breach of my agreement(s) with the, permitting the **<type of contracting unit>** to declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print):	Alison Walsh	Title:	Vice President, Legal
Signature:	<i>Alison Walsh</i>	Date:	Aug. 5, 2021

DOC #2

NON-COLLUSION AFFIDAVIT

STANDARD BID DOCUMENT REFERENCE	
	Reference: VII-H
Name of Form:	NON-COLLUSION AFFIDAVIT
Statutory Reference:	No specific statutory reference State Statutory Reference N.J.S.A. 52:34-15
Instructions Reference:	Statutory and Other Requirements VII-H
Description:	The Owner's use of this form is optional. It is used to ensure that the bidder has not participated in any collusion with any other bidder or Owner representative or otherwise taken any action in restraint of free and competitive bidding.

NON-COLLUSION AFFIDAVIT

State of New Jersey
County of _____

ss:

I, Alison Walsh residing in
Wyncote (name of affiant)

(name of municipality)
in the County of Montgomery and State of Pennsylvania

_____ of full age, being duly sworn according to law on my oath depose
and say that:

I am Vice President, Legal of the firm of GLOBO Language Solutions, LLC
_____ (title or position) (name of firm)

_____ the bidder making this Proposal for the bid

entitled Interpretation and Translation Services and Related Solutions, and that I executed the said proposal with
(title of bid proposal)

full authority to do so that said bidder has not, directly or indirectly entered into any
agreement, participated in any collusion, or otherwise taken any action in restraint of free,
competitive bidding in connection with the above named project; and that all statements
contained in said proposal and in this affidavit are true and correct, and made with full
knowledge that the OMNIA Partners relies upon the truth of
the statements contained in said Proposal
(name of contracting unit)

and in the statements contained in this affidavit in awarding the contract for the said project.

I further warrant that no person or selling agency has been employed or retained to solicit or
secure such contract upon an agreement or understanding for a commission, percentage,
brokerage, or contingent fee, except bona fide employees or bona fide established
commercial or selling agencies maintained by
_____.

Subscribed and sworn to

before me this day

Alison Walsh
Signature Alison Walsh

Aug. 5, 2021

(Type or print name of affiant under signature)

Notary public of

My Commission expires _____

(Seal)

**AFFIRMATIVE ACTION AFFIDAVIT
(P.L. 1975, C.127)**

Company Name: GLOBO Language Solutions, LLC

Street: 145 Greenwood Ave

City, State, Zip Code: Wyncote, PA 19095

Proposal Certification:

Indicate below company's compliance with New Jersey Affirmative Action regulations. Company's proposal will be accepted even if company is not in compliance at this time. No contract and/or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Evidence:

Procurement, Professional & Service Contracts (Exhibit A)

Vendors must submit with proposal:

1. A photo copy of their Federal Letter of Affirmative Action Plan Approval

OR

2. A photo copy of their Certificate of Employee Information Report

OR

3. A complete Affirmative Action Employee Information Report (AA302) _____

Public Work – Over \$50,000 Total Project Cost:

- A. No approved Federal or New Jersey Affirmative Action Plan. We will complete Report Form AA201-A upon receipt from the
- B. Approved Federal or New Jersey Plan – certificate enclosed

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

_____ **Date**

_____ **Authorized Signature and Title**

GLOBO will submit these documents upon contract award.

P.L. 1995, c. 127 (N.J.A.C. 17:27)
MANDATORY AFFIRMATIVE ACTION LANGUAGE
PROCUREMENT, PROFESSIONAL AND SERVICE
CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative

Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).

Signature of Procurement Agent

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM**Public Agency Instructions**

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.** What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to N.J.S.A. 19:44A-20.26 (P.L. 2005, c. 271, s.2). Additional information on the process is available in Local Finance Notice 2006-1 (http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html). Please refer back to these instructions for the appropriate links, as the Local Finance Notices include links that are no longer operational.

1. The disclosure is required for all contracts in excess of \$17,500 that are **not awarded** pursuant to a “fair and open” process (N.J.S.A. 19:44A-20.7).
2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission will not be allowed.
3. The submission must be **received from the contractor and** on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.
4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This will assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.
 - a. The Division has prepared model disclosure forms for each county. They can be downloaded from the “County PCD Forms” link on the Pay-to-Play web site at <http://www.nj.gov/dca/divisions/dlgs/programs/lpcl.html#12>. They will be updated from time-to-time as necessary.
 - b. A public agency using these forms **should edit them to properly reflect the correct legislative district(s)**. As the forms are county-based, **they list all legislative districts** in each county. **Districts that do not represent the public agency should be removed from the lists.**
 - c. Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.
 - d. The form may be used “as-is”, subject to edits as described herein.
 - e. The “Contractor Instructions” sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.
 - f. The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.
5. It is recommended that the contractor also complete a “Stockholder Disclosure Certification.” This will assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract (See Local Finance Notice 2006-7 for additional information on this obligation at http://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html). A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. NOTE: This section is not applicable to Boards of Education.

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Contractor Instructions

Business entities (contractors) receiving contracts from a public agency that are NOT awarded pursuant to a “fair and open” process (defined at N.J.S.A. 19:44A-20.7) are subject to the provisions of P.L. 2005, c. 271, s.2 (N.J.S.A. 19:44A-20.26). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

- any State, county, or municipal committee of a political party
- any legislative leadership committee*
- any continuing political committee (a.k.a., political action committee)
- any candidate committee of a candidate for, or holder of, an elective office:
 - of the public entity awarding the contract
 - of that county in which that public entity is located
 - of another public entity within that county
 - or of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county

The disclosure must list reportable contributions to any of the committees that exceed \$300 per election cycle that were made during the 12 months prior to award of the contract. See N.J.S.A. 19:44A-8 and 19:44A-16 for more details on reportable contributions.

N.J.S.A. 19:44A-20.26 itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:

- individuals with an “interest” ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
- all principals, partners, officers, or directors of the business entity or their spouses
- any subsidiaries directly or indirectly controlled by the business entity
- IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees, (PACs).

When the business entity is a natural person, “a contribution by that person’s spouse or child, residing therewith, shall be deemed to be a contribution by the business entity.” [N.J.S.A. 19:44A-20.26(b)] The contributor must be listed on the disclosure.

Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by ELEC in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report.

The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor’s responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement.

The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor’s submission and is disclosable to the public under the Open Public Records Act.

The contractor must also complete the attached Stockholder Disclosure Certification. This will assist the agency in meeting its obligations under the law. **NOTE: This section does not apply to Board of Education contracts.**

* N.J.S.A. 19:44A-3(s): “The term “legislative leadership committee” means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker of the General Assembly or the Minority Leader of the General Assembly pursuant to

section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures.”

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

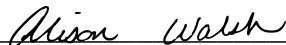
Required Pursuant to N.J.S.A. 19:44A-20.26

This form or its permitted facsimile must be submitted to the local unit no later than 10 days prior to the award of the contract.

Part I – Vendor Information

Vendor Name:	GLOBO Language Solutions, LLC		
Address:	145 Greenwood Ave		
City:	Wyncote	State: PA	Zip: 19095

The undersigned being authorized to certify, hereby certifies that the submission provided herein represents compliance with the provisions of N.J.S.A. 19:44A-20.26 and as represented by the Instructions accompanying this form.

 _____ Signature	Alison Walsh _____ Printed Name	Vice President, Legal _____ Title
---	---------------------------------------	---

Part II – Contribution Disclosure

Disclosure requirement: Pursuant to N.J.S.A. 19:44A-20.26 this disclosure must include all reportable political contributions (more than \$300 per election cycle) over the 12 months prior to submission to the committees of the government entities listed on the form provided by the local unit.

Check here if disclosure is provided in electronic form

Contributor Name	Recipient Name	Date	Dollar Amount
			\$

Check here if the information is continued on subsequent page(s)

List of Agencies with Elected Officials Required for Political Contribution Disclosure
N.J.S.A. 19:44A-20.26

County Name:

State: Governor, and Legislative Leadership Committees

Legislative District #s:

State Senator and two members of the General Assembly per district.

County:

Freeholders

{County Executive}

County Clerk

Surrogate

Sheriff

Municipalities (Mayor and members of governing body, regardless of title):

**USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD FROM
THE PAY TO PLAY SECTION OF THE DLGS WEBSITE A COUNTY-
BASED, CUSTOMIZABLE FORM.**

STOCKHOLDER DISCLOSURE CERTIFICATION

Name of Business:

I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

Partnership Corporation Sole Proprietorship


Limited Partnership Limited Liability Corporation Limited Liability Partnership

Subchapter S Corporation

Sign and notarize the form below, and, if necessary, complete the stockholder list below.

Stockholders:

Name: Eugene Schriver IV	Name:
Home Address: 1341 Revelation Road Meadowbrook, PA 19046	Home Address:
Name:	Name:
Home Address:	Home Address:
Name:	Name:
Home Address:	Home Address:

Subscribed and sworn before me this <u>5th</u> day of <u>August</u> , 2021	 _____ (Affiant)
(Notary Public)	<u>Alison Walsh</u> (Print name & title of affiant)
My Commission expires:	_____ (Corporate Seal)

Certification of Non-Involvement in Prohibited Activities in Iran

Pursuant to N.J.S.A. 52:32-58, Offerors must certify that neither the Offeror, nor any of its parents, subsidiaries, and/or affiliates (as defined in N.J.S.A. 52:32 – 56(e) (3)), is listed on the Department of the Treasury's List of Persons or Entities Engaging in Prohibited Investment Activities in Iran and that neither is involved in any of the investment activities set forth in N.J.S.A. 52:32 – 56(f).

Offerors wishing to do business in New Jersey through this contract must fill out the Certification of Non-Involvement in Prohibited Activities in Iran here:

http://www.state.nj.us/humanservices/dfd/info/standard/fdc/disclosure_investmentact.pdf.

Offerors should submit the above form completed with their proposal.

STATE OF NEW JERSEY -- DIVISION OF PURCHASE AND PROPERTY
DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN

Quote Number: Solicitation Number 21-06 Bidder/Offeror: GLOBO Language Solutions LLC

PART 1: CERTIFICATION

BIDDERS MUST COMPLETE PART 1 BY CHECKING EITHER BOX.

FAILURE TO CHECK ONE OF THE BOXES WILL RENDER THE PROPOSAL NON-RESPONSIVE.

Pursuant to Public Law 2012, c. 25, any person or entity that submits a bid or proposal or otherwise proposes to enter into or renew a contract must complete the certification below to attest, under penalty of perjury, that neither the person or entity, nor any of its parents, subsidiaries, or affiliates, is identified on the Department of Treasury's Chapter 25 list as a person or entity engaging in investment activities in Iran. The Chapter 25 list is found on the Division's website at <http://www.state.nj.us/treasury/purchase/pdf/Chapter25List.pdf>. Bidders must review this list prior to completing the below certification. **Failure to complete the certification will render a bidder's proposal non-responsive.** If the Director finds a person or entity to be in violation of law, s/he shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party

PLEASE CHECK THE APPROPRIATE BOX:



I certify, pursuant to Public Law 2012, c. 25, that neither the bidder listed above nor any of the bidder's parents, subsidiaries, or affiliates is listed on the N.J. Department of the Treasury's list of entities determined to be engaged in prohibited activities in Iran pursuant to P.L. 2012, c. 25 ("Chapter 25 List"). I further certify that I am the person listed above, or I am an officer or representative of the entity listed above and am authorized to make this certification on its behalf. **I will skip Part 2 and sign and complete the Certification below.**

OR



I am unable to certify as above because the bidder and/or one or more of its parents, subsidiaries, or affiliates is listed on the Department's Chapter 25 list. I will provide a detailed, accurate and precise description of the activities in Part 2 below and sign and complete the Certification below. Failure to provide such will result in the proposal being rendered as non-responsive and appropriate penalties, fines and/or sanctions will be assessed as provided by law.

PART 2: PLEASE PROVIDE FURTHER INFORMATION RELATED TO INVESTMENT ACTIVITIES IN IRAN

You must provide a detailed, accurate and precise description of the activities of the bidding person/entity, or one of its parents, subsidiaries or affiliates, engaging in the investment activities in Iran outlined above by completing the boxes below.

EACH BOX WILL PROMPT YOU TO PROVIDE INFORMATION RELATIVE TO THE ABOVE QUESTIONS. PLEASE PROVIDE THOROUGH ANSWERS TO EACH QUESTION. IF YOU NEED TO MAKE ADDITIONAL ENTRIES, CLICK THE "ADD AN ADDITIONAL ACTIVITIES ENTRY" BUTTON.

Name _____	Relationship to Bidder/Offeror _____
Description of Activities _____ _____	
Duration of Engagement _____	Anticipated Cessation Date _____
Bidder/Offeror Contact Name _____	Contact Phone Number _____

ADD AN ADDITIONAL ACTIVITIES ENTRY

Certification: I, being duly sworn upon my oath, hereby represent and state that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I attest that I am authorized to execute this certification on behalf of the above-referenced person or entity. I acknowledge that the State of New Jersey is relying on the information contained herein and thereby acknowledge that I am under a continuing obligation from the date of this certification through the completion of any contracts with the State to notify the State in writing of any changes to the answers of information contained herein. I acknowledge that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I recognize that I am subject to criminal prosecution under the law and that it will also constitute a material breach of my agreement(s) with the State of New Jersey and that the State at its option may declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print): Alison Walsh

Signature: *Alison Walsh*

Title: VP, Legal

Date: Aug. 5, 2021

DOC #7

**NEW JERSEY BUSINESS REGISTRATION CERTIFICATE
(N.J.S.A. 52:32-44)**

Offerors wishing to do business in New Jersey must submit their State Division of Revenue issued Business Registration Certificate with their proposal here. Failure to do so will disqualify the Offeror from offering products or services in New Jersey through any resulting contract.

<https://www.njportal.com/DOR/BusinessRegistration/>



STATE OF NEW JERSEY BUSINESS REGISTRATION CERTIFICATE

Taxpayer Name:	GLOBO LANGUAGE SOLUTIONS LLC
Trade Name:	
Address:	500 OFFICE CENTER DRIVE # 400 FORT WASHINGTON, PA 19034
Certificate Number:	1829474
Effective Date:	October 21, 2013
Date of Issuance:	May 05, 2021

For Office Use Only:
20210505100648362

EEOAA EVIDENCE

Equal Employment Opportunity/Affirmative Action
Goods, Professional Services & General Service Projects

EEO/AA Evidence

Vendors are required to submit evidence of compliance with N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27 in order to be considered a responsible vendor.

One of the following must be included with submission:

- Copy of Letter of Federal Approval
- Certificate of Employee Information Report
- Fully Executed Form AA302
- Fully Executed EEO-1 Report

See the guidelines at: http://www.state.nj.us/treasury/contract_compliance/pdf/pa.pdf for further information.

I certify that my bid package includes the required evidence per the above list and State website.

Name: Alison Walsh Title: Vice President, Legal

Signature: _____ Date: _____

GLOBO will submit these documents upon contract award.

DOC #9
MCBRIDE-PRINCIPLES



STATE OF NEW JERSEY DEPARTMENT OF THE TREASURY
DIVISION OF PURCHASE AND PROPERTY

33 WEST STATE STREET, P.O. BOX 230
TRENTON, NEW JERSEY 08625-0230

MACBRIDE PRINCIPALS FORM

BID SOLICITATION #: 21-06

VENDOR/BIDDER: GLOBO Language Solutions, LLC

**VENDOR'S/BIDDER'S REQUIREMENT
TO PROVIDE A CERTIFICATION IN COMPLIANCE WITH THE MACBRIDE PRINCIPALS
AND NORTHERN IRELAND ACT OF 1989**

Pursuant to Public Law 1995, c. 134, a responsible Vendor/Bidder selected, after public bidding, by the Director of the Division of Purchase and Property, pursuant to N.J.S.A. 52:34-12, must complete the certification below by checking one of the two options listed below and signing where indicated. If a Vendor/Bidder that would otherwise be awarded a purchase, contract or agreement does not complete the certification, then the Director may determine, in accordance with applicable law and rules, that it is in the best interest of the State to award the purchase, contract or agreement to another Vendor/Bidder that has completed the certification and has submitted a bid within five (5) percent of the most advantageous bid. If the Director finds contractors to be in violation of the principals that are the subject of this law, he/she shall take such action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

I, the undersigned, on behalf the Vendor/Bidder, certify pursuant to N.J.S.A. 52:34-12.2 that:

CHECK THE APPROPRIATE BOX



The Vendor/Bidder has no business operations in Northern Ireland; or

OR



The Vendor/Bidder will take lawful steps in good faith to conduct any business operations it has in Northern Ireland in accordance with the MacBride principals of nondiscrimination in employment as set forth in section 2 of P.L. 1987, c. 177 (N.J.S.A. 52:18A-89.5) and in conformance with the United Kingdom's Fair Employment (Northern Ireland) Act of 1989, and permit independent monitoring of its compliance with those principals.

CERTIFICATION

I, the undersigned, certify that I am authorized to execute this certification on behalf of the Vendor/Bidder, that the foregoing information and any attachments hereto, to the best of my knowledge are true and complete. I acknowledge that the State of New Jersey is relying on the information contained herein, and that the Vendor/Bidder is under a continuing obligation from the date of this certification through the completion of any contract(s) with the State to notify the State in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification. If I do so, I will be subject to criminal prosecution under the law, and it will constitute a material breach of **my** agreement(s) with the State, permitting the State to declare any contract(s) resulting from this certification to be void and unenforceable.

Alison Walsh

August 5, 2021

Signature

Date

Alison Walsh, Vice President, Legal

Print Name and Title

THIS CERTIFIES THAT

GLOBO Language Solutions LLC
dba GLOBO



* Nationally certified by the: **EASTERN MINORITY SUPPLIER DEVELOPMENT COUNCIL**

*NAICS Code(s): 541930

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

01/05/2021

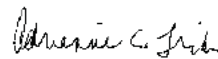
Issued Date

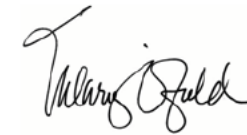
PT01516

Certificate Number

12/31/2021

Expiration Date


Adrienne Trimbe



Valarie J. Cofield, President/CEO

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

Certify, Develop, Connect, Advocate.

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

Interpreter Quality Assurance Process



Ensuring the Highest-Quality
Interpreting Services

Training

GLOBO's training for interpreters begins in the onboarding phase of the recruitment process. Linguists are trained on company process, technology, and policies & procedures including, but not limited to, secure workspace, linguist ethics, code of conduct, privacy, glossary management, state and federal laws and overall best-practices.

HIPAA compliance is factored into every step of GLOBO's service offering, including data storage and transmission, training, monitoring, ongoing education, and system security. Our interpreters maintain the confidentiality of all interpretations and protect the integrity of Personal Health Information (PHI) and Personally Identifiable Information (PII).

All coaching is conducted through the use of Manuals, which are documented within our ISO 9001:2015 certified Quality Management System. Results are tracked and reported internally. Effectiveness is determined via training module results, scheduled and unscheduled audits, client feedback, team lead feedback, and summary reports from the Quality Assurance Manager.

Certifications

GLOBO champions certification processes, with an emphasis on nationally recognized and accredited bodies, and ongoing development for all of our linguists. We place priority on interpreters active in ongoing education opportunities, and who constantly refresh and improve their skillset.

GLOBO's telephone interpreters hold a number of certifications from nationally recognized bodies, including:

- Legal Interpreting (License at State Level, Federal Certification at National Level)
- Certified Healthcare Interpreter (CHI), Certification Commission for Healthcare Interpreters (CCHI)
- Certified Medical Interpreter (CMI), National Board of Certification for Medical Interpreters

Ongoing Training

GLOBO is committed to providing the highest quality language services to our clients. To ensure the quality and accuracy of all interpretations, we provide our interpreters with ongoing training, including regular updates on all state and federal regulations, interpreter ethics, code of conduct and privacy requirements.

In addition to providing ongoing training, GLOBO encourages continuing education of its interpreters. We give our interpreters a variety of accessible opportunities to hone their skills and reach their full potential. Their continuing education opportunities include workshops on terminology and content in subjects related to specialized interpreting, such as:

- Client-specific content and glossaries
- Slang and regionalisms
- English enhancement
- Accent reduction
- Voice preservation and protection
- Advanced interpreting skills
- Simultaneous interpreting techniques
- Consecutive note taking techniques

Technical Assistance

GLOBO provides interpreters with ongoing technical assistance and support resources to help them deliver the highest quality interpreting services, including:

- 24/7 technical support through dedicated support phone number and email address
- Interpreter dashboard displaying relevant information for supporting calls
- Industry and client-specific glossaries
- Text and email alerts

Compliance Training

GLOBO provides regular training on federal and state regulations, along with the following requirements and national best practices:

- Centers for Medicare & Medicaid Services (CMS)
- Joint Commission Cultural Competence Accreditation Standards
- The Civil Rights Act of 1964
- The Americans with Disabilities Act of 1990
- The Rehabilitation Act of 1973
- Health Insurance Portability and Accountability Act (HIPAA)
- Agency for Healthcare Research & Quality (AHRQ)
- National Quality Forum Standards
- Executive Order (EO) 13166, Improving Access to Services for Persons with Limited English Proficiency
- HHS Standards for Culturally and Linguistically Appropriate Services (CLAS)
- National Committee for Quality Assurance (NCQA)
- Patient Protection and Affordable Care Act (the Affordable Care Act); Section 1001; Section 1331; Section 1557
- Public Health Service Act: Section 2715; Section 2719
- Consumer Assistance Accessibility - DHHS
- Regulation 45 CFR § 155.205(C)

Mentoring & Quality Assurance

GLOBO's approach to quality assurance ensures that all interactions are performed according to our best practice customer service standards.

GLOBO monitors quality assurance through three channels: client feedback, interpreter/team feedback, and live call monitoring as well as employing a ticket tracking and management system. Its efficacy is enhanced with a detailed QMS component for rapid attention, escalation where required, and resolution.

GLOBO live-monitors a statistically significant portion of all calls and employs robust auditing and scoring mechanisms to identify and correct any possible sources of challenges to optimal quality, as well as a full suite of call and technical anomaly detection systems.

Telephone Interpreting calls are live monitored by QA Team Leads and Monitors who shall adhere to one or more of the following procedure while monitoring calls:

- Internal review and scoring of live Telephone Interpreting calls
- Internal review and score recorded calls (where applicable)
- Client feedback and evaluation

Monitoring and evaluation is a mix of qualitative and quantitative components collected through various channels including but not limited to live monitoring, past performance reviews and internal and external feedback.



Translation Services Quality Assurance



Ensuring the Highest-Quality Translation Services

GLOBO's audited and certified ISO Quality Management System (QMS) ensures optimal performance from employees, contractors, linguists, software engineers, quality assurance personnel, and technical infrastructure.

Talent Management Policy

GLOBO's Talent Management Policy is aimed at achieving the highest level of service for our clients.

Translator Qualifications: GLOBO maintains a formal qualification process based on the ISO17100 standard, which ensures language fluency and competency with specialized terminology. All translators must have native level fluency in English and the target language, and have one or more of the following competencies:

- Former higher education in language-service-focused field (recognized degree)
- Equivalent qualification in any other subject, plus a minimum of two years of documented translation experience
- At least five years of documented translation experience

Translator Certifications: GLOBO recognizes industry standard certifications in our evaluation process; translators and proofreaders hold a number of certifications from a variety of leading institutions and professional translation organizations, such as the American Association of Translators.

Fluency & Competency Testing: To verify language fluency and competency with specialized terminology, GLOBO's Talent Management team conducts a thorough evaluation of linguists' qualifications, credentials, prior work history, project reviews, and internal quality controls. GLOBO also conducts translation tests, formal and informal interviews, and reference checks where appropriate.

GLOBO Ensures Quality Translations

GLOBO's audited and certified ISO translation process ensures the highest-quality translations. GLOBO employs a multi-step approach to translation including project management; translation, editing, proofreading (TEP); quality assurance; desktop publishing; and other added value services. Each step of the TEP process is completed by a different linguist to ensure the integrity and contextual relevancy of the original text is maintained, and the translation is completed faithfully and accurately.

- GLOBO Project Managers (PM) evaluate each project to determine the complexity and integrity of the source content
- GLOBO assigns translators on a per-project basis based on language combination, industry specialty, and tools and services required
- GLOBO uses translation memory to increase the timeliness, quality, and consistency of projects
- The translator transfers the meaning of the source language into the target language, paying close attention to terminology, grammar, lexis, style, locale, formatting, and purpose of the translation
- The initial translation is reviewed and edited by a second translator to ensure that the relevancy, terminology, grammar, and style are consistent, and the source material's integrity is maintained
- The edited text is proofed by a third translator, who reviews the totality of the translation for the target audience and purpose
- The PM conducts a post-language quality review to ensure project specifications are met prior to delivery
- HIPAA compliance is factored into every step of GLOBO's service offering; translators maintain confidentiality of all translations, and protect the integrity of PHI and PII

Onboarding & Training Policy

During the onboarding process, all linguists are trained on company technology, processes, and policies and procedures, including, linguist ethics, code of conduct, privacy, glossary management, state and federal laws, and overall best-practices. Training manuals are documented within our Quality Management System and results of training are tracked and reported internally.

Ongoing Quality Monitoring Policy

GLOBO has an independent Quality Department who is responsible for delivering an objective analysis of linguists' ability to meet or exceed quality metrics.

Monitoring Methods: To ensure the highest level of service quality and customer satisfaction, our QA team continually monitors and analyzes all linguists by utilizing:

- Client feedback and evaluation
- Language team monitoring, feedback, and evaluation
- Trusted Vendor feedback and evaluation

Qualitative Review Components: Translation monitoring considers one or more of the following factors:

- Communication
- Timeliness
- Accuracy
- Ability to follow instructions
- Client Feedback and evaluation

Reporting & Escalation: GLOBO employs a ticket tracking and management system, and its efficacy is enhanced through a detailed QMS process of rapid attention, escalation and resolution. Any instance of deviation from policy or best-practice results in targeted training and monitoring. Summary reports are reviewed monthly.

Quality Response Policy

GLOBO ensures that we are meeting client expectations through real-time service level data and a proven five-step Quality Response process, which is built on transparency and accountability:

Inquiry: Receipt of inquiry is confirmed within two hours. Following receipt, a full-scale Quality Control Investigation is launched.

Investigation: The inquiry and any supporting material are logged and saved in the QA Feedback Database.

Review: GLOBO conducts a comprehensive review of the inquiry and completes an Inquiry Response Report. In instances where discrepancies arise, a professional third-party review is conducted.

Determination: GLOBO evaluates the review and determines the best course of action for resolution. Typically, the immediate correction (re-delivering the file with the correct and re-reviewed content) takes place first and the long term corrective action is outlined.

Confirmation: GLOBO reviews action for resolution with the client to ensure satisfaction.

Technology

GLOBO's unified language management platform, GLOBO HQ, gives users the ability to order, manage, and track translation projects in one place:

- GLOBO's electronic quote delivery system provides an efficient method for reviewing and approving cost estimates
- GLOBO HQ delivers critical KPIs in real time so customers can ensure the optimal utilization of language services and hold GLOBO accountable for service level performance
- GLOBO HQ increases visibility into project statuses and translation service levels
- The platform is designed to protect the confidentiality and privacy of information submitted
- GLOBO ensures consistency across iterations of a document by leveraging translation memory and simplifying version control through intelligent use of file architecture

Language Offering

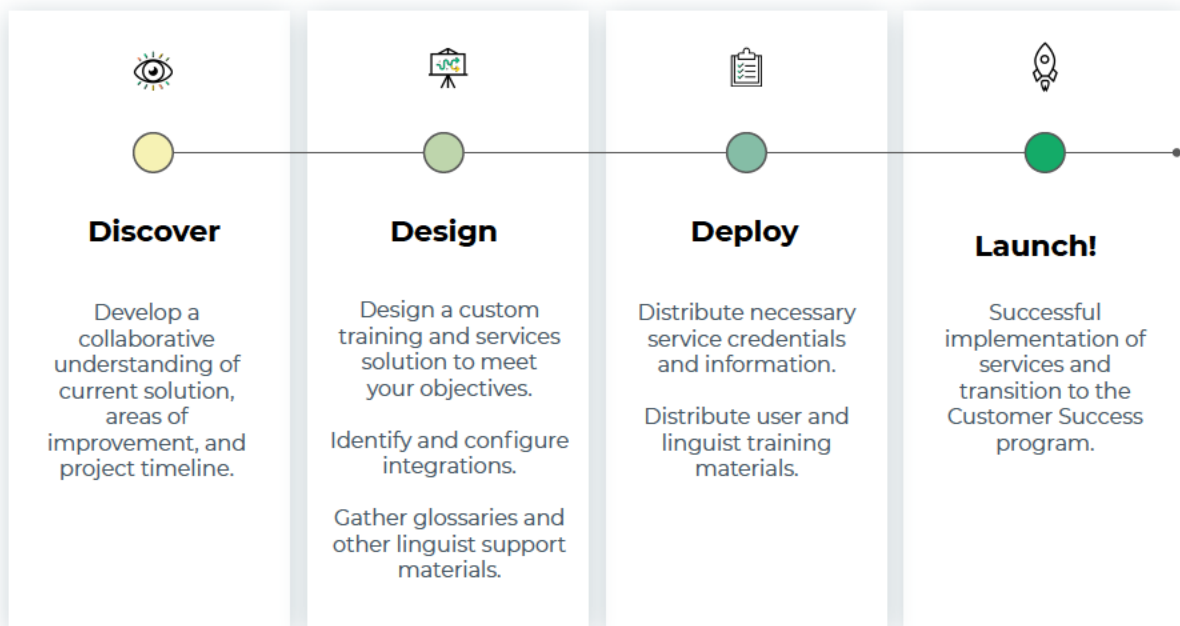
Languages included reflect GLOBO's current capabilities. Based on demand, GLOBO is able to increase language offering.

- Acholi
- Afghani (Dari)
- Afrikaans
- Akan
- Albanian (Gheg & Tosk)
- Amharic
- Amoy
- Arabic (all dialects)
- Armenian
- Asante
- Assyrian
- Azerbaidjani (Azeri)
- Badini
- Bahasa
- Bali
- Bamanankan
- Bambara
- Bandi
- Barawe
- Basaa
- Belorussian
- Cambodian (Khmer)
- Cantonese
- Cape Verde
- Castilian
- Catalàn
- Cebuano
- Chagga
- Chaldean
- Chamorro
- Chaozhou
- Cherokee
- Chin-Falam
- Chin-Hahka
- Chin-Lautu
- Chin-Mizo
- Chin-Tedim
- Chin-Zophe
- Choujo
- Chuji
- Chuukese
- Croatian
- Cutchi
- Czech
- Danish
- Dari
- Darija
- Dieju
- Dinka
- Dioula
- Djerma
- Dutch
- Estonian
- Ewe
- Fate
- Farsi
- Fijian
- Filipino
- Finnish
- Flemish
- Fon
- French
- French Creole
- French-Canadian
- Fukiense
- Fulani
- Fuzhou
- Ga
- Gaelic
- Galla
- Georgian
- German
- Gilaki
- Gourmancema
- Greek
- Gujarati
- Haitian Creole
- Hakka
- Harari
- Hausa
- Hebrew
- Hindi
- Hindko
- Hmong
- Hokkien
- Hunan
- Hungarian
- Ibibo
- Ibo
- Icelandic
- Igbo
- Ilocano
- Indonesian
- Italian
- Japanese
- Javanese
- Konjabol
- Kachin
- Kalenjin
- Kannada
- Karen
- Karenni
- Kashmiri
- Kazakh
- Khmer (Cambodian)
- Kicongo
- Kinyarwanda
- Kirgiz
- Kirundi
- Kaswahili
- Konkani
- Korean
- Kosraen
- Krio (Sierra Leone)
- Kurdish
- Kyrgyz
- Lakota
- Laotian
- Latvian
- Leta
- Liberian
- Lingala
- Lithuanian
- Luganda
- Luhya
- Luo
- Macedonian
- Mai Mai
- Malay
- Malayalam
- Malinke
- Maltese
- Mandarin
- Mandingo
- Mandinka
- Marathi
- Marshallese
- Masbatenyo
- Mingrelian
- Mixteco Alto
- Mixteco Bajo
- Mongolian
- Montenegro
- Moore
- Mordovin
- Nantong
- Navajo
- Nedebele
- Nepali
- Ngemba
- Ning Po
- Norwegian
- Niuer
- Nzima
- Oriya
- Orominga
- Oromo
- Pahari
- Papago
- Papiamento
- Pashto
- Patois
- Persian (Farsi)
- Pokomchi
- Polish
- Ponapean / Pohnpeian
- Portuguese
- Portuguese Creole (Cape Verdian Creole)
- Potohari
- Pulaar
- Punjabi
- Putien
- Quechua
- Quiche
- Romanian
- RomanyRussian
- Salish
- Samoan
- Saraiki
- Serbian
- Serbo-Croatian
- Setswana
- Sgaw
- Shanghainese
- Sicilian
- Sidama
- Sindhi
- Sinhalese
- Slovak
- Slovenian
- Somali
- Soninke
- Soso
- Spanish
- Sudanese
- Swahili
- Swati
- Swedish
- Syriac
- Szechuan
- Tachew
- Tagalog
- Taishan
- Taiwanese
- Tamashek
- Tamazight
- Tamil (Sri Lankan & Indian)
- Tatar
- Telugu
- Temne
- Tai
- Tibetan
- Tigrinya
- Tohono O'Odham
- Toishan (Chinese)
- Tongan
- Trukese
- Tshiluba
- Turkish
- Turkmen
- Twi
- Ukranian
- Urdu
- Uyghur
- Uzbek
- Vietnamese
- Visayan
- Wenzhou (Chinese)
- Wolof/ Ouoloff
- Wu
- Xhosa
- Yiddish
- Yoruba
- Zarma-Songhai
- Zulu
- American Sign Language (ASL)

Transitioning Service

GLOBO's proven enterprise implementation process was designed to support mission-critical implementations and seamless transitions of service.

GLOBO's Implementation Framework

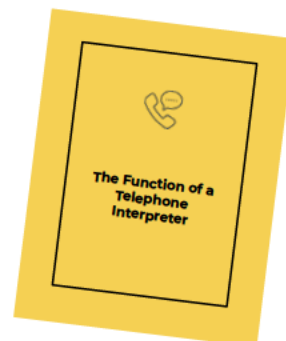


Throughout the implementation process, your assigned Customer Success Team will facilitate meetings to review the implementation status and ensure continuity of service during the transition. The Customer Success Team will provide an up-to-date implementation plan delineating the quality of all action items – completed, in progress, and outstanding – for both teams.

Training

To ensure a seamless transition, GLOBO provides synchronous and asynchronous training, user guides, answers to FAQs, and custom training materials for every user type:





- GLOBO HQ Training
- Executive Reporting Demos
- Written Instructions by User Type
- How to Conduct a Call with an Interpreter
- Training on the Feedback Submission Process



The Implementation Schedule, which outlines the critical steps, milestones, and accountable parties in the implementation process, will be used by both parties to track progress and ensure a successful transition of service.

Throughout the implementation process, your assigned implementation project manager will facilitate meetings with you to review the status of the implementation and ensure continuity of service during transition. The CSM will also provide an up-to-date implementation plan delineating the status of all action items – completed, in progress, and outstanding – for both teams.

Sample Implementation Schedule

	IMPLEMENTATION PHASE	ACCOUNTABLE PARTY	DATE
	Discovery:	GLOBO/Customer	Week 1
	→ Kick Off Call	GLOBO/Customer	
	→ Complete Readiness Checklist	GLOBO/Customer	
	Design	GLOBO	Week 2
	→ Integrate Telecommunications	GLOBO	
	Setup line(s)	GLOBO	
	Configure intake questions	GLOBO	
	Customize IVR menu (if applicable)	GLOBO	
	→ Provision Platform	GLOBO	
	Assign URL	GLOBO	
	Issue logins and configure user permissions	GLOBO	
	Configure reporting dashboard	GLOBO	
	→ Design & Issue Support Materials	GLOBO	
	Design digital & printable files	GLOBO	
	Distribute collateral	GLOBO	
	→ Provision Equipment (if applicable)	GLOBO	
	Distribute equipment	GLOBO	
Test equipment	GLOBO		
	Deploy	GLOBO	Week 3
	→ Test Lines & Platform	GLOBO	
	Test lines and call flows	GLOBO	
	Test platform reporting	GLOBO	
	→ Train Team members	GLOBO/Customer	
	Train admins	GLOBO/Customer	
	Train users	GLOBO/Customer	
	Launch:	GLOBO	Week 4
	→ Go Live	GLOBO	



GLOBO's Risk Mitigation Plan

In the table below, we have identified some potential risks and issues that can occur for any language service provider along with GLOBO's mitigation strategies.

Risk	Mitigation Plan
Telephone Interpreting Technical Issues	GLOBO's platform infrastructure ensures stability by completing over 100,000 automated tests per day to detect and resolve anomalies.
Telephone Interpreting Outages	GLOBO's telephony infrastructure has multiple interconnections into the carrier network for each region, allowing for instant failover.
Long Connect Times for Telephone	GLOBO's platform maintains the ability to aggregate and route calls through multiple providers if unforeseen spikes in volume occur.
Long Connect Times for Telephone and VRI	GLOBO performs ongoing analysis of historical call and VRI data and seasonal trends to predict the likelihood and volatility of future call flows.
Inability to Fulfill a Rare Language On-Demand	If an especially rare language interpreter is not available via video or audio on demand, a call can be scheduled.
Insufficient Interpreter/Translator Pool	GLOBO's dedicated talent management team conducts continual recruitment and expansion of our network of qualified linguists.
Interpreters not Qualified	GLOBO's smart routing ensures on-demand interpreting requests (phone and VRI) are specifically routed to a network of thousands of industry specialized interpreters.
Translation Project Quality	During the scoping phase, our project managers assess any risks with the files, linguistic concerns, or project requirements and discuss with the requestor, if necessary.
Platform Technology Issues	GLOBO's network technology providers commit to 99.99% uptime. GLOBO HQ was designed to support mission critical, federal agency-grade implementations in a high-availability configuration from geographically distributed data centers. There is no single point of failure.



Risk	Mitigation Plan
Disasters/Disruptive Incidents	<p>We have a complete Business Continuity Disaster Recovery (BCDR) plan in place for GLOBO HQ and our telephony service that ensures continuity in the event of loss of power or facility. All of our databases are backed up daily and stored in multiple, geographically dispersed facilities across the contiguous 48 states. Additionally, GLOBO utilizes Amazon EC2's U.S.-based web service, which provides secure, scalable, cloud-based computing capacity.</p> <p>GLOBO maintains a redundant, clustered architecture that is designed to ensure reliable, high-availability service. For Document Translation, specifically, our Business Continuity and Disaster Recovery Plan ensures all GLOBO personnel have access to the resources they need to serve our customers.</p>
Pandemic Lockdowns	<p>In our highly scalable and decentralized model where more than 90% of our interpreters and translators work from home, GLOBO is not impacted by quarantine orders. Following Covid-19 restrictions, GLOBO's interpreters were easily able to transition without any reduction in security or service levels.</p>
Staff Turnover	<p>GLOBO has in place a backup staffing plan to ensure continuity.</p>



TAB 4

Qualification and Experience



By selecting GLOBO, Region 4 will leverage the proven scalability of a vendor who successfully delivers language support to millions of Americans. Our project team is headlined by Whitney Douglass and Daniel Crabtree whose knowledge and experience accumulated from serving Region 4 since 2018 will be an invaluable asset to ensuring the continued success of your language access needs. Region 4 will also benefit from the happiest, most qualified linguists in the industry, including Crabtree's network of local, BEI-certified ASL interpreters.

In addition to describing our qualifications and experience, GLOBO has provided five references from our more than 350 customers.

i. Provide a brief history of the Offeror, including year it was established and corporate office location. Include number of translators and/or interpreters.

GLOBO is a leading translation and interpreting technology and services provider that was founded by industry veteran Gene Schriver in 2010. Since its inception, GLOBO has successfully disrupted the language services industry with its value-driven model grounded in smart technology, actionable data insights, and a community of thousands of medically-qualified linguists.

Schrivers founding vision for GLOBO was to leverage technology to centralize the management of language services at the enterprise level, simplify the user experience, and deliver actionable data insights to better understand diverse populations. Driven by this vision, in 2012, GLOBO launched its comprehensive language management platform, GLOBO HQ, providing a centralized portal for accessing translation and interpretation services.

Crabtree was founded in 2012 by practicing interpreters, Daniel Crabtree and Rachel Brown who saw a need to better serve Deaf and hard of hearing students and clients in K-12 education. Through their commitment to this specialization, Crabtree quickly became the preferred provider of interpreting services in Texas. In 2018, Crabtree contracted with Region 4 to provide ASL interpreting and transcription services to its various member districts. Since that time, Crabtree leadership, interpreters, and support staff have enjoyed serving Region 4 through an approach that appreciates the nuances of the educational world.

In May 2021, Crabtree was acquired by GLOBO to form Crabtree GLOBO, LLC, a wholly owned subsidiary of GLOBO Language Solutions, LLC (GLOBO). Today, the combined strength of Crabtree and GLOBO together supports millions of Limited English Proficient Americans through more than 350 customers - including Region 4 - across a wide range of industries.

To accomplish the requested services, GLOBO will rely upon our network of more than 3,700+ interpreters and translators.

ii. Describe Offerer’s reputation in the marketplace.

GLOBO enjoys an excellent reputation in the marketplace. Our net promoter score is +32 and in the past seven months, we’ve closed deals with 60 new customers. Additionally, GLOBO is proud to have been recognized by our peers, industry experts, and business groups. Among our accomplishments:

Inc. 500 | 5000 List (2015-2021)

The Inc. 500|5000 is a list of the fastest-growing private companies in the nation. Started in 1982, this prestigious list of the nation's most successful private companies has become the hallmark of entrepreneurial success. 2021 marks the seventh consecutive year that GLOBO has been featured on the list.

2010
Gene Schriver founds GLOBO

2012
GLOBO HQ, the first centralized language management platform, is launched

2021
GLOBO acquires Crabtree Interpreting Services

#50
on the 2020 Slator Language Service Provider Index

#76
on the 2020 Nimdzi Interpreting Index

4.6/5
Glassdoor rating

#50 on 2020 Slator Language Service provider Index

The Slator 2020 Language Service Provider Index is a ranking and index of the world's largest language service providers, translation agencies, localization providers, interpreting services providers, and language technology companies. Slator 2020 Language Service Provider Index participants are listed in order of their revenues (in USD) for 2019.

2019 EY Entrepreneur of the Year Award

GLOBO's CEO Gene Schriver was the 2019 recipient of the Entrepreneur Of The Year® 2019 Award for Technology in the Greater Philadelphia region. Entrepreneur Of The Year®, founded by EY, is the world's most prestigious business awards program for entrepreneurs, chosen from an independent panel of judges including entrepreneurs and prominent leaders from business, finance, and the local community. The program makes a difference through the way it encourages entrepreneurial activity among those with potential and recognizes the contribution of people who inspire others with their vision, leadership and achievement.

#76 on the 2020 Nimdzi Interpreting Index

The Nimdzi Interpreting Index includes a ranking of the largest players in the language industry, an estimated size of the global interpreting market, and an overview of its current state.

Glassdoor Rating

GLOBO is well respected in the industry as a great place to work as evidenced by our Glassdoor rating. Our linguists love working with our technology and appreciate the regular support, feedback, and training that GLOBO provides. All of this combines to help make it easier to source and recruit the very best linguists to join our network.

iii. Describe Offerer's reputation of products and services in the marketplace.

GLOBO's positive brand sentiment is a reflection of our powerful technology, GLOBO HQ, and our line of services that are accessed through it.

In addition, GLOBO's excellent reputation amongst the linguist community is driven, in part, by our simple and easy-to-use platform, GLOBO HQ.

See testimonials (right).



"GLOBO met all of the critical timelines in regards to transition and all deliverables were accurate and on time. GLOBO also provided ad hoc reports to CMS quickly, which has greatly helped meet quick turnaround requests."

CMS Contractor Performance Report

- - -

"Managing language support with GLOBO HQ is like having a giant easy button on my desk."

Director of Patient Relations, 500-bed medical center

- - -

"GLOBO's speed and efficiency have directly reduced my costs and the access to critical data that I never had before is super easy through their platform. The insight that we now have into our non-English speaking customer segment is helping us improve our operational efficiency, and overall making this part of my life easier."

Sheri Schick, Strategic Services Manager, Bristol West Insurance Group

- - -

"Great infrastructure, management, and portal. Globo is a technologically savvy company with great clients and an awesome system put in place for interpreters to succeed."

Interpreter Review, Glassdoor

iv. Describe the experience and qualification of key employees.

Critical to the success of GLOBO is our seasoned project team. The individuals below will play a key role in supporting Region 4's language access programs. In addition, we have included Project Team Resumes an attachment to this tabbed section.



Gene Schriver, Founder and Chief Executive Officer

Gene is the founder and CEO of GLOBO; he guides our company's vision and ultimately oversees all business operations.

Gene has led two high-growth language companies in his 20+ years in the industry and has pioneered innovative technology in the delivery of on-demand omni-channel language support services. Gene frequently speaks around the globe, promoting the combination of technology and services to eliminate language barriers. He has been featured in Forbes, Inc., Common Sense Advisory, and Slator and recognized as the EY Entrepreneur of the Year in Philadelphia.



Daniel Crabtree, Chief Executive Officer, Crabtree GLOBO

Daniel is the CEO of GLOBO Crabtree and will serve as Region 4's executive sponsor. In this role, he will provide strategic, visionary guidance to ensure our solution continues to evolve with Region 4's ever-changing language needs. In addition, he will serve as a point of escalation, a sounding board for issues, and an extra layer of accountability.

Daniel's background includes nearly two decades of experience in interpreting and translating, with a special interest in American Sign Language (ASL) interpreting for medical, professional, and educational settings. After initially working as a sign language interpreter for many companies and freelance opportunities, Daniel started his own firm in 2010, Crabtree Interpreting Services, which was subsequently acquired by GLOBO in 2021.



Ed Regan, Director, Sales

Ed serves as GLOBO's Director of Sales. In this capacity, Ed works closely with Nathan and the entire account executive team to ensure a positive relationship with every customer is formed at the onset of the implementation process and continues for the length of our partnership.

Ed's background includes more than 25 years' experience transitioning large-scale contracts and creating scalable, customer-centric sales teams.



Whitney Douglass, Director, Business Development, Crabtree GLOBO

As GLOBO Crabtree's Director of Business Development, Whitney will be responsible for the overall relationship with Region 4, ensuring satisfaction and operational excellence. She will work closely with GLOBO and Region 4 during the implementation of new services and will continue to serve as your primary point contact for the life of the contract.

Whitney brings more than 11 years of experience in compliance and quality assurance as well as business development within the interpreting field. During this time, she has worked with numerous client accounts across multiple countries, with a key focus

on American Sign Language (ASL) medical interpreting. Whitney led the transition of Region 4's ASL interpreting program to Crabtree in 2018 and has continued to serve as your account manager, where she has led a number of service enhancements and developed a close rapport with key Region 4 stakeholders.

Whitney has and continues to serve as a speaker and panel participant for multiple organizations on topics such as language access, cultural awareness, quality initiatives and interpreting. Whitney is currently the President of Texas Society of Interpreters for the Deaf.



Nathan Strohkirch, Senior Account Executive

Nathan will ensure the successful implementation and delivery of new GLOBO service lines, such as Spoken Language Interpreting and Document Translation, thereby allowing Whitney to continue to focus on the overall relationship and Educational ASL interpreting operations. He will be your main contact during the onboarding process and will facilitate trainings, the distribution of educational materials, and other activities. At the conclusion of the onboarding process, he will begin to transition your account into our Customer Success program but will continue to remain as your point of contact for Spoken Language Interpreting and Document Translation services.

Nathan brings more than 15 years of experience in developing and maintaining business relationships, including the last seven years in the language services industry. During this time, Nathan worked with Fortune 500 and Global 1000 customers to develop custom language solutions.



Alec Kissell, Director, Customer Experience

Alec will be responsible for ensuring new service lines are fully implemented to Region 4's complete satisfaction. In this role, he will lead Region 4 through GLOBO's three-phase (Discover, Design, Deploy) implementation program, guiding the transition of telephone/video interpreting and document translation solutions. This program, described in the *Transitioning Service* attachment (see Tab 3 Supporting Materials, aims to design and develop a customized solution specific to Region 4's needs. Once transitioned, Alec will continue to be involved in ensuring the success of your program through the management of our Customer Solutions, Customer Service, and Customer Success teams.

Alec has been with GLOBO since 2015 and has led complex, enterprise implementations and service expansion initiatives for customers like [REDACTED].



Will Putney, Customer Solutions Specialist

In his role as a Customer Solutions Specialist, Will will work hand-in-hand with Alec to ensure all facets of the implementation are completed thoroughly and to your needs and expectations. He will facilitate hardware shipping, installation, service line setups, user account creation, and IT involvement to ensure a seamless implementation.

Will has been with GLOBO since 2016, and over that time has worked in multiple departments within the company. He has been instrumental in ensuring the successful implementation of many of GLOBO's largest and most complex customers. This has enabled him to gain a wealth of institutional knowledge and inter-company relationships to be better able to assist with all client needs.



Agustina Gomez Beret, Vice President, Finance

As Vice President of Finance, Agustina will be available to configure your ideal invoicing structure. Agustina has more than 10 years' experience creating repeatable processes that drive efficiencies and create financial success and has a proven track record of leading organizations toward seasons of high growth.

Prior to joining GLOBO in 2018, Agustina held several finance-level positions in the education and language services industry. Altogether, she has more than two decades of business experience.



Mark Rockford, Vice President, Linguistic Quality and Training

Mark leads a team to ensure GLOBO linguists are equipped to provide the best, most reliable, most consistent service. In this role, he coordinates trainings and provides communication to ensure linguists are prepared to deliver services to GLOBO's customers, including any custom scripting, glossaries, or other requirements Region 4 may have.

Mark brings more than a decade in translation and interpretation. After initially working as an English and Spanish teacher, he transitioned to the language service industry, eventually starting his own firm, CERTIFIED Translators and Interpreters, Inc., which was subsequently acquired by GLOBO in 2017.



Jonathan De Jong, Vice President, Engineering

As Vice President of Engineering at GLOBO, Jonathan is responsible for general technology and information security oversight of the company, as well as managing the engineering team at GLOBO. Jon will work with Region 4 to develop custom solutions and configure integrations.

Jonathan is an experienced technologist with over 20 years of experience designing, building, growing, and scaling technology solutions.



Elizabeth Robeck, Vice President, Operations

As Vice President of Operations, Elizabeth leads all operational departments, facilitates the development and execution of GLOBO's long-term operational strategy and oversees automation opportunities for the agent processes. Elizabeth works to ensure appropriate staffing and service delivery levels are achieved daily. Additionally, Elizabeth oversees the Recruiting, Quality Assurance, Engagement, and VRI Coordinating departments to ensure all teams are aligned with company and client goals. This includes forecasting supply and demand trends and to analyze and measure the performance of GLOBO's network of interpreters. Through these activities, Elizabeth works to ensure our resources are scaled to meet our customers' needs for on-demand interpreting.

Elizabeth is a seasoned executive delivery agent driving quantifiable, sustainable solutions with 17 years of Project and Product Management experience. Elizabeth has managed many disciplines of staff and excels at bridging communication while delivering against defined SLAs.



Meg Ruthenburg, Senior Director, Operations

In her role as Senior Director of Operations, Meg manages the scheduled telephone interpreting, video remote interpreting, spoken language on-site interpreting, and translation service lines. A key member of GLOBO's senior leadership team since 2018, Meg provides valuable strategic input and helps guide GLOBO's growth and development.

Meg has an extensive background in the language services industry with nearly 20 years of experience including eight years at CyraCom. A bilingual speaker, Meg is extremely passionate about language access and started out in the industry as a translator and on-site interpreter.

Francesca Mayr, Director, Marketing and Product

Francesca will serve as OMNIA Partner's GLOBO Marketing contact. As an IDEO- certified Leader for Creativity, Francesca brings experience managing complex, innovative Marketing initiatives for GPOs and Channel Engagements.

Francesca has been with GLOBO since 2016 and has championed customer collaboration and design thinking across multiple business areas. During this time, Francesca has developed an extensive knowledge of GLOBO's offerings and a strong understanding of the importance of language access. Leveraging this experience for the benefit of OMNIA Partners and your members, she will ensure your staff is well-equipped to maximize the effectiveness of our proposed offering.



Alexandra Dertinger, Interpreter Coordinator, Crabtree GLOBO

Alex works to ensure measurable success for our customers as one of Crabtree GLOBO's top scheduling coordinators. Alex's strength in coordination is evident in our 99.9% assignment fill rate for our educational clients. She is the primary point of contact for daily operations and liaises between our clients, our admin staff, and our interpreters. A certified ASL interpreter herself, Alex uses her industry experience to bring excellent service to our clients and consumers within the Deaf community.

Prior to joining GLOBO, Alex has spent more than five years in leadership roles within the interpreting industry. Specifically, Austin holds a concentration on American Sign Language (ASL) interpreting, client relations management, and interpreter training and assessment initiatives. She has had a passion for ASL interpreting dating back to his college years, where she entered the field.



Melissa Rodgers, Operations Manager, Crabtree GLOBO

Melissa Rodgers serves as Crabtree GLOBO's operations manager where she manages the administrative support staff, and oversees the daily operations of the business. Melissa provides direction and guidance to the scheduling coordinators, liaises with the accounting teams, and is often an escalation point for clients and interpreters alike. Melissa's reputation for professionalism precedes her and she is looked on as a mentor to many in the industry.

After initially working as network tech support and area manager for AT&T for 38 years, Melissa retired from that industry to pursue a career in the language services industry. Now, Melissa brings 17 years of experience with American Sign Language (ASL) interpreting, remote interpreting services management, and operations management specifically within the community and educational interpreting field.

v. Describe Offeror’s experience working with the government sector

By selecting GLOBO, Region 4 will leverage the proven scalability of a vendor who successfully delivers language support to millions of Americans through dozens of state and local government agencies such as school districts, public health providers, and other public and nonprofit entities. In total, GLOBO serves more than 350 customers, including many large, complex customers who provide essential critical services; examples include Region 4,

[REDACTED]

[REDACTED] In recent months, GLOBO has been awarded contracts by the City of [REDACTED] and [REDACTED] County, [REDACTED]. In fact, we have contracted with 70 new customers since the turn of the year.

Moreover, our CEO and founder, Gene Schriver, has extensive experience delivering end-to-end language services to government institutions including: U.S. Customs and Border Protection, Immigrations and Customs Enforcement (ICE), Executive Office for Immigration Review (EOIR), Citizenship and Immigration Services (CIS), Federal Emergency Management Agency (FEMA), and several state departments of health.

GLOBO’s proven expertise will help Region 4 and OMNIA Partners’ member agencies ensure equal access for students and faculty who require the support of interpreters, provide meaningful access to culturally and linguistically appropriate information for all parents and families, while reducing overall spend and ensuring compliance in an increasingly complex regulatory environment.

In addition to government agencies, GLOBO supports dozens of Fortune 500 companies that deliver core services to consumers, including health systems, health insurance companies, hospital management companies, managed care companies, financial services companies, banks, property and casualty insurance companies, third party claims administrators and law firms. Through this customer base GLOBO services more than one million HIPAA-compliant minutes 24/7 in over 250 languages every month.

vi. Elaborate on your company’s ability to customize solutions for remote interpretation in light of the post Covid-19.

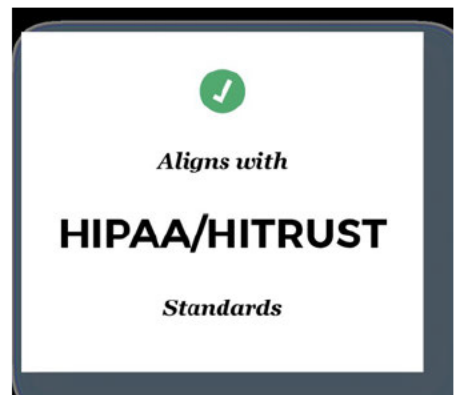
GLOBO utilizes a nationwide remote network of translators and interpreters, which allows us to scale and meet the growing demand for our services. Our decentralized model has many advantages over the traditional office-based model, including access to a more qualified and broader talent pool and being able to service on-site interpreting appointments nationwide. This approach proved especially effective following Covid-19 restrictions where more than 90% of our interpreters were already working from home, which allowed for a rapid transition throughout quarantine and no reduction in security or service levels. Below, we have shared a few examples of how we have helped our customers manage Covid-19 related restrictions and issues:

- [REDACTED]
[REDACTED]: As the medium for K-12 education shifted overnight in March of 2020 from face to face instruction to virtual instruction, Crabtree GLOBO staff and interpreters pivoted in quick turn to support a new world of virtual interpreting. The Crabtree GLOBO executives implemented policies and procedures for the integration of interpreter services into educational virtual learning platforms while interpreters set up professional home office space and learned best practices for managing virtual communication.

- [REDACTED] As the city transformed during the Covid-19 pandemic, GLOBO supported the city's daily Covid-19 briefings by providing simultaneous interpreting. GLOBO was also able to successfully support the transition to fully remote home visits and meetings that required interpreters via GLOBO's Multi-participant Video Remote Interpreting solution, which was rolled out in March 2020.
- [REDACTED] When the COVID-19 pandemic struck in early 2020, [REDACTED] began to outfit their health system with additional patient engagement carts to manage telehealth appointments. With equipment orders backlogged throughout the country, GLOBO was able to deliver 300+ carts to [REDACTED] to help manage their pandemic response. As the pandemic shifted how the patient population was supported, GLOBO partnered with [REDACTED] co-designing a custom workflow to add a video interpreter to a telehealth call using their telehealth provider.
- [REDACTED]: GLOBO helped [REDACTED] navigate Covid-19 restrictions, facilitating [REDACTED]'s usual 8+ daily on-site appointments via on-demand video and telephone, as well as the newly launched GLOBO Multi-Participant Scheduled Video platform.

vii. What certifications are held? Are you HITRUST certified?

GLOBO holds an ISO 9001-2015 certified Quality Management System; with this certification, HIPAA and HITRUST compliance is factored into every step of GLOBO's service offering, including data storage and transmission, training, monitoring, ongoing education, and system security. GLOBO staff is trained on the importance of data classification and handling through quality policies and HIPAA training programs. Our translators, interpreters and agents maintain the confidentiality of all interactions and protect the integrity of Personal Health Information (PHI) and Personally Identifiable Information (PII). In addition, ISO 9001 governs GLOBO's approach to risk management, data security, and new client onboarding and implementation.



Furthermore, GLOBO is currently pending ISO 27001 Information Security ISO certification. ISO 27001 is the international standard for information security and sets out the specifications for an information security management system (ISMS). The standard addresses how an organization manages its information security by addressing people, processes and technology. To be ISO 27001 certified is an indication that GLOBO's ISMS is aligned with information security best practices. The standard sets forth a framework to help a company establish, implement, operate, monitor, review, maintain, and continually improve an ISMS.

Adherence to this Standard means that GLOBO's ISMS implements best practices to protect the security of not only its own business information, but also that of its customers. It also means that GLOBO has addressed the assessment and treatment of risks. We anticipate completing the certification process by the end of Q3 2021.

viii. Do you employ or contract your translators and/or interpreter?

Services will be provided through a mixed model of GLOBO's employee interpreters and independent contractors that have all passed GLOBO's quality tests for language services, which have been described in the *Interpreter and Translation Quality Assurance* attachments at the end of this section.

ix. What is your procedure for evaluating qualified linguists? What type of quality standards do you hold? Describe training and certification in detail.

GLOBO maintains a formal qualification process for linguists that is based on the ISO 17100:2015-05-01 Translation Services standard coupled with a holistic, staged approach that includes a defined due diligence process and testing as required. We recognize industry standard certifications in our evaluation process. These include but are not limited to, international language organizations, higher education centers, industry specialization conferences, certification databases and language professional communities, and perhaps most importantly, our production and management team’s relationships that have been built through decades of experience with linguistic resources around the world.



All linguists must meet the minimum requirements set forth by the ISO 17100 Standard:

- Must have native-level proficiency in both English and all working languages
- Must have one or more of the following competencies:
- Former higher education in translation or interpreting (recognized degree)
- Equivalent qualification in any other subject plus a minimum of two years of documented experience in translating or interpreting
- At least five years of documented experience in translating or interpreting
- ASL interpreters must have five years of prior experience

Certified Linguists

Our linguists hold a number of certifications, including the Board for Evaluation of Interpreters (BEI) Certification, Office of Deaf and Hard of Hearing Services (DHHS) and other leading institutions, such as:

- American Translators Association (ATA)
- Certified Medical Interpreter (CMI), National Board of Certification for Medical Interpreters
- Certified Healthcare Interpreter (CHI), Certification Commission for Healthcare Interpreters (CCHI)
- National Association of Judiciary Interpreters and Translators (NAJIT) certification
- HIPAA Privacy Training & Certification
- The National Board of Certification for Medical Interpreters
- Judiciary Interpreters and Translators Certification Examination (JITCE) certification
- State and Federal interpreter certifications
- Translators and Interpreters Guild Certification
- National Interpreter Certification (NIC), Registry of Interpreters for the Deaf (RID)
- Certified Deaf Interpreter (CDI), Center for the Assessment of Sign Language Interpretation (CASLI)



Experienced Professional Interpreters Ensure Quality

While many competitors hire bilinguals and put them through a brief training period before taking your calls, all of GLOBO's interpreters have at least two years of professional experience or a formal higher education in language before being qualified by our Quality Department. Any GLOBO interpreter serving a customer call is not only an expert in all working languages, but also well versed in interpreting protocol, the specific terminology (e.g., healthcare or legal), and aware of the role of an interpreter.

Japanese -English Bilingual Remote Interpreter
These opportunities are...

TransPerfect Connect
Anytime

Apply on Indeed.com

7 days ago • Work from home • Full-time

TransPerfect Connect (TPC) is looking for bilinguals at all levels who are interested in being trained as a career interpreter. Candidates must be fluent in Japanese and English and aspire to be a fantastic advocate for our end clients, utilizing their new learned talents to deliver superior consecutive interpretations. So, whether you're helping a patient communicate with their doctor, or assisting a family get a loan with a bank, we want someone who is excited about using their language abilities to help others.

Outstanding TransPerfect Connect interpreters play an important role in our success as a company. They are the ones who allow us to bridge global communication for all, no matter the language barrier.

We provide all Japanese Interpreters with four weeks of remote training. The program is not only intended to teach various interpretation and listening skills, but to also expand our applicants knowledge of industry-specific terminologies. Applicants complete...

READ MORE -



Are you bilingual?

We want to meet you! Contact us to learn how to become an interpreter with CyraCom.



Left: CyraCom / Voiance, Language Line, and Transperfect ads targeting bilingual individuals without previous interpreting experience.

Once the candidate is approved to join our network, they undergo an extensive onboarding process to ensure compliance with GLOBO's high standards. As part of this process, linguists undergo a comprehensive evaluation comparable to the national tests in terms of both format and content (see right). In addition, linguists are trained on wide range of topics, including ethics, data sensitivity and HIPAA compliance, protocol, industry-specific terminology, and other critical areas.

Please see the *GLOBO's Recruiting and Hiring Process* attachment for more information.

x. What checks and balances do you hold to ensure translation accuracy?

GLOBO ensures translation accuracy through a number of means:

- We utilize only the most qualified interpreters and train them in accordance with ISO 17100:2015. By assigning all projects to only professionally trained translators, GLOBO is able to minimize errors and ensure jobs are completed accurately and on time. Please see above and *GLOBO's Recruiting and Hiring Process* attachment.
- GLOBO employs a rigorous three-step TEP translation process to further reduce errors and ensure accuracy. Please see below for more details.
- As a final step, GLOBO monitors translation projects through the methods described in greater detail below. As part of our QA process, GLOBO has established a Corrective Action Plan to ensure that errors are immediately corrected.

Please see GLOBO's *Translation Services Quality Assurance* attachment for more information.

GLOBO's Interpreting Scorecards

Section I: Protocol (100 pts total)

Evaluations are scored by awarding either full points or no points for each sub-section. Full points are awarded if the category is completed either all of the time or most of the time. No points are awarded if the category is completed some of the time, little of the time, or not at all.

Section	Evaluation Criteria	Scoring
Timely Interpretation	Does the interpreter start their rendition in less than 3 seconds after the client/invited English Proficient (IEP) individual finish their utterance?	10 pts
Introduction/Pre-session	Are the introduction and pre-session?	
First person	Is the interpreter interpreting exactly what the speaker said? e.g. "The patient said they need that..."	
Third person	Does the interpreter clearly identify if their own behavior? e.g. "This is the interpreter..."	
Enunciation/Volume	Does the interpreter speak clearly in an appropriate volume?	
Politeness	Does the interpreter provide excellent customer service?	
Professionalism	Does the interpreter address each party in a quiet workspace free of background noise?	

Language & Rendition (40 pts total)

The Grammar section is worth 20 points. Five points are deducted per occurrence. All other sections are worth five points. Full points are awarded if the category is completed either all of the time or most of the time. No points are awarded if the category is completed some of the time, little of the time, or not at all.

Section	Evaluation Criteria	Scoring
Grammar	Does the interpreter make a gross grammatical error?	20 pts
Tone/Register	Does the interpreter match the tone and register of the original utterance?	5 pts
Natural Language	Does the interpreter speak the language naturally with little to no interference from the other language?	5 pts
Delivery	Is the delivery smooth and easy to understand in its pace?	5 pts

Interpreting Skills (100 pts total)

In the Interpreting Skills section, points are deducted for any errors that could cause a difference in the patient/customer experience or outcome of the interaction or could cause the call to be more confusing or longer than it should be. Five points are deducted per occurrence. If there are more than four critical errors per sub-section, points continue to be deducted in five point increments, meaning an interpreter can receive a negative score on this section.

Section	Evaluation Criteria	Scoring
Additions	Is the interpreter adding things that were not in the original utterance?	20 pts
Omissions	Is the interpreter leaving things out that were in the original utterance?	20 pts
Misinterpretations	Is the interpreter changing the message?	20 pts
Repetitions	Is the interpreter repeating themselves unnecessarily in their rendition? (e.g. saying two sentences for the same concept or two phrases in their rendition for one phrase in the original utterance, etc.)	20 pts
Embellishments	Is the interpreter emphasizing or downplaying the any part of the message? (e.g. saying something "long" or other adjectives in their rendition in English that are not in the original utterance, the diminutive in Spanish (inappropriately), etc.)	20 pts

Role Boundaries

- Points are deducted for each occurrence:
 - Interpreter conducts side conversation
 - Interpreter summarizes rather than interprets
 - Interpreter asks probing questions
 - Interpreter gives advice/opinions/interacts themselves inappropriately
 - Interpreter shows personal reactor

xi. Where are your interpreters and/or call centers located? Include a listing of off-shore and/or US-Based locations.

As previously described, GLOBO utilizes a remote network of translators and interpreters, which allows us to scale and meet the growing demand for our services. Our decentralized model has many advantages over the traditional office-based model, including access to a more qualified and broader talent pool. This approach proved especially effective following Covid-19 restrictions where more than 90% of our interpreters were already working from home, which allowed for a rapid transition throughout quarantine and no reduction in security or service levels.

Professional Workspaces

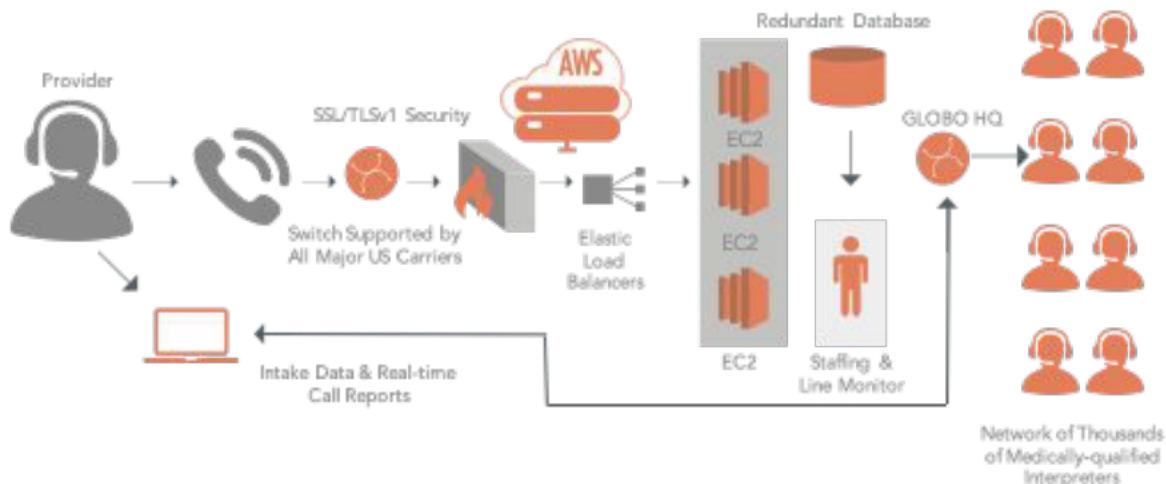
Ensuring the security of interpreter workspace environments is a crucial part of GLOBO’s technical approach to the training and certification process for interpreters and translators. All GLOBO linguists must be able and willing to meet the requirements outlined below, and must verify that they are compliant with the stated requirements. GLOBO uses multiple means of conducting unannounced audits, including software systems checks, unscheduled and randomized video remote monitoring, and site visits. Please refer to *GLOBO’s Secure Floor Policy* at the end of this tabbed section for additional details.

xii. Describe your continuity plan for unforeseen disasters.

GLOBO understands the complexity, scale and importance of successfully managing language support for the limited-English speaking students and families within Region 4.

GLOBO HQ was designed to support mission critical, federal agency-grade implementations in a high-availability configuration from geographically distributed data centers. There is no single point of failure. GLOBO’s network technology providers commit to 99.99% uptime.

We have a complete Business Continuity Disaster Recovery (BCDR) plan in place for GLOBO HQ and our telephony service that ensures continuity in the event of loss of power or facility. All of our databases are backed up daily and stored in multiple, geographically dispersed facilities across the contiguous 48 states. Additionally, GLOBO utilizes Amazon EC2’s U.S.-based web service, which provides secure, scalable, cloud-based computing capacity.



GLOBO maintains a redundant, clustered architecture that is designed to ensure reliable, high-availability service. We have configured “fallback” URLs on incoming phone numbers that ensure connectivity and serve as backups in the event of a significant error while executing a call. We also use multiple telephone carriers to ensure redundancy of service. As a final failsafe measure, GLOBO has formed strategic partnerships with backup service providers that can handle our full volume of calls in the event of an unexpected loss of service.

GLOBO has a number of monitoring, testing and routing capabilities to ensure continuity of service and maintain efficient connection times:

- GLOBO’s platform infrastructure ensures stability by completing over 100,000 automated tests per day to detect and resolve anomalies
- GLOBO’s telephony infrastructure has multiple interconnections into the carrier network for each region, allowing for instant failover
- GLOBO’s dedicated talent management team conducts continual recruitment and expansion of our network of qualified linguists
- GLOBO’s smart routing ensures calls are specifically routed a network of thousands of industry specialized interpreters
- GLOBO’s operations team employs automated visibility into call flow data to determine resource allocation
- GLOBO performs ongoing analysis of historical call data and seasonal trends to predict the likelihood and volatility of future call flows
- GLOBO’s platform maintains the ability to aggregate and route calls through multiple providers in the event of unforeseen spikes in volume
- GLOBO conducts daily proactive internal contingency planning meetings
- In the rare event that an interpreter is not available in the requested language, GLOBO’s telephony system will automatically connect the caller to a customer support agent who can assist the caller in connecting to an interpreter

Please see the attachment titled, *Secure and Reliable Language Services* for additional information.

xiii. Describe past litigation, bankruptcy, reorganization, state investigations of entity or current officers and directors.

There is no past or pending litigation or material claims or judgments against GLOBO within the past 10 years.

xiv. Is your company compliant with HIPAA requirements? How is data security monitored and protected? (Patient names, SSN, credit card info, etc.)

As part of our ISO 9001-2015 certified Quality Management System, HIPAA compliance is factored into every step of GLOBO’s service offering, including data storage and transmission, training, monitoring, ongoing education, and system security.

GLOBO staff is trained on the importance of data classification and handling through quality policies and HIPAA training programs. Our translators, interpreters and agents maintain the confidentiality of all interactions and protect the integrity of Personal Health Information (PHI) and Personally Identifiable Information (PII).

In addition, to protect data integrity and privacy for applicants and users,

- GLOBO operates under the principle of least privilege (POLP). User roles are set with minimal access required for job functionality.
- All regulated information (including PHI) must be encrypted at all times (in motion and at rest).
- Data is processed and housed in a secure environment that employs SSL and AES-256 encryption for data in transit and at rest, and two-factor authentication.
- Security audits and penetration tests are carried out monthly to identify potential application risks, particularly OWASP top 10 vulnerabilities.

Please refer to the *Secure and Reliable Language Services* attachment, located at the end of this tabbed section.

xv. Is your company compliant with Board for Evaluation for Interpreters (BEI) and/or Registry of Interpreters for the Deaf (RID) requirements? If so, please provide all certification levels. If not, what is your plan and timeframe to become BEI and/or RID certified?

Crabtree GLOBO was founded by Daniel Crabtree, a BEI-certified Master Sign Language Interpreter: we take this certification seriously. As such, we only place certified (BEI or RID) interpreters on all requests unless the client specifies an alternative requirement. When needed, advanced-level certifications such as the BEI Advanced and BEI Master are also available. In addition, all of Crabtree GLOBO's support staff are certified interpreters themselves with years of industry experience. Specialized skill sets including Deafblind Interpreting, Interveners, Trilingual Interpreters and Certified Deaf Interpreters are also available.

To demonstrate the kinds of credentials and experience that Region 4 can anticipate, we have included the *Resume of BEI-certified Master Nikki Boehme* in the Supporting Materials section of this tab.

xvi. Explain your privacy, confidentiality, and security practices including encryption, nondisclosure information and/or agreement documents(s), server locations, and breach protocols.

As described in our response to Item xiv, GLOBO staff is trained on the importance of data classification and handling through quality policies and HIPAA training programs. Our translators, interpreters and agents maintain the confidentiality of all interactions and protect the integrity of Personal Health Information (PHI) and Personally Identifiable Information (PII).

In addition, GLOBO's Information Technology Policy establishes policies for access control, acceptable use, data sensitivity, and employee responsibilities, and outlines best practices for using Information Technology systems.

- GLOBO conducts background checks on all personnel including linguists, technical professionals and operational staff.
- As part of the onboarding process, all linguists must sign-off on and adhere to interpreter ethics principles, including patient confidentiality and HIPAA-related privacy guidelines.
- GLOBO staff is trained on the importance of data classification and handling through quality policies and HIPAA training programs and tested annually.
- To protect data integrity and privacy for applicants and users, GLOBO operates under the principle of least privilege (POLP). User roles are set with minimal access required for job functionality.
- Physical locations are governed by GLOBO's Premise Security Policies including "clean desk" protocols, call center video surveillance and key fob monitoring and access controls.
- All GLOBO personnel must use protected applications and devices and must adhere to strict password complexity rules and expiration cycles.
- Users must not place GLOBO material (software, internal memos, etc.) on any publicly accessible Internet computer that supports anonymous file transfer protocol (FTP) or similar services.
- All agents and linguists must maintain the confidentiality of all interpretations/translations and protect the integrity of Personal Health Information (PHI) and Personally Identifiable Information (PII).
- GLOBO personnel are required to report Fraud, Waste, and Abuse or any misuse of data immediately.

xvii. Provide a minimum of 5 customer references relating to the products and services within this RFP. Include entity name, contact name and title, contact phone and email, city, state, years serviced, description of services and annual volume.

GLOBO has a proven track record of providing language access solutions to a wide range of clients. Among GLOBO's 350+ customers, the following are most directly applicable to this engagement. As we greatly value the time and privacy of our customers, we respectfully ask Region 4 to please facilitate all correspondence with our selected references in concert with GLOBO.

(Please see the following pages for references.)

Customer	[REDACTED]
Duration	August 2018 to Present
Contact	[REDACTED]
Services Provided	On-site and remote ASL interpreting, CART and Typewell transcription services
Scope of Work	<ul style="list-style-type: none"> • [REDACTED] provides high-quality instructional programming and equal access to educational opportunities for students who are deaf or hard of hearing • Since 2018 Crabtree Interpreting (now Crabtree GLOBO) provides ASL interpreter services as well as transcription services on ongoing schedules for students, faculty, and families who require interpretation services • Provides substitute and itinerant interpreting services when district employees require time away • 99.9% successful fill rate of more than 5,300 unique requests in 2020-2021 School Year • Contract recently renewed until 2023

Customer	[REDACTED]
Duration	December 2018 to Present
Contact	[REDACTED]
Services Provided	On-site and remote ASL interpreting, CART and Typewell transcription services
Scope of Work	<ul style="list-style-type: none"> • [REDACTED] is the largest school district in Texas • Since 2018 Crabtree Interpreting (now Crabtree GLOBO) provides ASL interpreter services as well as transcription services for ongoing and ad-hoc requests • Provides substitute and itinerant interpreting services when district employees require time away • 99.9% successful fill rate of more than 700 unique requests in 2020-2021 school year; including high volume of "emergency requests" placed less than 24 hours in advance • Successful management of year-over-year increase in volume of requests

Customer	[REDACTED]
Duration	August 2019 to Present
Contact	[REDACTED]
Services Provided	On-site and remote ASL interpreting
Scope of Work	<ul style="list-style-type: none"> • [REDACTED] supports Deaf and hard of hearing students in [REDACTED] • Since 2019 Crabtree Interpreting (now Crabtree GLOBO) provides ASL interpreter services on ongoing schedules for students, faculty, and families who require interpretation services • Provides substitute and itinerant interpreting services when district employees require time away • 99.9% successful fill rate of all requests since 2019 • Contract has been renewed annually with increase in requests year over year

Customer	[REDACTED]
Duration	August 2017 to Present
Contact	[REDACTED]
Services Provided	On-site and remote ASL interpreting, CART and Typewell transcription services
Scope of Work	<ul style="list-style-type: none"> • [REDACTED] is a leading public educational institution • Since 2017 Crabtree Interpreting (now Crabtree GLOBO) provides ASL interpreter services on-site in [REDACTED] and [REDACTED] along with remote services. In 2019 transcription services were added • Provides ongoing services for semester-long courses, and substitute services when University personnel are out • Place subject-matter expert interpreters in various upper-level course loads such as Animal Reproduction and Physiology, US Government, Math, Political Science, Etc • Able to confirm services for the entire semester with less than 48 hours notice until class start dates

Customer	[REDACTED]
Duration	July 2017 to Present
Contact	[REDACTED]
Services Provided	Telephone Interpreting, Video Remote Interpreting, On-site Interpreting, Translation and Localization
Scope of Work	<ul style="list-style-type: none"> Initially selected in 2017 as a primary language services provider for 35 agencies and departments. GLOBO is the [REDACTED] comprehensive language support partner, providing telephone interpreting, video remote interpreting, document translation, on-demand text translation and more. As the city transformed during the Covid-19 pandemic, GLOBO supported the city's daily Covid-19 briefings by providing simultaneous interpreting. GLOBO was also able to successfully support the transition to fully remote home visits and meetings that required interpreters via GLOBO's Multi-participant Video Remote Interpreting solution, which was rolled out in March 2020. Re-awarded a new contract in 2021 following a competitive bid process; in selecting GLOBO, the City cited our, "Superior prior experience of Applicant and staff" and "Superior skill and reputation, including timeliness and demonstrable results."

Additionally, GLOBO has performed interpreting and translation services for a wide range of schools, government agencies, and other public agencies, including:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

In total, GLOBO supports more than 65 education, government, and other public customers.

TAB 4

Supporting Materials



Project Team Resumes

Interpreter and Translation Quality Assurance

GLOBO's Recruiting and Hiring Process

GLOBO's Secure Floor Policy

Secure and Reliable Language Services

Resume of BEI-certified Master Nicky Boehme

Gene Schriver

Founder and CEO

Professional Experience

GLOBO

Founder and CEO

September 2009 - Present

- Provide overall leadership, vision, and direction
- Oversee all business operations and execute corporate strategy

Language Services Associates, Inc.

Executive VP and General Counsel

September 2000 - September 2009

- Led development and served as de facto CEO
- Developed and executed vision, corporate strategy and business plan
- Oversaw operations functions
- Direct responsibility for LSA's largest accounts, including AIG, Farmer's Insurance, GMAC, Nissan, Cirque du Soleil, Harrah's Hotel Group, AstraZeneca, Merck, Johnson & Johnson, McNeil Consumer Products, FEMA, U.S. Department of Justice, State of Texas, and the majority of agencies of the U.K. government

CelebSites, Inc. / Motion Picture Corporation Of America

Director of Business and Legal Affairs

March 1999 - September 2000

- Responsible for and concentrated on New Media legal matters, licensing, intellectual property rights, and e-commerce related issues
- Managed general corporate governance and transactions
- Involved with strategic planning, business development, fundraising and writing business and financial plans.
- Negotiated and executed deal memos and contracts for motion pictures

M.R.S. Associates, Inc.



General Counsel

September 1997 - December 1998

- Responsible for all major legal functions of the corporation, including contract drafting and review, employment, licensing and bonding, litigation management, insurance, compliance and creditor's rights
- Involved in strategic planning, including support in mergers & acquisitions and due diligence

Margolis Edelstein, LLP

Associate Attorney

May 1995 - November 1997

- Handled shareholder disputes, employment, misappropriation of trade secrets, intellectual property, officer and director liability, insurance coverage, creditor's rights, execution of judgments, foreclosures, and breach of warranties
- Concentrated primarily in litigation, but supported selected transactions
- Experienced in state and federal jury trials, arbitration and appellate practice

Villanova University School of Law

Law Clerk for Professor Henry H. Perritt

February 1994 - May 1995

- Conducted extensive research and drafting for several practitioners' legal texts, authored by Professor Henry H. Perritt, Jr. (current Dean of Chicago-Kent School of Law)
- Published materials include sample contracts, jury instructions, discovery forms and text in employment law, internet and healthcare policy

Education

- Villanova University School Of Law, JD
- Temple University, BS, Economics

Awards, Publications, and Presentations

- 2019 EY Entrepreneur of the Year in Philadelphia winner
- Featured Speaker, Globalization and Localization Association Conference: Anatomy of Translation for Social Media, Monaco Monte-Carlo
- Localization World Silicon Valley: Driving Global Growth: A Marketing Roundtable, Santa Clara, CA
- Featured Speaker, European Language Industry Association Conference: Translation in Social Media, Stockholm, Sweden
- Featured Speaker, Vendor Management Conference: Online is the new On-Site – Tracking Linguist Performance Remotely, Las Vegas, NV
- Inc.com – Growth In Translation – profiled and interviewed for story on language industry and executives



- Common Sense Advisory - Moving One Step Closer to On-Demand Interpreting Innovations – Featured profile in the leading industry trade publication
- European Language Industry Association: Telephone Interpreting and the Future of on Demand Communication, Istanbul, Turkey
- Featured Speaker, Think Latin America: On-Demand Language Services and the future of Technology for LSPs, Buzios, Brazil
- Featured Speaker, Globalization and Localization Association: On-Demand Language Solutions, Cancun, Mexico
- Localization Latin America: Supporting Software in Emerging Markets, Buenos Aires, Argentina
- Call Center Week: Contact Centers Go Global, Opening Remarks, Las Vegas, NV ξ Speaker, Title VI and Executive Order 13166: What Your Agency's Federal Obligations Are to Non-English Speakers, Albany, New York
- Moderator, Panel Discussion on Contact Center Issues, Call Center for Financial Institutions, Chicago, IL
- Panelist, Judicial Workshop II: Issues and Solutions in Dealing with the Immigrant Party in The Courtroom - Panel Discussion, Hispanic National Bar Association Annual Convention, Atlanta, GA
- Brad Pitt Sells Insurance in Ohio: The Realities of Cybersquatting, CelebSites client publication
- Effective Due Diligence in Mergers and Acquisitions, The Collections Industry Mergers And Acquisitions Institute
- Speaker and Faculty Member, The Collections Industry Mergers and Acquisitions Institute, Chicago, IL
- Contributor, Civil Rights in The Workplace, Employment Law Update, Law and the Information Superhighway, and Health Care Reform, authored by Henry H. Perritt, Jr. 1994-1996

Volunteer Experience

- Serves on Advisory Committee to the Pennypack Ecological Restoration Trust

Daniel Crabtree

CEO, GLOBO Crabtree

Professional Experience

GLOBO Crabtree (formerly Crabtree Interpreting)

CEO and Founder 2013 - Present

- Coordinated services, contract bidding, and special interpreting assignments including medical

Crabtree, Inc.

Sign Language Interpreter, Owner 2010 - 2013

- Coordinated scheduling, daily use of Quickbooks, and daily invoicing

Freelance Interpreter

Sign Language Interpreter 2002 - 2013

- Provided medical, professional and educational interpreting

Sorenson Video Relay

Sign Language Interpreter 2006 - 2009

- Provided video interpreting

Texas Tech University

Sign Language Interpreter 2005 - 2008

- Provided interpreting and transliterating in a post secondary educational classroom setting

Education

- Southwest Collegiate Institute for the Deaf, AAS, Sign Language Interpreting

Certifications

- Board of Evaluators of Interpreters (BEI) Master Sign Language Interpreter



Volunteer Work

- Professional interpreter at TSID state conference in 2010
- Statewide Conference for Educators of the Deaf (SWCED) interpreter in 2008, 2010, 2012

Ed Regan

Director, Sales

Professional Experience

GLOBO

Director of Sales

November 2019 - Present

- Leads GLOBO's sales and sales operations functions
- Assists account executives in identifying language technology solutions for prospective customers
- Provides an additional layer of support to customers, serving as an executive sponsor for select accounts

Excel Micro/ j2 Global Cloud Services

Senior Sales Director

October 2016 - November 2019

- Supervised 15 direct reports who were charged with strategically selling Cybersecurity SaaS solutions to Channel and Direct customers with an emphasis in business Email Security, Endpoint Security, Archiving and Encryption services
- Managed a base of \$27M in annual billing and drove upsell/cross-sell opportunities within this existing base
- Developed and maintained key relationships with customers and prospects

Broadview Networks

Senior Sales Director

December 2010 - October 2016

- Supervised a team of seven account executives and three account managers
- Grew large enterprise accounts
- Tracked sales activity metrics, and implemented and tracked sales KPIs

Zonare Medical Systems, Inc.

Senior Account Executive

March 2008 - December 2010

- Managed four indirect reports—two clinical application specialists and two junior sales representatives
- Sold healthcare IT software solutions to existing and expanding ultrasound facilities at the top Healthcare Systems within territory



Century Fiber, LLC

Founder/Owner/Operator

December 2005 - January 2008

- Built underground-construction and fiber installation start up
- Oversaw 23+ employees
- Grew company to annual gross revenues of \$800K+ per year and negotiated/secured all company contracts

Hill-Rom

Account Executive

September 2003 - December 2005

- Sold capital equipment and asset management solutions to hospitals, labs, nursing homes, etc.

Qwest Communications

Global Accounts Manager

September 2000 - September 2003

- Marketed and sold IT and telecommunications solutions to Fortune 100 accounts in the Philadelphia and South Jersey markets

Abbott Laboratories

Account Executive

February 1996 - September 2000

- Sold medical laboratory equipment and services for \$13B Fortune 100 healthcare company

Mediq PRN

Account Executive

January 1993 - February 1996

- Reported to senior vice president of sales as a key accounts manager and corporate sales director

Education

- Drexel University, Coursework in MBA, Marketing Finance
- Embry Riddle University, BS, Aeronautical Studies & Business Management



Whitney Douglass

Director, Business Development, GLOBO Crabtree

Professional Experience

GLOBO Crabtree (formerly Crabtree Interpreting)

Director, Business Development

March 2017 - Present

- Contributes to the mission and vision of the company through development and delivery of key growth strategies
- Manages new contract negotiation and contract kick-off
- Acts as account manager and point of contact on strategic key accounts (including Region 4 ESC)
- Reports to the CEO with P&L responsibilities and develops staffing plans to support growth forecasts
- Manages adjacent operational units such as accounting, human resources, and sales and marketing

MasterWord Services Inc.

Director, Language Access Solutions - Compliance and Quality Assurance

Jan 2015 - March 2017

- Reporting to the CEO, advanced the mission through developing the strategic vision and holds P&L responsibility for the Healthcare and Government, Energy, and Insurance and Finance verticals with over 20 million in revenue
- Performed change management leadership and project management for mission critical initiatives
- Worked with cross-functional teams to align resources and deliver solutions to the portfolio of key clients including more than 300 accounts across 50 countries
- Acted as the escalation point for key accounts
- Managed more than 30 direct employees and worked across business units to drive the adoption of new technologies, improve organizational efficiency, and ensure each division is mission-aligned

Manager, Compliance and Quality Assurance Divisions

Jan 2014 - Dec 2015

- With overall responsibility for company-wide compliance and quality programs, developed and implemented a cross functional quality management system compliant with the ISO 9001:2008 standard for Quality Management Systems
- Accountable for all internal and third party audits to the system



- Led company and teams through a culture of quality-first mentality, customer-focused processes, and record breaking quality metrics over a two-year period
- Successfully led MasterWord through program design, deployment and certification processes resulting in MasterWord awarded the first company certified in conformance to ISO 13611:2014 Guidelines for Community Interpreting standard
- Ensured ongoing relevance, suitability, and continual improvement of quality management systems

Training and Development Specialist

Nov 2013 - Dec 2014

- Internationally requested speaker and panelist facilitating discussions on topics such as the changing role of the healthcare interpreter, systems thinking, reducing disparities in healthcare for patients with limited-English proficiency, and Title VI compliance
- Developed and delivered more than 15 interpreter and translator training courses on language professional standards of practice, codes of ethics, skills based modules, and healthcare specific terminology

Education

- University of Northern Colorado, Graduate Coursework in Interpreting Systems: Leadership and Supervision
- Texas A&M University, BS, Psychology and Neuroscience

Volunteer Work

- President-Elect, Texas Society of Interpreters for the Deaf, 2017-Present
- Chairperson, Texas Legislative Advisory Committee on Qualifications for Healthcare Translators and Interpreters, 2014-2017
- Chair, Professional Development Texas Association of Healthcare Translators and Interpreters, 2014-2017

Nathan L. Strohkirch

Senior Account Executive

Professional Experience

GLOBO

Senior Account Executive

October 2020 - Present

- Collaborate and consult with prospects and customers to understand their foreign language needs and how GLOBO's solution can help
- Serve as primary point of contact for new customers throughout the onboarding process to ensure expectations are exceeded
- Conduct Zoom meeting demos of GLOBO HQ platform to executives and end users

Lingotek

Regional Sales Executive

March 2017 - October 2020

- Prospected and managed cloud-based translation service sales for medium to Fortune 500 / Global 1000 customers
- Managed a territory spanning 13 states & 3 Canadian provinces
- Conduct business reviews, Proof of Concepts, and manage RFP/RFI responses
- Specialized in online SaaS and application connectors for automation of translation services
- Oversaw inside sales representative

Transperfect

Director Business Development

December 2014 - March 2017

- Conducted global sales focused on interpreting and translation OPI services & SaaS.
- Managed prospect/customer evaluations, proof of concepts, and RFP/RFIs
- Specialized in Over-the-Phone Interpretation, On-Site Interpreting, Document Translation sales
- Managed 2 direct reports



Various Employers

Various Business Development Roles

October 2005 - October 2014

- Managed sales and customer relationships for several, industry-leading companies, including Optis, CareerBuilder, and Infusionsoft
- Developed marketing campaigns, increased operational efficiencies, and exceeded sales goals

Education

- Michigan State University, BA, Advertising

Alec N. Kissell

Director, Customer Experience

Professional Experience

GLOBO

Director, Customer Experience

January 2021 - Present

- Responsible for GLOBO's Customer Success, Customer Solutions, and Customer Service teams
- Develop customer growth and retention strategies
- Act as an internal customer advocate for product development and enhancement
- Support multiple complex health systems to develop successful language access programs

Customer Solutions Manager

September 2019 - December 2020

- Responsible for new client onboarding and implementation
- Designed custom solutions based on the client needs
- Developed and managed GLOBO's helpdesk software
- Managed customer feedback process and resolution

Sales Operations Manager

December 2016 - September 2019

- Responsible for measuring and tracking sales department KPIs
- Implemented and managed CRM (Hubspot)
- Provided Solutions Analyst support during the sales process

Business Analyst

May 2015 - December 2016

- Evaluated key business processes and determined areas of improvement
- Developed reports for review by senior management
- Provided reoccurring and ad hoc analysis to clients

Education

- Temple University, Fox School of Business, BBA, Economics



William Putney

Customer Solutions Specialist

Professional Experience

GLOBO

Customer Solutions Specialist

April 2019 - Present

- Serves as a primary point of contact for operational communications with existing clients
- Supports the sales team by taking a client-facing role in implementation and onboarding processes
- Executes omnichannel implementation programs to facilitate new client onboarding and expansion of services across existing clients
- Participation in cross-departmental communication for successful service delivery to meet client expectations
- Manage GLOBO Inventory Program including device set up, allocation, and ordering

Call Center Manager

October 2017 - April 2019

- Managed and supervised daily operations and personnel for our 24 hour, 7 days a week, 365 days a year call center
- Oversaw the weekly scheduling, payroll and quality assurance program for a 15 person team
- Supervised and managed GLOBO's relationships with three offshore call centers, with a workforce of approximately 50 interpreters in multiple Central American countries

Implementation Manager

December 2016 - October 2017

- Created go-live budgets, timelines, and plans for several of GLOBO's largest healthcare clients
- Sourced, provisioned, programmed, and installed various forms of equipment used for audio and video interpretation services
- Developed, organized, and arranged in-person and virtual client training
- Worked alongside the GLOBO design team to create and distribute training and support collateral materials



North American Machinery Sales

Assistant Vice President & Partner

April 2005 - October 2016

- Responsible for 90% of inside and outside sales and sales support (including 100% of new customer sales) and 60% of machinery purchased for inventory since 2005
- Successfully created new business relationships and maintained existing business relationships
- Implemented new, modern ways to market and advertise machinery that decreased the company's annual advertising budget by 40%
- Proficient in setting up and maintaining office technology and software
- Attended industry trade shows and conferences to maintain knowledge and network

Worship Recordings

Label Manager

March 2000 - April 2005

- Handled all aspects of day to day operations of an independent record label and music studio, including scheduling, A&R, accounting, marketing, and promotions
- Experienced in all the various processes in the manufacturing and distribution of records and compact discs
- Created effective and successful marketing and promotional campaigns for (13) 12" single releases and (2) full length mix-CD compilations

Education

- Temple University, BA, Psychology

Maria Agustina Gomez Beret

Vice President, Finance

Professional Experience

GLOBO

Vice President, Finance

January 2018 - Present

- Manage all financial planning and controls
- Design departmental budgets and oversee accounting integration within the organization
- Lead executive monthly finance reviews
- Determine accounting and financial management framework in order to monitor and enhance reporting performance
- Analyze and recommend operational and strategic direction based on modeling and forecasting
- Lead sales and operational teams to identify weaknesses and potential areas of improvements through efficiency studies

LearnQuest

Director of Finance

June 2017 - January 2018

- Responsible for all financial and HR matters including banking relations, cash management, vendor negotiations, accounting, client services, billing, compensation and benefits, and selection of health insurance plan
- Directed and developed financial and pricing models to improve profitability
- Analyzed and recommended operational and strategic direction based on modeling and forecasting
- Designed departmental budgets and oversaw accounting integration within the organization

Finance Manager

May 2015 - June 2017

- Managed full accounting cycle for 14 entities in North and South America, Europe and Asia, including multi- currency general ledger transactions and reconciliations
- Responsible for contributing accounting information and recommendations for strategic plans and reviews; implementing productivity, and quality and customer-service standards; resolving problems; completing audits; identifying trends; determining system improvements; implementing change



- Met accounting financial objectives by forecasting requirements; preparing annual budget; scheduling expenditures; analyzing variances; initiating corrective actions. Reduced monthly close cycle from eight months to one month
- Recruited, trained, coached and managed finance team employees; communicated job expectations; reviewed compensation; enforced policies and procedures

Language Service Associates

Accounting and Finance Manager

July 2011 - December 2014

- Prepared company financial statements and analyzed sales revenue, cost, expenses and tax liability
- Responsible for development and analysis of pricing models, contract profitability, product mix, divisional profitability, and identifying trends and developments in the company's competitive environment
- Worked with department heads to develop annual operating budget and analyze expenses. Compared department and company performance versus budget, including analysis of budget variances
- Supervised hiring, training, and coaching of three Accounting Representatives; led team of four Accounting Representatives and determined monthly and yearly department goals

Project Manager

November 2010 - July 2011

- Focused the development requirements of different business units on overall business objectives and tracked progress to ensure project milestones were completed on time, on budget, and with the desired results
- Identified processes and tools best suited for each project. Anticipated and managed change
- Supervised daily tasks of three developers and two IT support representatives

Assistant Budget Officer

March 2010 - November 2010

- Planned and managed the opening of an international call center located in Argentina
- Provided financial reports for annual forecast preparation. Prepared ad-hoc reports for Executive Team
- Reported key financial indicators to lending bank
- Engaged in several internal and external company audits
- Performed account reconciliations and general ledger journal entries

Proctor and Gamble

Account Executive

November 2009 - March 2010

- Developed and maintained working relationships with purchasing decision makers
- Prepared presentations and met with potential clients
- Negotiated pricing and contract terms, and closed sales
- Worked toward exceeding predetermined quotas

FLHO CONSULTING GROUP

Assistant Business Consultant

April 2008 - July 2009

- Participated in two small businesses Mergers & Acquisitions projects
- Assisted with due diligence and business valuation

United Airlines

Customer service and marketing roles

November 1999 - August 2007

Education

- New York University, Stern Graduate School of Business, MBA
- Universidad de Palermo (Argentina), BS, Business Administration

Mark Rockford

Vice President, Linguistic Quality

Professional Experience

GLOBO

Vice President, Linguistic Quality

March 2017 - Present

- Provides overall responsibility for ensuring linguistic quality across all of GLOBO's interpreters
- Designed and implemented wholistic quality program across 265 languages
- Created and led training and cultural programs

CERTIFIED Translators and Interpreters, Inc.

Founder and CEO

August 2012 - March 2017

- Created a company from the ground up (acquired by GLOBO)
- Recruited, trained and led team members, both employees and contractors
- Responsible for the development and implementation of innovative language technology
- Led sales and client services

Saint Matthews Independent Catholic Church

Assistant Director of Administration

June 2011 - August 2012

- Responsible for daily operation of entire Cathedral staff, budgets, and programs
- Created additional volunteer programs, as well as overhauled existing Food Bank assistance program

State of Texas Advisory Committee for Qualifications for Healthcare Interpreters and Translators

Chair of Existing Qualifications Sub-committee

December 2009 - May 2011

- Responsible for the development of standards and qualifications for healthcare translators and interpreters



- Tasked with recommending the necessary measures to the legislature for the implementation and enforcement of these standards
- Responsible for the creation of measurement / assessment tools for the recommended standards

MasterWord Services, Inc

Manager, Training and Assessments
Division

January 2008 - May 2011

- Built the department from the ground up – mission, vision, core values, processes, procedures, etc.
- Headed up the recruitment process for new vendors for an interpreting program involving several hundred languages with a need to place interpreters onsite in both domestic and international locations
- Actively improved the available ongoing training for existing vendors across various disciplines and in multiple languages
- Created, taught, and led new training, including seminars and professional development opportunities for Interpreters and Translators

Houston Interpreters and Translators Association (HITA)

Director of Professional Development

January 2009 - September 2010

- Actively improved the available ongoing training for existing vendors across various disciplines and in multiple languages
- Scheduled new training, including seminars and professional development opportunities for Interpreters and Translators

Cbeyond

Sales Executive

May 2007 - January 2008

- Sourced and developed relationships with potential clients
- Responsible for the sole management of sales territory

Klein Forest High School

Spanish Teacher and Assistant
Wrestling Coach

August 2006 - May 2007

- Managed classroom discipline and learning environment
- Taught upper and lower level Spanish courses to high school students of varying ages and abilities
- Created an atmosphere of teamwork and academic excellence



- Fostered competitiveness, discipline, responsibility, and work ethic through coaching

Instituto Bilingüe Rebsamen (Mexico)

Middle School Coordinator - English
Department Chair

September 2003 - July 2006

- Responsible for the creation of new programs and curriculum development
- Overhauled technology infrastructure
- Hired, supervised and trained new teachers
- Interviewed and conducted entrance examinations for prospective students
- Taught English grammar, spelling, physical science, pre-algebra, and other subjects

Education

- Benedictine College, BA, Secondary Education & Spanish with Minors in Economics, English Literature, and Philosophy

Jonathan De Jong

Vice President of Engineering

Professional Experience

GLOBO

Vice President of Engineering

January 2017 - Present

- Responsible for product ownership and development of many internal products including multiple web applications, telephony integration, Android and iOS applications
- Manage engineering team
- Responsible for general technology and information security oversight of company

Sparknet Technologies

President and CEO

March 2006 - January 2017

- Managed software development process
- Designed and documented application specifications
- Provided infrastructure design for software applications
- Designed and implemented IT infrastructure implementations
- Manage team of engineers, project manager, and support staff

Facecrunch

Co-founder/CTO

February 2014 - December 2016

- Architected advertising spend optimization platform
- Researched and prototyped facial recognition model and training data per industry

Unisys Corporation

Software Engineer

April 2001 - March 2006

- Prototyped and designed management software product
- Developed and supported management software product
- Supported and maintained lab systems owned by our group
- Managed development and release of products



JD Computers

Owner

January 1999 - March 2006

- Provided support for network and phone equipment
- Provided Windows server and desktop support and upgrade
- Provided application setup and support
- Designed and developed applications in various language
- Designed and developed SQL schemas

Education

- Drexel University/College, BS, Computer Science

Elizabeth Robeck

Vice President, Operations

Professional Experience

GLOBO

Vice President, Operations

April 2021 - Present

- Lead all operational departments
- Facilitate the development and execution of GLOBO's long-term operational strategy
- Oversee automation opportunities for the call center
- Manage all aspects of GLOBO's on-demand operations for its TI and VRI services
- Forecast supply and demand trends to develop team and company KPIs using both historical and projected data

Go4Gold Skating Academy

Operations Director

January 2019 - Present

- Facilitate the launch of a startup company to train athletes to premier National-level competitors
- Head all new product and program ideation, market assessment, and launch
- Analyze existing programs and policies for financial viability
- Establish and analyze company key performance metrics to identify process improvements and maintain excellence throughout the organization
- Establish vision, mission, and values
- Define internal operating procedures
- Create HR function and train the corporate leadership team on company culture
- Define annual budget and P&L
- Prepare and execute staff employment contracts and oversee payroll
- Negotiate multi-year contracts, track all expenses, and manage partner relationships

UnitedHealth Group

Senior Program Director

May 2012 - March 2021

- Drove culture technology organization transformation
- Directed programs to revolutionize business and technology processes using Agile methods across call center and desktop services operations
- Managed global staff of 400 in three departments



- P&L oversight of \$45M budget

Director

March 2006 - April 2012

- Oversaw technology infrastructure centralization, with capital infrastructure budget of \$100M and a matrix team of 35 plus 12 direct reports

Project Manager

March 2000 - March 2006

- Coordinated infrastructure implementation for multiple projects, with project budgets up to \$2.2M and cross-functional teams up to 45

Various Firms

IT Roles

June 1992 - February 2000

- Roles include Web Developer and IT Project Manager

Education

- Illinois State University, BS, Computer Science with a minor in Mathematics
- Stanford University, Business Executive Education Program
- University of Minnesota, UnitedHealth Group Executive Development Program
- University of Minnesota, UnitedHealth Group Data Science Executive Program
- UnitedHealth Group, Executive Development Program

Certifications

- Certified Trust Edge Facilitator

Volunteer Work

- US Figure Skating (national figure skating governing body)
- President of Go4Gold Shakopee Skating Academy
- Frequent presenter at UnitedHealth executive and management programs

Meg Ruthenburg

Senior Director, Operations

Professional Experience

GLOBO

Senior Director, Operations

April 2018 - Present

- Manages scheduled video interpreting, onsite interpreting, and translation service lines
- Oversees quality assurance policy and ensured adherence to service level agreements
- Forms an active part of GLOBO's leadership team, making decisions about the growth and development of the company and service offerings

CyraCom

Director of Translation and Localization

May 2012 - November 2017

- Recruited and mentored a streamlined localization team capable of handling an 180% increase in the number of projects completed
- Restructured the organization to add several new job roles that created a more efficient division of labor, increased productivity, and provided paths for advancement that helped retain talented employees
- Crafted a project management scorecard to track productivity and created better accountability of Project Managers
- Negotiated lower rates from primary vendors which led to more competitive customer pricing

Senior Project Manager

January 2010 - May 2012

- Managed 31% of the department's total revenue in 2011 by self-learning PM software to more efficiently manage large multi-phase eLearning projects
- Chaired sales meetings, new customer implementations, and trainings
- Assigned to mentor other PMs to give them the tools and training to move them from small transactional work to handling larger, more complex projects

Language Learning Enterprises

Translation Project Manager

September 2007 - December 2009

- Managed \$1 million in revenue as part of a two-person team until the firm was acquired by CyraCom



Self-Employed

Translation Consultant

January 2002 - January 2010

- Used medical knowledge and Spanish-language skills to translate a broad range of medical and healthcare-related material as well as acted as a interpreter for limited English speaking patients
- Clients included Children's National Medical Center, University of Michigan Health System, the VA's National Center for Health Promotion and Disease Prevention (NCP), USDA Office of Civil Rights, and The Timberland Group

Woodrow Wilson Center For International Scholars

Program Associate

January 2002 - December 2005

- Developed and administered research projects on economic development and democracy in Latin America, including procuring and managing grants
- Authored and edited conference reports, newsletters, and other in-house publications
- Mentored student interns and junior colleagues leading many to pursue successful careers in government and the non-profit sector

Education

- University of Michigan, MA, Anthropology
- Macalester College, BA, Spanish and Anthropology

Volunteer Work

- Court Appointed Special Advocate for Children (CASA), use Spanish language skills to advocate for the best interests of Spanish-speaking children in the foster care system
- DONA International-trained birth doula, use Spanish language skills and medical knowledge to support low-income Spanish-speaking clients through childbirth and postpartum care

Francesca Mayr

Director, Marketing & Product

Professional Experience

GLOBO

Director, Marketing & Product

April 2021 - Present

- Manages Voice of the Customer Program, generating actionable insights to improve GLOBO's offering, product, and service
- Manages Customer Engagement and Education Programs
- Establishes product goals, success metrics, KPIs, and critical metrics to monitor product performance
- Accountable for Design, Documentation, Prioritization, and Communication of product features

Director, Marketing & Engagement

September 2019 - April 2021

- Responsible for GLOBO's marketing vision and strategy
- Determined ideal target markets, buying personas in these markets, value proposition, communications at different levels of the demand funnel, optimal channels, and delivered quality leads to our sales team
- Led initiative to establish baseline Net Promoter Score, collaborating with Customer Success to establish process for consistent measurement. Increased customer reply rate by 30% and increased Net Promoter Score by 25% from 2019 to 2020

Design Director

March 2018 - October 2018

- Led GLOBO's Design Center of Excellence, facilitating the creation of digital experiences for prospects, clients, and internal users from concept through execution

Art Director

December 2016 - March 2018

- Established and maintained Brand Identity Standards and Asset Library. Worked with Executive stakeholders to execute on high-value educational and promotional campaigns

Designer

February 2016 - December 2016

- Created compelling, empathetic visual experiences, partnering with diverse stakeholders throughout the organization



Education

- Arcadia University, College of Global Studies, BA, Global Media, Visual Journalism and Design, Summa Cum Laude

Certifications

- IDEO U Leading for Creativity Certified
- Certified Product Owner, Scrum Alliance
- General Assembly User Experience Design Certified

Melissa Rodgers

Operations Manager, GLOBO Crabtree

Professional Experience

GLOBO Crabtree (formerly Crabtree Interpreting)

Operations Manager

2018 - Present

- Manage personnel and HR matters
- Coordinate professional development events with presenters to qualify for Continuing Education Units (CEUs)
- Support Business Development Manager and Agency President to grow and strengthen the company's presence in the language industry
- Provide ASL interpreting services in K-12, post-secondary, and community settings
- Provide captioning services via TypeWell platform in various settings

MasterWord Services

Assistant Manager -- Remote Interpreting Services

2015 - 2016

- Scheduled and managed contracted interpreters providing over-the-phone and video remote interpreting
- Managed administrative team responsible for recruiting contract interpreters
- Created productivity and expense reports
- Provided customer service and client management

Lone Star College

Sign Language Interpreter

2012 - Present

- Interpret in college classes, including a range of subjects in both academic and technical fields
- Team with other interpreters to provide services and facilitate effective communications

Contract Interpreter

Sign Language Interpreter -- Community and Educational

2004 - Present

- Complete assignments in K-12, post-secondary, medical, community, and religious settings
- Maintain current skills through ongoing professional development activities



- Continue skills development through attendance at professional training and instructional events
- Presented at professional organization conferences

AT&T (formerly SBC / SWBT)

1975 - 2013 (retired)

Sr. Tech Support -- Network

2006 - 2013

- Support Network Reliability Centers (NRC) on network monitoring applications -- Network Monitoring and Analysis (NMA) and SMARTS (U-verse monitoring)
- Served as chair of the Transport Automation project to reduce manual "touch points" and work content in the monitoring centers, conducted team meetings, documented discussion, tracked progress, removed roadblocks, and filed periodic reports to the management team on milestones and accomplishments
- Managed conversion projects to integrate non-standard or legacy systems to current, national standards following Bell South and (legacy) AT&T acquisitions by SBC
- Wrote job aids and training documents to assist new users

Area Manager -- Quality / M&P / Process

2004 - 2006

- Served as a member of the Data Services staff
- Led multiple organizations to adopt standard processes and policies post-merge
- Participated in technical design and support to ensure service objectives were met

Area Manager -- Network Maintenance

1998 - 2004

- Managed 15 first-level managers and 85 unionized technicians working in Houston, Dallas, Oklahoma City, and Kansas City
- Developed technicians to move into senior support and management roles
- Screened and developed managers in the organization to provide a pipeline of talent for succession planning in Network Operations

Education

- University of Houston, BBA, Economics and Management Information Science

Certifications

- Level I Certification for ASL Interpreting -- Texas Department of Assistive and Rehabilitative Services, Board for Evaluation of Interpreters (BEI), 2000
- Basic Certification for ASL Interpreting -- Texas Department of Assistive and Rehabilitative Services, Board for Evaluation of Interpreters (BEI), 2010
- Qualified Captionist via TypeWell



Volunteer Work

- Member of the Greater Houston Interpreters for the Deaf
- Member of the Texas Society of Interpreters for the Deaf
- Member of the Association of Transcribers and Speech-to-Text Transcribers
- Volunteer Deputy Voter Registrar, Harris County
- Current Elected Precinct Chair, PCT 558, Harris County Democratic Party
- Member of the University of Houston Alumni Association

Alexandra Dertinger

Interpreter Coordinator, GLOBO Crabtree

Professional Experience

GLOBO Crabtree (formerly Crabtree Interpreting)

Interpreter Coordinator

Jan 2021 - Present

- Schedule Houston and surrounding areas
- Manage, schedule, and strategized thousands of billable interpreting hours weekly
- Communicating with clients and interpreters, set up contracts, manage timesheets, and manage logistics for events

Sorenson

Interpreter Coordinator

Jan 2020 - Jan 2021

- Scheduled Southern and Eastern Region
- Managed, scheduled, and strategized thousands of billable interpreting hours weekly
- Communicating with clients and interpreters, set up contracts, managed timesheets, and managed logistics for events

Community Axxess Ability Group

Interpreter Coordinator

Dec 2017 - Jan 2020

- Scheduled Houston and surrounding areas
- Managed, scheduled, and strategized thousands of billable interpreting hours weekly
- Communicating with clients and interpreters, set up contracts, managed timesheets, and managed logistics for events

Healios Oncology Nutrition & Labrada Nutrition

Marketing/Event Programs Coordinator, Sales Manager
and Operations Director

May 2013 - Present

- As event show manager, coordinate and strategize attendance around the US
- Implement, manage, and design all operations activities for Healios Oncology Nutrition
- Manage outside sales, customer service, and internet marketing
- Work closely with world renowned physicians to get the product to the market



Education

- Ashford University, BA, Organizational Management with a Specialization in American Sign Language

Volunteer Work

- Served as a Big Sister for a child within the Big Brothers Big Sisters organization in Houston, Texas from 2013 to 2019
- Member of the Board of Directors for Healios Product

Interpreter Quality Assurance Process



Ensuring the Highest-Quality
Interpreting Services

Training

GLOBO's training for interpreters begins in the onboarding phase of the recruitment process. Linguists are trained on company process, technology, and policies & procedures including, but not limited to, secure workspace, linguist ethics, code of conduct, privacy, glossary management, state and federal laws and overall best-practices.

HIPAA compliance is factored into every step of GLOBO's service offering, including data storage and transmission, training, monitoring, ongoing education, and system security. Our interpreters maintain the confidentiality of all interpretations and protect the integrity of Personal Health Information (PHI) and Personally Identifiable Information (PII).

All coaching is conducted through the use of Manuals, which are documented within our ISO 9001:2015 certified Quality Management System. Results are tracked and reported internally. Effectiveness is determined via training module results, scheduled and unscheduled audits, client feedback, team lead feedback, and summary reports from the Quality Assurance Manager.

Certifications

GLOBO champions certification processes, with an emphasis on nationally recognized and accredited bodies, and ongoing development for all of our linguists. We place priority on interpreters active in ongoing education opportunities, and who constantly refresh and improve their skillset.

GLOBO's telephone interpreters hold a number of certifications from nationally recognized bodies, including:

- Legal Interpreting (License at State Level, Federal Certification at National Level)
- Certified Healthcare Interpreter (CHI), Certification Commission for Healthcare Interpreters (CCHI)
- Certified Medical Interpreter (CMI), National Board of Certification for Medical Interpreters

Ongoing Training

GLOBO is committed to providing the highest quality language services to our clients. To ensure the quality and accuracy of all interpretations, we provide our interpreters with ongoing training, including regular updates on all state and federal regulations, interpreter ethics, code of conduct and privacy requirements.

In addition to providing ongoing training, GLOBO encourages continuing education of its interpreters. We give our interpreters a variety of accessible opportunities to hone their skills and reach their full potential. Their continuing education opportunities include workshops on terminology and content in subjects related to specialized interpreting, such as:

- Client-specific content and glossaries
- Slang and regionalisms
- English enhancement
- Accent reduction
- Voice preservation and protection
- Advanced interpreting skills
- Simultaneous interpreting techniques
- Consecutive note taking techniques

Technical Assistance

GLOBO provides interpreters with ongoing technical assistance and support resources to help them deliver the highest quality interpreting services, including:

- 24/7 technical support through dedicated support phone number and email address
- Interpreter dashboard displaying relevant information for supporting calls
- Industry and client-specific glossaries
- Text and email alerts

Compliance Training

GLOBO provides regular training on federal and state regulations, along with the following requirements and national best practices:

- Centers for Medicare & Medicaid Services (CMS)
- Joint Commission Cultural Competence Accreditation Standards
- The Civil Rights Act of 1964
- The Americans with Disabilities Act of 1990
- The Rehabilitation Act of 1973
- Health Insurance Portability and Accountability Act (HIPAA)
- Agency for Healthcare Research & Quality (AHRQ)
- National Quality Forum Standards
- Executive Order (EO) 13166, Improving Access to Services for Persons with Limited English Proficiency
- HHS Standards for Culturally and Linguistically Appropriate Services (CLAS)
- National Committee for Quality Assurance (NCQA)
- Patient Protection and Affordable Care Act (the Affordable Care Act); Section 1001; Section 1331; Section 1557
- Public Health Service Act: Section 2715; Section 2719
- Consumer Assistance Accessibility - DHHS
- Regulation 45 CFR § 155.205(C)

Mentoring & Quality Assurance

GLOBO's approach to quality assurance ensures that all interactions are performed according to our best practice customer service standards.

GLOBO monitors quality assurance through three channels: client feedback, interpreter/team feedback, and live call monitoring as well as employing a ticket tracking and management system. Its efficacy is enhanced with a detailed QMS component for rapid attention, escalation where required, and resolution.

GLOBO live-monitors a statistically significant portion of all calls and employs robust auditing and scoring mechanisms to identify and correct any possible sources of challenges to optimal quality, as well as a full suite of call and technical anomaly detection systems.

Telephone Interpreting calls are live monitored by QA Team Leads and Monitors who shall adhere to one or more of the following procedure while monitoring calls:

- Internal review and scoring of live Telephone Interpreting calls
- Internal review and score recorded calls (where applicable)
- Client feedback and evaluation

Monitoring and evaluation is a mix of qualitative and quantitative components collected through various channels including but not limited to live monitoring, past performance reviews and internal and external feedback.



Translation Services Quality Assurance



Ensuring the Highest-Quality Translation Services

GLOBO's audited and certified ISO Quality Management System (QMS) ensures optimal performance from employees, contractors, linguists, software engineers, quality assurance personnel, and technical infrastructure.

Talent Management Policy

GLOBO's Talent Management Policy is aimed at achieving the highest level of service for our clients.

Translator Qualifications: GLOBO maintains a formal qualification process based on the ISO17100 standard, which ensures language fluency and competency with specialized terminology. All translators must have native level fluency in English and the target language, and have one or more of the following competencies:

- Former higher education in language-service-focused field (recognized degree)
- Equivalent qualification in any other subject, plus a minimum of two years of documented translation experience
- At least five years of documented translation experience

Translator Certifications: GLOBO recognizes industry standard certifications in our evaluation process; translators and proofreaders hold a number of certifications from a variety of leading institutions and professional translation organizations, such as the American Association of Translators.

Fluency & Competency Testing: To verify language fluency and competency with specialized terminology, GLOBO's Talent Management team conducts a thorough evaluation of linguists' qualifications, credentials, prior work history, project reviews, and internal quality controls. GLOBO also conducts translation tests, formal and informal interviews, and reference checks where appropriate.

GLOBO Ensures Quality Translations

GLOBO's audited and certified ISO translation process ensures the highest-quality translations. GLOBO employs a multi-step approach to translation including project management; translation, editing, proofreading (TEP); quality assurance; desktop publishing; and other added value services. Each step of the TEP process is completed by a different linguist to ensure the integrity and contextual relevancy of the original text is maintained, and the translation is completed faithfully and accurately.

- GLOBO Project Managers (PM) evaluate each project to determine the complexity and integrity of the source content
- GLOBO assigns translators on a per-project basis based on language combination, industry specialty, and tools and services required
- GLOBO uses translation memory to increase the timeliness, quality, and consistency of projects
- The translator transfers the meaning of the source language into the target language, paying close attention to terminology, grammar, lexis, style, locale, formatting, and purpose of the translation
- The initial translation is reviewed and edited by a second translator to ensure that the relevancy, terminology, grammar, and style are consistent, and the source material's integrity is maintained
- The edited text is proofed by a third translator, who reviews the totality of the translation for the target audience and purpose
- The PM conducts a post-language quality review to ensure project specifications are met prior to delivery
- HIPAA compliance is factored into every step of GLOBO's service offering; translators maintain confidentiality of all translations, and protect the integrity of PHI and PII

Onboarding & Training Policy

During the onboarding process, all linguists are trained on company technology, processes, and policies and procedures, including, linguist ethics, code of conduct, privacy, glossary management, state and federal laws, and overall best-practices. Training manuals are documented within our Quality Management System and results of training are tracked and reported internally.

Ongoing Quality Monitoring Policy

GLOBO has an independent Quality Department who is responsible for delivering an objective analysis of linguists' ability to meet or exceed quality metrics.

Monitoring Methods: To ensure the highest level of service quality and customer satisfaction, our QA team continually monitors and analyzes all linguists by utilizing:

- Client feedback and evaluation
- Language team monitoring, feedback, and evaluation
- Trusted Vendor feedback and evaluation

Qualitative Review Components: Translation monitoring considers one or more of the following factors:

- Communication
- Timeliness
- Accuracy
- Ability to follow instructions
- Client Feedback and evaluation

Reporting & Escalation: GLOBO employs a ticket tracking and management system, and its efficacy is enhanced through a detailed QMS process of rapid attention, escalation and resolution. Any instance of deviation from policy or best-practice results in targeted training and monitoring. Summary reports are reviewed monthly.

Quality Response Policy

GLOBO ensures that we are meeting client expectations through real-time service level data and a proven five-step Quality Response process, which is built on transparency and accountability:

Inquiry: Receipt of inquiry is confirmed within two hours. Following receipt, a full-scale Quality Control Investigation is launched.

Investigation: The inquiry and any supporting material are logged and saved in the QA Feedback Database.

Review: GLOBO conducts a comprehensive review of the inquiry and completes an Inquiry Response Report. In instances where discrepancies arise, a professional third-party review is conducted.

Determination: GLOBO evaluates the review and determines the best course of action for resolution. Typically, the immediate correction (re-delivering the file with the correct and re-reviewed content) takes place first and the long term corrective action is outlined.

Confirmation: GLOBO reviews action for resolution with the client to ensure satisfaction.

Technology

GLOBO's unified language management platform, GLOBO HQ, gives users the ability to order, manage, and track translation projects in one place:

- GLOBO's electronic quote delivery system provides an efficient method for reviewing and approving cost estimates
- GLOBO HQ delivers critical KPIs in real time so customers can ensure the optimal utilization of language services and hold GLOBO accountable for service level performance
- GLOBO HQ increases visibility into project statuses and translation service levels
- The platform is designed to protect the confidentiality and privacy of information submitted
- GLOBO ensures consistency across iterations of a document by leveraging translation memory and simplifying version control through intelligent use of file architecture



GLOBO's Recruiting and Hiring Process

Recruitment Process

GLOBO's Talent Team vets and recruits qualified professional linguists by tapping a wide range of industry related recruiting resources, including but not limited to:

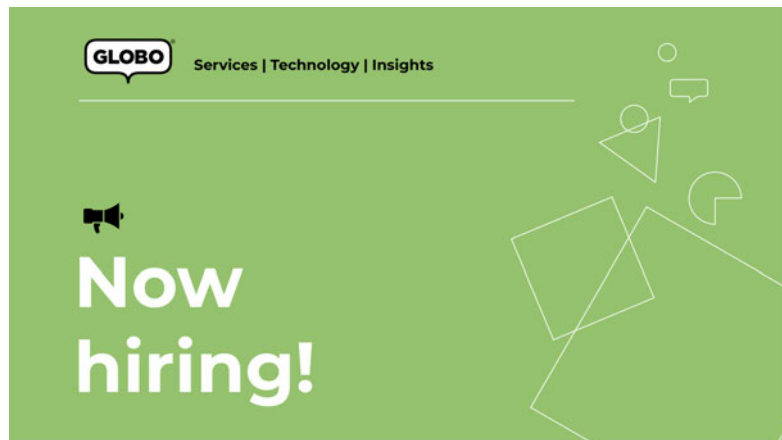
- International language organizations
- Higher education centers
- Industry specialization conferences
- Certification databases
- Language professional communities

Minimum Qualifications

GLOBO maintains a formal qualification process for linguists that is based on the ISO 17100:2015-05-01 Translation Services standard coupled with a holistic, staged approach that includes a defined due diligence process and testing as required. We recognize industry standard certifications in our evaluation

process. These include but are not limited to, international language organizations, higher education centers, industry specialization conferences, certification databases and language professional communities, and perhaps most importantly, our production and management team's relationships that have been built through decades of experience with linguistic resources around the world. All individuals and teams meet the minimum requirements set forth by the ISO17100 Standard:

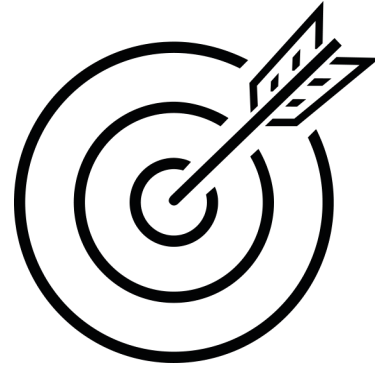
- Must have native-level proficiency in both English and all working languages
- Must have one or more of the following competencies:
 - Former higher education in translation or interpreting (recognized degree)
 - Equivalent qualification in any other subject plus a minimum of two years of documented experience in translating or interpreting
 - At least five years of documented experience in translating or interpreting
 - ASL interpreters must have five years of prior experience



Hiring Process

Once we've identified potential linguists who meet the above minimum qualifications, GLOBO's Quality Assurance (QA) team leads conduct phone screens to confirm each candidate:

- Is Responsive to call screen scheduling
- Is Articulate
- Is Friendly
- Confirms relevant work history
- Confirms required or better Language education
- Elaborates confidently on medical interpreting experience
- Demonstrates customer service experience
- Agrees to background check
- Self-reports interpersonal and ethical standards



Applicants who move past the interview stage are required to complete a test call where they are scored using our Level IV Scorecard. Interpreters who receive a grade of $\geq 90\%$ on all three sections are moved into the onboarding process. Interpreters who score between 80-89% engage in a Corrective Action Plan with the Team Lead prior to the onboarding process.

Background Screening

As the last step of the hiring process, all linguists recruited to be a part of GLOBO's network must successfully pass a rigorous background screening, which includes:

- National
- Criminal
- Sex Offender Registry
- OIG List of Excluded Individuals
- System for Award Management (SAM) - Excluded
- Parties List

Linguists must also certify their adherence to our drug-free workplace policy prior to joining GLOBO.

Our background screening process is especially critical for on-site interpreters in order to make sure that these individuals will conduct themselves in a professional manner, particularly around school students. Criminal background screening is just one aspect of our overall recruiting process to ensure that we offer our customers the very best translators and interpreters, while also adhering to Federal and State regulations.



Along with a criminal background check, GLOBO's Independent Quality Department (IQD) verifies linguists' credentials and qualifications through the following:

- Prior work history
- Project reviews
- Formal and informal interviews
- Reference checks (where appropriate)

Interpreter Onboarding & Support Resources

Once the candidate is approved to join our network, they undergo an extensive onboarding process to ensure compliance with GLOBO's high standards. During the onboarding process, GLOBO's Quality Assurance team reviews the following topics with interpreters and translators:

• Ethics & Standards of Practice	• Customer Service
• NCIHC Code of Ethics	• Accuracy and Clarification Protocol
• NCIHC Standards of Practice	• Tools and Glossaries
• Quality Monitoring Process	• Client-Specific Glossaries
• Protocol	• Industry-Specific Glossaries (i.e. Medical, Insurance, etc.)
• Language & Rendition	• Client-Specific Policies & Procedures
• Interpreting Skills	• Client-specific Scripting
• Data Sensitivity & HIPAA Compliance	• Client-specific Protocol
• GLOBO Platform Training	• Client-specific Intake Questions
• Service Delivery	

Following the onboarding process, interpreters are provided with glossaries and reference guides to support them in delivering high-quality interpretations.



The happiest, most experienced workforce in the industry deliver better outcomes.

Our goal is to be the #1 destination for great interpreters. With the best tech and support in the industry, we attract the cream of the crop.

Best Place to Work

When compared to competitors, GLOBO is consistently ranked the best place to work by the linguist workforce.

glassdoor

Overall Rating

GLOBO	4.5 ★★★★★
Language Line	3.1 ★★★☆☆
Cyracom / Voiance	2.3 ★★☆☆☆
Language Services Assoc	3.1 ★★★☆☆
TransPerfect	2.8 ★★★☆☆



*“I have been interpreting for a couple of years now and **no other language company compares to GLOBO. The work ethic and delivery of service is remarkable.** What I admire the most is the thoughtfulness directed to the interpreter workforce. Social decompression is an amazing spot for us to feel understood and valued. After all, we are showered with waves of human emotions daily and having the QA team readily available is reassuring.”*

-- GLOBO Spanish Interpreter

Coaching and Feedback Sessions

Interpreters are provided with feedback through scheduled feedback sessions where they have an opportunity to review feedback one-on-one with a QA team lead.

During scheduled feedback sessions, the QA team will:

- Review scorecard and scoring methodology
- Play call recording for the interpreter (if available) and/or review client feedback
- Ask the interpreter to complete a self evaluation
- Calibrate scores with the interpreter
- Recommend any areas for improvement and actions that can be taken in those areas

One-on-One Coaching Sessions are an opportunity for Linguists to perfect their craft and access support and encouragement.

Meet GLOBO's Interpreters



While many LSPs limit linguist interactions with staff, customers, and the linguist community, GLOBO promotes an environment of open communication and inclusion. GLOBO linguists are often brought into customer calls, meetings, and roundtables to facilitate direct and open dialogue, which helps customers identify opportunities to deploy scripts, glossaries, and process improvements.

GLOBO's Secure Floor Policy

Ensuring the security of interpreter workspace environments is a crucial part of GLOBO's technical approach to the training and certification process for interpreters and translators. All GLOBO linguists must be able and willing to meet the requirements outlined below, and must verify that they are compliant with the stated requirements. GLOBO uses multiple means of conducting unannounced audits, including software systems checks, unscheduled and randomized video remote monitoring, and site visits. GLOBO's Secure Floor Policy is outlined below.

Focus Area	Secure Floor Policy
Workspace Environment	<p>Work area must be private and inaccessible to outsiders (i.e. office door must lock)</p> <p>Phone, internet and electrical outlets easily accessible to workstation setup</p> <p>Linguist computer must be dedicated for work use only. Computer must be secured with virus protection software and the protection of two passwords, which must be re-authenticated throughout the work day</p>
Desk, Chair, and Lighting	<p>Large enough for comfortable placement of keyboard and mouse to support weight of equipment</p> <p>Appropriate work height</p> <p>Workspace and/or desk lighting that will prevent eye strain</p>
Equipment	<p>Monitor with resolution of at least 1024 x 768</p> <p>Surge protector with 2 outlets, rate at 709 Joules or more</p> <p>Private computer terminal in which to take calls with headset capability. Phone must not have "speaker phone" capability</p> <p>Headset compatible with private computer</p>
Telephone Line	<p>A dedicated phone line to be used for business purposes only</p> <p>Dedicated line does not have call-waiting, 3-way calling, or distinctive ring features</p> <p>Any line other than a basic landline must be authorized by GLOBO</p> <p>Linguist's dedicated home line may not be provided through a separate VoIP (i.e. Vonage, Skype) provider</p>
Internet Access	<p>High-speed internet connection via standard DSL, Cable, or fiber optic connections like Verizon FiOS or AT&T U-verse</p> <p>Satellite and radio internet is not permitted</p>



Work Rules

No one other than linguist may use work equipment or enter work environment during work hours

Cell phones must remain turned off and stored during working hours.

Linguist may not write down system passwords or other customer personal information per GLOBO's privacy and security policy.

Work supplies must be properly stored during non-work hours.

Monitoring will be conducted through recordings, feedback, performance data, and discretionary virtual or physical inspections

Interpreters are not to record call under any circumstances

Interpreters will shred all notes pertaining to calls they receive



Secure, Reliable Language Services

As part of our ISO 9001:2015 certified Quality Management System (QMS), GLOBO has documented policies implementing operational best practices to ensure the delivery of secure, reliable, high-quality service for our clients.



Risk Management Policy: GLOBO's Risk Management Policy establishes policies for managing risk throughout the organization, and outlines a risk management structure including risk evaluation, roles and responsibilities, and communication procedures.



Business Continuity Policy: GLOBO's Business Continuity Policy establishes policies for managing scenario based disaster preparedness and outlines procedures for declaring, managing and normalizing any type of disaster.



Information Technology Policy: GLOBO's Information Technology Policy establishes policies for access control, acceptable use, data sensitivity, and employee responsibilities, and outlines best practices for using Information Technology systems.



Data Sensitivity Policy: GLOBO's Data Sensitivity Policy establishes the policies for access enforcement and monitoring, and outlines best practices to enable GLOBO users to access data in a manner that mitigates any possible breach, while allowing each business unit to work in an efficient manner.



Risk Management Policy

GLOBO's Risk Management Policy establishes policies for managing risk throughout the organization, and outlines a risk management structure including risk evaluation, roles and responsibilities, and communication procedures.

GLOBO has a number of monitoring, testing and routing capabilities to ensure continuity of service and maintain efficient connection times:

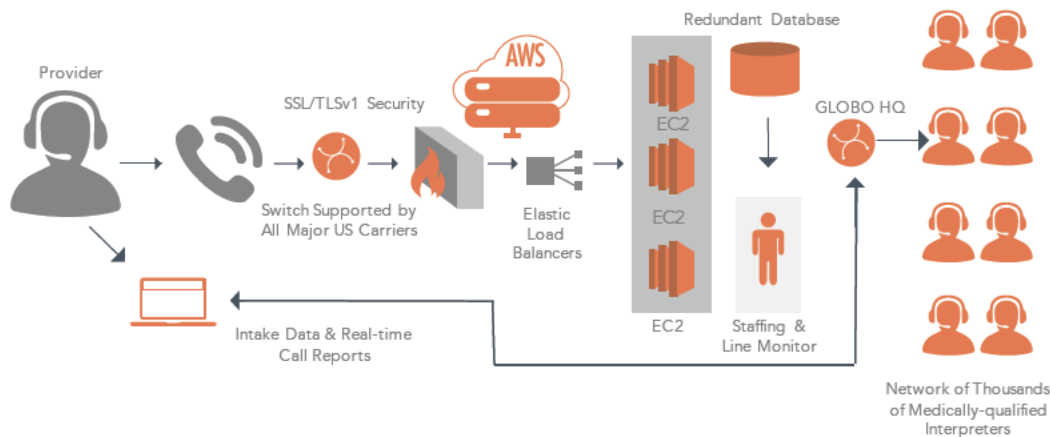
- GLOBO's platform infrastructure ensures stability by completing over 100,000 automated tests per day to detect and resolve anomalies
- GLOBO's telephony infrastructure has multiple interconnections into the carrier network for each region, allowing for instant failover
- GLOBO's dedicated talent management team conducts continual recruitment and expansion of our network of qualified linguists
- GLOBO's smart routing ensures calls are specifically routed a network of thousands of industry specialized interpreters
- GLOBO's operations team employs automated visibility into call flow data to determine resource allocation
- GLOBO performs ongoing analysis of historical call data and seasonal trends to predict the likelihood and volatility of future call flows
- GLOBO's platform maintains the ability to aggregate and route calls through multiple providers in the event of unforeseen spikes in volume
- GLOBO conducts daily proactive internal contingency planning meetings
- In the rare event that an interpreter is not available in the requested language, GLOBO's telephony system will automatically connect the caller to a customer support agent who can assist the caller in connecting to an interpreter



Business Continuity Policy

GLOBO's Business Continuity Policy establishes policies for managing scenario based disaster preparedness and outlines procedures for declaring, managing and normalizing any type of disaster.

GLOBO has a complete Business Continuity Disaster Recovery (BCDR) plan in place for GLOBO HQ and our telephony service that ensures continuity in the event of loss of power or facility:



- GLOBO HQ was designed to support mission critical, federal agency-grade implementations in a high-availability configuration from geographically distributed data centers.
- GLOBO's network technology providers commit to 99.999% uptime.
- All of our databases are backed up daily and stored in multiple, geographically dispersed facilities across the contiguous 48 states.
- GLOBO utilizes Amazon EC2's U.S.-based web service, which provides secure, scalable, cloud-based computing capacity.
- GLOBO maintains a redundant, clustered architecture that is designed to ensure reliable, high-availability service.
- We have configured "fallback" URLs on incoming phone numbers that ensure connectivity and serve as backups in the event of a significant error while executing a call.
- We partners with multiple telephone carriers to ensure redundancy of service.
- GLOBO has formed strategic partnerships with backup service providers that can handle our full volume of calls in the event of an unexpected loss of service.



Information Technology Policy

GLOBO's Information Technology Policy establishes policies for access control, acceptable use, data sensitivity, and employee responsibilities, and outlines best practices for using Information Technology systems.

HIPAA compliance and data protection are factored into every step of GLOBO's service offering, including data storage and transmission, training, monitoring, ongoing education, and system security:

- GLOBO conducts background checks on all personnel including linguists, technical professionals and operational staff.
- As part of the onboarding process, all linguists must sign-off on and adhere to interpreter ethics principles, including patient confidentiality and HIPAA-related privacy guidelines.
- GLOBO staff is trained on the importance of data classification and handling through quality policies and HIPAA training programs and tested annually.
- To protect data integrity and privacy for applicants and users, GLOBO operates under the principle of least privilege (POLP). User roles are set with minimal access required for job functionality.
- Physical locations are governed by GLOBO's Premise Security Policies including "clean desk" protocols, call center video surveillance and key fob monitoring and access controls.
- All GLOBO personnel must use protected applications and devices and must adhere to strict password complexity rules and expiration cycles.
- Users must not place GLOBO material (software, internal memos, etc.) on any publicly accessible Internet computer that supports anonymous file transfer protocol (FTP) or similar services.
- All agents and linguists must maintain the confidentiality of all interpretations/translations and protect the integrity of Personal Health Information (PHI) and Personally Identifiable Information (PII).
- GLOBO personnel are required to report Fraud, Waste, and Abuse or any misuse of data immediately.



Data Sensitivity Policy

GLOBO's Data Sensitivity Policy establishes the policies for access enforcement and monitoring, and outlines best practices to enable GLOBO users to access data in a manner that mitigates any possible breach, while allowing each business unit to work in an efficient manner.

GLOBO has the following sensitivity and security measures in place to protect client and patient information:

- All regulated information (including PII, PHI, PCI DSS) must be encrypted at all times.
- GLOBO data is processed and housed in a secure environment that employs SSL and AES-256 encryption for data in transit and at rest.
- All passwords adhere to strict complexity rules and expiration cycles and are stored using only one-way hashing mechanisms.
- Security audits and penetration tests are carried out monthly to identify potential application risks, particularly OWASP top 10 vulnerabilities.
- All data, regardless of media, are destroyed as per client specifications and industry standards.
- All internal network traffic is restricted, monitored and logged
- All internal equipment is disk encrypted, fleet managed and subject to two factor authentication.
- GLOBO utilizes forced 2-factor authentication and IP restriction for all systems that store, work with or transmit confidential or regulated information.

For more information:

Email us: info@helloglobo.com

Call us: 800-555-3010

Visit us: helloglobo.com



NIKKI BOEHME

BEI MASTER

ABOUT ME

From new mothers to former CIA agents, college students to Holocaust Survivors, and counselors to internationally famous Deaf comedians, I have had the good fortune to interpret for and learn from many. In addition to working as an interpreter, I have helped to organize and support interpreting conferences across the country. Outside of interpreting I love competing in Urban Races and Scavenger Hunts.

CONTACT

504-376-3111
nikki.boehme@me.com

WORK EXPERIENCE

- 2016** BEI MASTER
Sign Language/English Interpreter
- Medical, high-stakes, quasi-legal, platform settings
- 2015** RID NATIONAL CONFERENCE
Support Staff Co-Chair
- Hired and organized logistics support team
- 2013** TSID 50th ANNUAL CONFERENCE
Support Staff Co-Chair
- Established inaugural TSID logistics support team
- 2011** BEI ADVANCED
Sign Language/English Interpreter
- Medical, business, platform, governmental settings
- 2010** BEI BASIC
Sign Language/English Interpreter
- Routine higher education and social service settings

EDUCATION

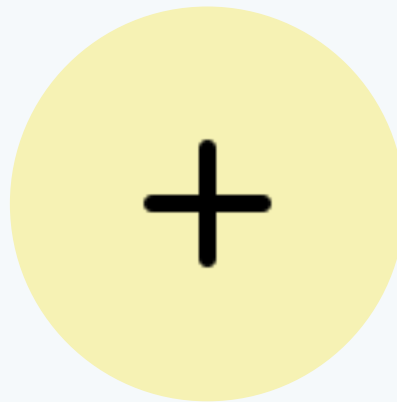
- 2010** LONE STAR COLLEGE
AAS Interpreting
Summa Cum Laude
- 2007** UNIVERSITY OF NEW ORLEANS
Graduate Student
English Literature
- 2006** UNIVERSITY OF NEW ORLEANS
BA Film, Theater, & Communication Arts
Minor in English

SKILLS

RECEPTIVE INTERPRETING	CLASSIFIER USE
EXPRESSIVE INTERPRETING	CLARITY
RECEPTIVE TRANSLITERATING	QUICK STUDY
EXPRESSIVE TRANSLITERATING	PROBLEM SOLVING
SIGHT TRANSLATION	CREATIVITY

TAB 5

Value Add



GLOBO is consistently improving our workflows, processes, services, and technology. We look forward to collaborating with Region 4 and your member districts to implement a wide range of value-added solutions. Additionally, as a partner, GLOBO will align our roadmap to support Region 4's strategic initiatives and findings as we collaborate on the ideal Language Access Program for Region 4.

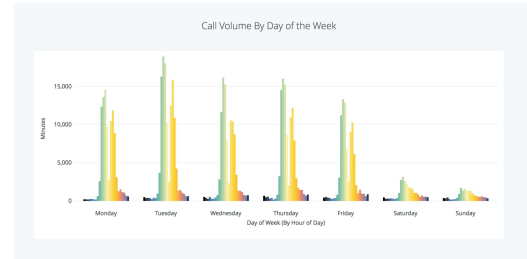
Value Add

Since our inception, GLOBO has successfully disrupted the language services industry with our value-driven model grounded in smart technology, actionable data insights, and a community of thousands of professionally-qualified linguists. We are continuously investing in innovative technology to deliver language services with unparalleled efficiency and accuracy. If awarded the contract, Region 4 will gain a trusted partner ready to collaborate and continually optimize and enhance your language access program.



Analytics as a Service

Region 4 will be able to leverage GLOBO as an added member of its data team, with access to robust data and reporting capabilities in GLOBO HQ.



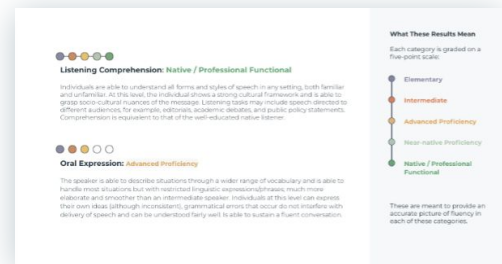
Language Access Consulting

For Region 4, GLOBO will provide Language Access Planning free of charge. GLOBO has provided this service to existing customers and is exploring productizing this offering. GLOBO would value Region 4's feedback on this solution.



Fluency Testing

GLOBO's Fluency Testing solution allows customers to test bilingual agents on listening comprehension, written comprehension, and oral expression. Through GLOBO HQ, customers can order, manage, and track tests 24/7. Custom testing is also available for industry-specific terminology.



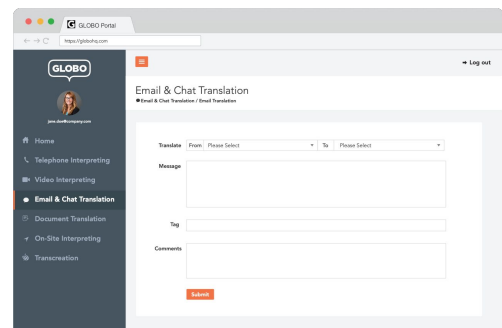
Hosted Resources

GLOBO can, in the near future, integrate any existing in-house interpreters with our GLOBO HQ platform. GLOBO HQ will be able to support and optimize this function, centralize all interpreting operations, and consolidate data into one, easy to use tool. In addition, we can help support any in-house interpreting programs through our fluency testing function.



On-Demand Text Translation

Translate short, spontaneously generated materials on-demand 24/7/365. On-demand text translation utilizes one step of machine translation with a human linguist edit to enable very fast turnaround times while including a check for quality.



TAB 6

Additional Required Documents



Enclosed within this section are the four required Appendix C documents and a signed copy of Addendum 1.

Appendix C
ADDITIONAL REQUIRED DOCUMENTS

- DOC #1 Acknowledgment and Acceptance of Region 4 ESC's Open Records Policy
- DOC #2 Antitrust Certification Statements (Tex. Government Code § 2155.005)
- DOC #3 Implementation of House Bill 1295 Certificate of Interested Parties (Form 1295)
- DOC #4 Texas Government Code 2270 Verification Form

ACKNOWLEDGMENT AND ACCEPTANCE
OF REGION 4 ESC's OPEN RECORDS POLICY

OPEN RECORDS POLICY

All proposals, information and documents submitted are subject to the Public Information Act requirements governed by the State of Texas once a Contract(s) is executed. If an Offeror believes its response, or parts of its response, may be exempted from disclosure, the Offeror must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt and include detailed reasons to substantiate the exemption. Price is not confidential and will not be withheld. Any unmarked information will be considered public information and released, if requested under the Public Information Act.

The determination of whether information is confidential and not subject to disclosure is the duty of the Office of Attorney General (OAG). Region 4 ESC must provide the OAG sufficient information to render an opinion and therefore, vague and general claims to confidentiality by the Offeror are not acceptable. Region 4 ESC must comply with the opinions of the OAG. Region 4 ESC assumes no responsibility for asserting legal arguments on behalf of any Offeror. Offeror is advised to consult with their legal counsel concerning disclosure issues resulting from this procurement process and to take precautions to safeguard trade secrets and other proprietary information.

Signature below certifies complete acceptance of Region 4 ESC's Open Records Policy, except as noted below (additional pages may be attached, if necessary).

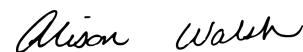
Check one of the following responses to the Acknowledgment and Acceptance of Region 4 ESC's Open Records Policy below:

- We acknowledge Region 4 ESC's Open Records Policy and declare that no information submitted with this proposal, or any part of our proposal, is exempt from disclosure under the Public Information Act.
- We declare the following information to be a trade secret or proprietary and exempt from disclosure under the Public Information Act. [Please see attachment on next page.](#)

(Note: Offeror must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, Offeror must include detailed reasons to substantiate the exemption(s). Price is not confidential and will not be withheld. All information believed to be a trade secret or proprietary must be listed. It is further understood that failure to identify such information, in strict accordance with the instructions, will result in that information being considered public information and released, if requested under the Public Information Act.)

August 5, 2021

Date



Authorized Signature & Title

VP, Legal

Confidential Information

In accordance with the RFP's instructions and Appendix C, Document 1, GLOBO respectfully submits the following information to be declared as a trade secret or proprietary and exempt from disclosure under the Public Information Act.

Tab	Location	Language	Justification
Tab 2	Page 6, Paragraph 4	GLOBO has extensive experience in providing language services throughout Southeast Texas, through our contracts with Region 4 as well as Harris Health and Community Health Choice.	The names of our customers under Section 552.1101 (a)(1)(D) Internal Operations. The reason is that our customers and the contact names of our customers relate to the Internal Operations of GLOBO that would be compromised if known by competitors.
Tab 2	Page 7	Legacy Customer Pricing Tables	Our specific pricing under Section 552.1101(a)(1)(F). The reason would be that this is the pricing we submit to other RFP for educational language services and the release of such pricing information would give a competitive advantage to competitors for future RFP responses.
Tab 2	Page 8	TypeWell Transcription Services Fee Table	Our specific pricing under Section 552.1101(a)(1)(F).
Tab 2	Page 8	Spoken Language Interpreting and ASL Interpreting for New Customers Table	Our specific pricing under Section 552.1101(a)(1)(F).
Tab 2	Page 9	Telephone Interpreting Fee Tables	Our specific pricing under Section 552.1101(a)(1)(F).
Tab 2	Page 10	Video Remote Interpreting and Translation Fee Tables	Our specific pricing under Section 552.1101(a)(1)(F).
Tab 2	Page 11	Additional Document Translation Terms	Our specific pricing under Section 552.1101(a)(1)(F).
Tab 3	Exhibit A, Page 2,	Since 2017, GLOBO has served as the primary language service provider for the City of Philadelphia. Following a competitive bid process, the City reaffirmed their confidence by awarding GLOBO a new contract. In	The names of our customers under Section 552.1101 (a)(1)(D) Internal Operations.



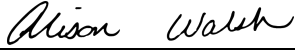
		addition, we recently were awarded contracts from the City of Albuquerque and Sedgwick County, Kansas (Wichita and surrounding areas) . Through our acquisition of Crabtree, GLOBO now serves 50 school districts, education service centers (including Region 4), colleges, and universities.	
Tab 3	Exhibit A, Page 24,	Response to Item J, bulleted list of customers	The names of our customers under Section 552.1101 (a)(1)(D) Internal Operations.
Tab 4	Page 33, Alec Kissell bio	Alec has been with GLOBO since 2015 and has led complex, enterprise implementations and service expansion initiatives for customers like Harris Health System, the City of Philadelphia, Sedgwick, and Amica.	The names of our customers under Section 552.1101 (a)(1)(D) Internal Operations.
Tab 4	Page 36, Response to Item V, Paragraph 1	examples include Region 4, Houston Independent School District, Katy Independent School District, Harris County, Fort Bend County, the City of Philadelphia, Harris Health System, and the Pennsylvania Coalition Against Rape. In recent months, GLOBO has been awarded contracts by the City of Albuquerque and Sedgwick County, Kansas (Wichita area).	The names of our customers under Section 552.1101 (a)(1)(D) Internal Operations.
Tab 4	Pages 36-37, Response to Item VI	Bulleted descriptions of client examples.	The names of our customers under Section 552.1101 (a)(1)(D) Internal Operations.
Tab 4	Pages 44-46	References	The names of our customers under Section 552.1101 (a)(1)(D) Internal Operations.



ANTITRUST CERTIFICATION STATEMENTS
(Tex. Government Code § 2155.005)
Attorney General Form

I affirm under penalty of perjury of the laws of the State of Texas that:

1. I am duly authorized to execute this Contract on my own behalf or on behalf of the company, corporation, firm, partnership or individual (Company) listed below;
2. In connection with this proposal, neither I nor any representative of the Company has violated any provision of the Texas Free Enterprise and Antitrust Act, Tex. Bus. & Comm. Code Chapter 15;
3. In connection with this proposal, neither I nor any representative of the Company has violated any federal antitrust law; and
4. Neither I nor any representative of the Company has directly or indirectly communicated any of the contents of this proposal to a competitor of the Company or any other company, corporation, firm, partnership or individual engaged in the same line of business as the Company.

Company	GLOBO Language Solutions, LLC	Contact	
	145 Greenwood Avenue		Signature Alison Walsh
	Wyncote, PA 19095		Printed Name VP, Legal
Address			Position with Company
		Official Authorizing Proposal	Signature
			Printed Name
Phone	(800) 555-3010		Position with Company
Fax			

Implementation of House Bill 1295

Certificate of Interested Parties (Form 1295):

In 2015, the Texas Legislature adopted House Bill 1295, which added section 2252.908 of the Government Code. The law states that a governmental entity or state agency may not enter into certain contracts with a business entity unless the business entity submits a disclosure of interested parties to the governmental entity or state agency at the time the business entity submits the signed contract to the governmental entity or state agency. The law applies only to a contract of a governmental entity or state agency that either (1) requires an action or vote by the governing body of the entity or agency before the contract may be signed or (2) has a value of at least \$1 million. The disclosure requirement applies to a contract entered into on or after January 1, 2016.

The Texas Ethics Commission was required to adopt rules necessary to implement that law, prescribe the disclosure of interested parties form, and post a copy of the form on the commission's website. The commission adopted the Certificate of Interested Parties form (Form 1295) on October 5, 2015. The commission also adopted new rules (Chapter 46) on November 30, 2015, to implement the law. The commission does not have any additional authority to enforce or interpret House Bill 1295.

Filing Process:

Starting on January 1, 2016, the commission made available on its website a new filing application that must be used to file Form 1295. A business entity must use the application to enter the required information on Form 1295 and print a copy of the completed form, which will include a certification of filing that will contain a unique certification number. An authorized agent of the business entity must sign the printed copy of the form. The completed Form 1295 with the certification of filing must be filed with the governmental body or state agency with which the business entity is entering into the contract.

The governmental entity or state agency must notify the commission, using the commission's filing application, of the receipt of the filed Form 1295 with the certification of filing not later than the 30th day after the date the contract binds all parties to the contract. This process is known as acknowledging the certificate. The commission will post the acknowledged Form 1295 to its website within seven business days after receiving notice from the governmental entity or state agency. The posted acknowledged form does not contain the declaration of signature information provided by the business.

A certificate will stay in the pending state until it is acknowledged by the governmental agency. Only acknowledged certificates are posted to the commission's website.

Electronic Filing Application:

https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm

Frequently Asked Questions:

https://www.ethics.state.tx.us/resources/FAQs/FAQ_Form1295.php

Changes to Form 1295: <https://www.ethics.state.tx.us/data/filinginfo/1295Changes.pdf>

CERTIFICATE OF INTERESTED PARTIES

FORM **1295**

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

**OFFICE USE ONLY
CERTIFICATION OF FILING**

Certificate Number:
2021-788970

Date Filed:
08/10/2021

Date Acknowledged:

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.
GLOBO Language Solutions, LLC
Wyncote, PA United States

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.
Region 4 Educational Services Center

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.
21-06
Language interpretation and translation services

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary

5 Check only if there is NO Interested Party.


6 UNSWORN DECLARATION

My name is Alison Walsh, and my date of birth is Nov. 17, 2017.

My address is 145 Greenwood Avenue, Wyncote, PA, 19095, Montgomery.
(street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in Montgomery County, State of PA, on the 10th day of August, 2021.
(month) (year)



Signature of authorized agent of contracting business entity
(Declarant)

Texas Government Code 2270 Verification Form

House Bill 89 (85R Legislative Session), which adds Chapter 2270 to the Texas Government Code, provides that a governmental entity may not enter into a contract with a company without verification that the contracting vendor does not and will not boycott Israel during the term of the contract.

Furthermore, Senate Bill 252 (85R Legislative Session), which amends Chapter 2252 of the Texas Government Code to add Subchapter F, prohibits contracting with a company engaged in business with Iran, Sudan or a foreign terrorist organization identified on a list prepared by the Texas Comptroller.

I, Alison Walsh, as an authorized representative of

GLOBO Language Solutions, LLC, a contractor engaged by

Insert Name of Company

Region 4 Education Service Center, 7145 West Tidwell Road, Houston, TX 77092, verify by this writing that the above-named company affirms that it (1) does not boycott Israel; and (2) will not boycott Israel during the term of this contract, or any contract with the above-named Texas governmental entity in the future.

Also, our company is not listed on and we do not do business with companies that are on the Texas Comptroller of Public Accounts list of Designated Foreign Terrorists Organizations found at <https://comptroller.texas.gov/purchasing/docs/foreign-terrorist.pdf>.

I further affirm that if our company's position on this issue is reversed and this affirmation is no longer valid, that the above-named Texas governmental entity will be notified in writing within one (1) business day and we understand that our company's failure to affirm and comply with the requirements of Texas Government Code 2270 et seq. shall be grounds for immediate contract termination without penalty to the above-named Texas governmental entity.

I swear and affirm that the above is true and correct.

Alison Walsh
Signature of Named Authorized Company Representative

Aug. 5, 2021
Date



7145 West Tidwell Road ~ Houston, Texas 77092
(713)-462-7708
www.esc4.net

NOTICE TO OFFEROR

ADDENDUM NO. 1

Solicitation Number 21-06

Request for Proposal (“RFP”)
by

Region 4 Education Service Center (“ESC”)
for

Interpretation and Translation Services and Related Solutions

SUBMITTAL DEADLINE: Tuesday, August 31, 2021, 2:00 PM CENTRAL TIME

This Addendum No. 1 amends the Request for Proposals (RFP) for Interpretation and Translation Services and Related Solutions (“Addendum”). To the extent of any discrepancy between the original RFP and this Addendum, this Addendum shall prevail.

Region 4 Education Service Center (“Region 4 ESC”) requests proposals from qualified suppliers with the intent to enter into a Contract for Interpretation and Translation Services and Related Solutions. Addendum No. 1 is hereby issued as follows:

1. II. Calendar of Events Deadline corrected to read:

<u>Event</u>	<u>Date</u>
Issue RFP	July 7, 2021
Pre-proposal Conference	July 20, 2021
Deadline for receipt of questions via email	July 23, 2021
Issue Addenda (if required)	TBD
NEW Proposal Due Date	August 31, 2021
Approval from Region 4 ESC	October 26, 2021
Contract Effective Date	January 1, 2022

2. Submittal Deadline: The submittal deadline for this RFP is hereby changed from Tuesday, August 24, 2021 @ 2:00 PM Central Time and extended as indicated below and above:

- Tuesday, August 31, 2021 @ 2:00 PM Central Time

3. III. INSTRUCTION TO OFFEROR #5, Proposal Format replaced with the following:

Proposals must contain two (2) electronic copies on flash drives (signed). Offeror must also submit two (2) electronic proposals free of proprietary information to be posted, if awarded a Contract.

Only sealed responses will be accepted. Faxed or electronically transmitted responses will not be accepted. Sealed responses may be submitted on any or all items, unless stated otherwise.

Responses must be provided in a binder format (see #6. Binder Tabs) clearly identified with the name of the Offeror's company and the solicitation name and number.

Tabs should be used to separate the proposal into sections. The following items identified must be included behind the tabs listed below. Each section should contain both the section of the RFP referenced and the Offeror's response to that section. Offerors failing to organize in the manner listed may be considered non-responsive and may not be evaluated.

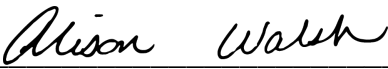
4. Appendix C, DOC #3 Implementation of House Bill 1295 Certificate of Interested Parties (Form 1295) – Notary requirement is waived until further notice.

RECEIPT OF ADDENDUM NO. 1 ACKNOWLEDGEMENT

Offeror shall acknowledge this addendum by signing below and include in their proposal response.

Company Name GLOBO Language Solutions, LLC

Contact Person Alison Walsh, VP, Legal

Signature 

Date July 29, 2021

Crystal Wallace
Region 4 Education Service Center
Business Operations Specialist