



Region 10 ESC
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AND



UNITED LANGUAGE GROUP

A Proposal for
Region 10 Education Service Center (Region 10 ESC)
and Equalis Group
Translation services Program
with United Language Group (ULG)
Strategic Partnership

EQ-052920-03

Authors: Wirginia Nowak and Bob Arnold

Date: April 15, 2020



Executive Summary

Providing Reliable Services to Serve Local Communities

After reviewing the Region 10 ESC Request for Proposal for Translation services, United Language Group understands the components you are looking for include:

- The qualified provider(s) to support Region 10 ESC in Written Translation Services for Region 10 ESC and other public agencies locally and nationally, including county, city, state, special district, local government, school districts, private K-12 school, higher education institutions, other government agencies or non-profit organizations ("Public Agencies"), for the public benefit, through the Equalis Group's cooperative purchasing program.
- Eligible supplier, who can meet all of the mandatory requirements, minimum qualifications and insurance requirements listed in the RFP and the Appendices when/if applicable.
- Adherence to strict conformance with all applicable Federal, State and/or local laws and regulations.
- Ability to establish a comprehensive project plan and quality plan to consistently deliver high level of services and adhere to Region 10 ESC's requirements and procedures.
- 24/7/365 full availability aligned to ensure a full-service experience.

Within this response, ULG will detail the solutions that will enable Region 10 ESC to meet or exceed the goals identified above. The following summary points will be discussed in detail throughout this document:

- **ULG's Experience**, over 35 years of industry experience, supporting every level of the US Govt, outsourced Govt programs and an array of Govt support organizations.
- **ULG's Expertise in the Field**, utilizing the best in class, specialized linguistic resources.
- **ULG's Full Language Solution** to successfully address Region 10 ESC needs for Translation and Interpretation Services and align with your objectives.
- **ULG's Certified Quality Management System** which ensures consistent, high quality delivery and ULG's approach to resource support and alignment of qualified linguists, including an ongoing education and evaluation program specifically tailored to Region 10 ESC needs.

ULG is structured with the local expertise and global scale to support Region 10 ESC's requirements as outlined in the RFP. Moreover, ULG has a long historical experience in supporting Federal, State, County and Local government agencies and a proven track record delivering language efficiency and a customized user experience.

We look forward to furthering this conversation and the opportunity to establish a long-term strategic relationship with Region 10 ESC.

United Language Group (ULG) hereby confirms that we have the ability and are fully committed to meeting the requirements of this solicitation.

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Appendix A: QUESTIONNAIRE

COMPANY PROFILE

1. WHAT IS YOUR COMPANY'S OFFICIAL REGISTERED NAME?

United Language Group Inc.

2. WHAT IS YOUR COMPANY'S DUN & BRADSTREET (D&B) NUMBER?

196935183

3. WHAT IS/ARE YOUR CORPORATE OFFICE LOCATION(S)?

United Language Group, Inc.

Headquarters

1600 Utica Avenue South, Suite 750
Minneapolis, MN 55416, USA

4. PLEASE PROVIDE A BRIEF HISTORY OF YOUR COMPANY, INCLUDING THE YEAR IT WAS ESTABLISHED.

United Language Group (ULG) is one of top Language Solutions Partners (LSPs) in the world, turning language in to a competitive advantage to our clients in their respective industries. We offer extensive knowledge and experience gained from our 35-year history in the creation, management and translation of confidential and mission critical, technical, and narrative-forward corporate content.

In February 2016, Merrill Brink and KJI merged to form the operating company United Language Group. Since then, our organization has acquired and integrated several additional suppliers with complementary language capabilities, including Language Select (December 2016), a premier provider of over-the-phone and in-person interpreting services, Lucy Software GmbH (March 2017), a Machine Translation (MT) software development and SAP localization provider, and VIA, Inc. (March 2018), a leading provider of language solutions across a diverse portfolio of global brands.

The overall objective was to bring together industry leaders focused on their core competencies to deliver a solution forward solution to help companies achieve their language support objectives. ULG was formed by industry experts, visionaries, and entrepreneurs with experience in global business and customer service that have delivered great success in a relatively short period of time. We draw on decades of experience, while disrupting and innovating in the language services space to provide companies with an option that delivers value beyond the traditional approach to language services.



ULG Company Overview and Experience

Responsiveness, Support, Accountability and Flexibility



Serving
149
Fortune 500
companies



Interpreting
200+
Languages



Over
10K
resources



95%
Interpreters are
Women or Minority



75%
Domestic
interpreters



108%
Resource
availability

With over 35 years in industry, ULG's scale, and scope of languages supported, is a perfect match to Region 10 ESC translation needs. As your partner, we offer the experience to mitigate risk and provide 24/7/365 coverage for Region 10 ESC. We are a trusted partner for multiple federal, state, and local agencies.

Through our on-boarding and discovery process, as well as continuous communication, ULG will understand Region 10 ESC objectives and will be able to fully support your needs and requirements. This will help us build strong, long-term, successful partnership. ULG will work collaboratively with the Region 10 ESC to help deliver exceptional services and provide forward-thinking, continuous improvement initiatives that align with organizational objectives.

ULG offers subject matter expert translators, and a team of project and account managers, with unique industry insights that enhance the effectiveness of messaging, regardless of language. In the Dedicated Region 10 ESC Account Team sections, you will find an overview of key roles and responsibilities of the team that supports you. Our structure, local presence and global footprint allow ULG to effectively manage spikes in usage and ensure reliable service across the community.

With over 500 full-time employees, 11,000 freelance linguists, and our professional training process (see ULG Training Solutions), ULG can quickly ramp-up expert resources and effectively support over 200 languages 24/7/365, while ensuring seamless onboarding and managing translation processes to support the variable requirements of the Region 10 ESC.



OUR MISSION

To transform language barriers into opportunities by providing smart, seamless and secure language solutions that help businesses and government agencies win in the global marketplace.

OUR VISION

A world in which language is no longer a barrier.

ULG CORE VALUES

INTEGRITY

We approach our work as individuals and as a team with honesty, transparency, and accountability for our actions.

COLLABORATION

We bring a quality-first approach to all that we do, and continually raise the standard for success within our company and our industry.

INNOVATION

We challenge the very nature of what is possible in our industry by constantly redefining our capabilities as a company.

EXCELLENCE

We harness the power of diverse perspectives to achieve and surpass our common goals.

5. WHO IS YOUR COMPETITION IN THE MARKETPLACE?

ULG is in the top 20 largest LSPs (Language Service Providers) in the world. Our main competitors are WeLocalize, TransPerfect, SDL, Amplexor, Lionbridge, mainly because of their size.

6. WHAT ARE YOUR OVERALL ANNUAL SALES FOR LAST THREE (3) YEARS?

United Language Group (ULG) has done, on average, \$85-\$90m in annual revenue, for each of the last three years.

7. WHAT ARE YOUR OVERALL PUBLIC SECTOR SALES, EXCLUDING FEDERAL GOVERNMENT, FOR LAST THREE (3) YEARS?

United Language Group (ULG) is in good financial standings. As privately held company, ULG does not disclose detailed financial information until the contract negotiation phase.

Approximately 60% of ULG revenue is based on Translation services. The remainder of business belongs to Interpretation, Machine Translation and SAP. ULG serves customers within the following industries: Medical, Life Sciences, Government, Legal, Financial, Manufacturing, IT, Healthcare, Government, Insurance, Consumer Product and more.

8. WHAT IS YOUR STRATEGY TO INCREASE MARKET SHARE IN THE PUBLIC SECTOR?

ULG has been providing services to our client base for over 35 years. We have been successful in implementing programs for a vast range of Government, Healthcare/Hospital, Retail, Utility and Corporate users. We have experienced double-digit organic growth over the past 10 years and expect our success to continue for the foreseeable future 3+ years. To accomplish this, we continue to invest heavily in technology, linguist recruitment and training, and delivering solutions based on best practices.



9. WHAT DIFFERENTIATES YOUR COMPANY FROM COMPETITORS IN THE PUBLIC SECTOR?

ULG is a demonstrated leader in the language services market, offering a full portfolio of language solutions to our clients in a variety of industry sectors. Our experienced teams help organizations navigate both the cultural nuances and target languages of audiences and end users.

ULG approaches each client with a customized set of language services and technologies to improve efficiency and add value for our clients. ULG aligns the right resources, workflows, and technologies to meet the needs of government organizations seeking scalable, high-quality language translation and interpreting services. ULG recruits subject matter expert linguists, and each member of our team, including project and account managers, offers unique industry insights that enhance the effectiveness of messaging in any language, for any region.

At ULG, we strive for improvement, efficiency and effectiveness – one word, and one partnership at a time. We continuously invest in people and technology. By focusing on continuous improvements, we will streamline processes that reduce time and cost and provide the highest quality and efficiency to Region 10 ESC.

To ensure the best outcomes, meet regulatory standards, and manage risks, translations must be extremely accurate to ensure the effectiveness of communication.

ULG has the processes and systems in place to aid government support the language needs of their members and community. We work within precise regulatory and legal parameters for communication, documentation and security, ensuring we are meeting all regulations set forth by the Government. **ULG is HIPAA compliant, PHI/PCI compliant, and HITRUST certified.**

In addition to having strict processes, to meet regulations, as well as additional Region 10 ESC requirements, our solution allows us to isolate translator populations by location, specialism, language, qualification and client-specific trainings.

We are the trusted translation and interpretation partner to many of the government organizations in the US. We value the importance of giving community greater access to services and care, providing a quality experience, and doing this in an affordable and comforting manner.

We have a strong working relationship with our customers and have become a trusted advisor to help them deliver award winning services that align with their overall objectives. Our commitment to Region 10 ESC employees, and community is unsurpassed in the marketplace.

ULG has existing staff of professionals and is focused on hiring only the best specialists in the industry. Our approach to staffing, training, and retaining the best and the brightest has made us the go-to partner for helping organizations overcome their challenges and achieve their goals. More than 500 full time employees and 11,000 freelance individuals allow us to effectively support over 200 languages 24/7/365.

NOTE: Please refer to the section **ULG Differentiators**.

10. PLEASE PROVIDE YOUR COMPANY'S ENVIRONMENTAL POLICY AND/OR SUSTAINABILITY INITIATIVE.

NOTE: Please refer to the attachment: **ULG Environmental Policy.pdf**.

11. DIVERSITY PROGRAM - DO YOU CURRENTLY HAVE A DIVERSITY PROGRAM OR ANY DIVERSITY PARTNERS THAT YOU DO BUSINESS WITH?

Yes

A. IF THE ANSWER IS YES, DO YOU PLAN TO OFFER YOUR PROGRAM OR PARTNERSHIP THROUGH EQUALS GROUP?

Yes

NOTE: Please also refer to the section **ULG Community Support and Supplier Diversity Program**.



B. WILL THE PRODUCTS ACCESSIBLE THROUGH YOUR DIVERSITY PROGRAM OR PARTNERSHIP BE OFFERED TO EQUALIS GROUP MEMBERS AT THE SAME PRICING OFFERED BY YOUR COMPANY?

Yes

ULG Community Support and Supplier Diversity Program

ULG, by the very nature of our business, supports communities and minorities through our services to provide limited English proficient individuals with language access. ULG provides equal support to all clients and associates that fall under these categories, including transgender or gender-expansive, multi-racial, disabled, lesbian, gay, bisexual, and others. ULG does not discriminate against any of these groups. ULG is an equal opportunity employer whose goals for utilizing diverse suppliers include US citizens or permanent legal residents of the United States within these groups: Women, Minorities, Veterans, People with disabilities, LGBTQ.

ULG also has a Supplier Diversity program in place. This supports local communities through the engagement and recruitment of bilingual speakers located in the US for language services support. As part of the program, ULG has developed a course for Cultural Competency and Awareness that is completed by all interpreters who are onboarded to service our clients based on the very need and nature of our services to support diverse global cultures. The program addresses the importance for respect and sensitivity to race, ethnicity, age, gender, disabilities, religion and more. Participation for the training are tracked in our Learning Management System. Additionally, ULG is regulated and compliant with OFCCP requirements, to make outreaches to specific types of organizations including Vietnam Era Veterans Readjustment Assistance Act (VEVRAA), Executive Order 11246, and Rehabilitation Act (sec. 503). ULG connects with 15,000+ community-based organizations. These community-based organizations provide employment and training services to target populations from veterans, individuals with disabilities, minorities, women, state workforce agents, one-stop centers diversity organizations, LGBTQ, historically black colleges and universities, universities and colleges, construction/skill trades, professional/technical, as well as general business groups. ULG partners with ESDS (State Job Banks) accounts, such as Cal Jobs, Minnesota Works, New York Job Bank, WorkSource Oregon, and Work In Texas and diverse outreach program to broadcast opportunities that notify organizations of job openings. ULG partners with Local Job Network to ensure diverse outreach and employment opportunities. In two years, ULG has successfully hired over 55 individuals through this program.

ULG, as a socially responsible organization, supports diversity and social activities within the local community. As part of ULG's programs, we allocate volunteer hours to all employees and organize events to participate in local community activities. In the past year, our teams have volunteered in various programs including Highway Adoptions for cleanup, park and beach cleanups, organized time with underprivileged children, Friendly House for educational and recreational services, foodbanks and others. Moreover, ULG complies with all relevant local and federal policies and laws and conducts Sexual Harassment Trainings and Workplace and Diversity Training where applicable and provides eligible employees 16 hours of paid volunteer hours to connect and give back to the local community through approved community programs. Employees who do not comply to these policies, laws, and/or training can result into disciplinary action up to and including termination.

ULG is an equal opportunity/affirmative action employer. We prohibit unlawful discrimination and harassment and afford equal employment opportunities to employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, and any other protected class status under applicable federal and applicable state law. ULG is proud to be multicultural workplace, as our employees and contractors are spread all over the world, representing variety of culture, religion and race. ULG's mission is to transform language barriers into opportunities and we envision a world in which language is no longer a barrier. Our company was founded based on those principles and in order to enable people express their voice and be understood – no matter the language, nationality or location. By providing accurate Interpretation and Translation services, we are able to help individuals, who might be discriminated or vulnerable, because of the language barriers surrounding them. ULG transforms such barriers into opportunities and chances for equal and better future.



12. DIVERSITY VENDOR CERTIFICATION PARTICIPATION - IT IS THE POLICY OF SOME ENTITIES PARTICIPATING IN EQUALISGROUP TO INVOLVE MINORITY AND WOMEN BUSINESS ENTERPRISES (M/WBE), SMALL AND/OR DISADVANTAGED BUSINESS ENTERPRISES, DISABLE VETERANS BUSINESS ENTERPRISES, HISTORICALLY UTILIZED BUSINESSES (HUB) AND OTHER DIVERSITY RECOGNIZED BUSINESSES IN THE PURCHASE OF GOODS AND SERVICES. RESPONDENTS SHALL INDICATE BELOW WHETHER OR NOT THEY HOLD CERTIFICATION IN ANY OF THE CLASSIFIED AREAS AND INCLUDE PROOF OF SUCH CERTIFICATION WITH THEIR RESPONSE.

- a. Minority Women Business Enterprise
Respondent certifies that this firm is an MWBE ☐ Yes ☒ No
List certifying agency: N/A
- b. Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (DBE)
Respondent certifies that this firm is a SBE or DBE ☐ Yes ☒ No
List certifying agency: N/A
- c. Disabled Veterans Business Enterprise (DVBE)
Respondent certifies that this firm is an DVBE ☐ Yes ☒ No
List certifying agency: N/A
- d. Historically Underutilized Businesses (HUB)
Respondent certifies that this firm is an HUB ☐ Yes ☒ No
List certifying agency: N/A
- e. Historically Underutilized Business Zone Enterprise (HUBZone)
Respondent certifies that this firm is an HUBZone ☐ Yes ☒ No
List certifying agency: N/A
- f. Other
Respondent certifies that this firm is a recognized diversity certificate holder ☐ Yes ☒ No
List certifying agency: N/A

PRODUCTS/PRICING OFFERED

13. PLEASE SUMMARIZE THE SERVICES YOU ARE OFFERING, INCLUDING EACH LANGUAGE FOR WHICH YOU PROVIDE LANGUAGE SERVICES.

ULG is a sole provider of a complete spectrum of linguistic services. As part of our core competencies, we cover all written and spoken multilingual needs in house, through our Translation and Interpretation services in over 200 languages. This allows us to deliver an all-encompassing solution to Region 10 ESC requirements that is flexible to change as your needs evolve in the future.

Following is a summary of the overall services we provide:



Translation



Interpretation



Localization



Digital Marketing



Technology

Core & Supporting Services



Translation + Localization

- Human + Machine
- Certified & Sworn Translations
- Technical Documentation
- Software, Mobile, Web Localization
- eLearning
- HR, Marketing, Legal



Interpreting

- Over-the-Phone (OPI)
- Video Remote (VRI)
- In-Person (OSI)
- Simultaneous + Consecutive
- Conferences + Meetings



Language Quality Services

- Editing & Proofreading
- Style Guide Development
- Terminology Management
- Glossary Management
- Validation Processes
- Terminology management
- Training



Testing + Engineering

- Localization Engineering
- Internationalization
- Quality Assurance (QA)
- Website + Software: Linguistic and Functionality Testing
- Onsite Software Testing



Global Digital Marketing

- Asset Creation + Localization
- SEO/SEM Strategy + Translation
- PPC Ad Localization
- Sentiment Analysis
- Social Media Strategy
- Transcreation
- Cultural Assessments



Productivity Services

- CAT Tool Integration + Management
- APIs + Connector Integrations



Consulting

- Quality Program + Process Consulting
- eLearning + Training
- Language Strategy
- Web Localization Strategy
- SOP Development
- KPI Development + Tracking
- SAP
- ICR Training



Specialty Services

- Breach Response
- Translator Selection Process
- Optical Character Recognition (OCR)
- MT Services
 - Neural MT
 - RbMT Lexicon Coding
 - MT Post-Editing
- A/V Services
 - Voiceovers
 - Subtitling/Dubbing
 - Transcriptions

NOTE: Please also refer to the attachment: **ULG Translation Language List.pdf**.



ULG Translation Services

ULG can support Region 10 ESC across a wide demand for various written translation and localization services, which generally include the following steps: Basic Translation, Full Translation, Desktop Publishing, Quality Control and Proofreading. Each step is defined as follows:

- **Basic Translation** – This process includes translation and quality checks being completed through single language resource to ensure the translation is consistent with the original source document(s). ULG highly recommends using a basic translation process for non-critical or 'For Information Purposes' quality requirements.
- **Full Translation** – ULG offers a 2-step quality process, including translation and editing (TE), conducted by separate linguists and delivered with A Certificate of Accuracy upon request. TE process provides clients with the high level of translation quality and is recommended for more critical content.
- **Desktop Publishing** – ULG's team of Desktop Publishing (DTP) experts will prepare existing source documents for use in translation process and after translation steps are finalized, they will complete the layout of translated files to match the source files as closely as possible or provide layout updates for target languages.
- **Quality Control** – Quality Control (QC) is a key step before client delivery for all our document translation services and is essential for maintaining superior quality. During the QC process, we require that our reviewers adhere to an extensive checklist of items to ensure that the translation is complete and accurate. At this stage, we also make sure that the translation matches the source document page for page (unless indicated otherwise by our customer), apply proper formatting and ensure that all other client specifications are applied before project delivery.
- **Proofreading** – A review of laid out files completed by translators to verify that the final layout matches the source as well as provides contextual language checks based on the native format. This process includes tasks such as checking sizing and placement of text or headers/footers, text and graphic formatting, function of hyperlinks, updating/ formatting of tables of contents and indices, formatting/placement of bullets and margins and column and page breaks. The quality assurance representative signs off on the process once complete and a copy of this report is sent to the customer.



Interpretation Services

ULG offers a complete portfolio of Interpretation Services (on-site and remote, consecutive or simultaneous). These solutions are led with emotional intelligence, responsiveness and quality and are supported by project tracking and customizable real-time reporting.

OVER-THE-PHONE INTERPRETING (OPI)

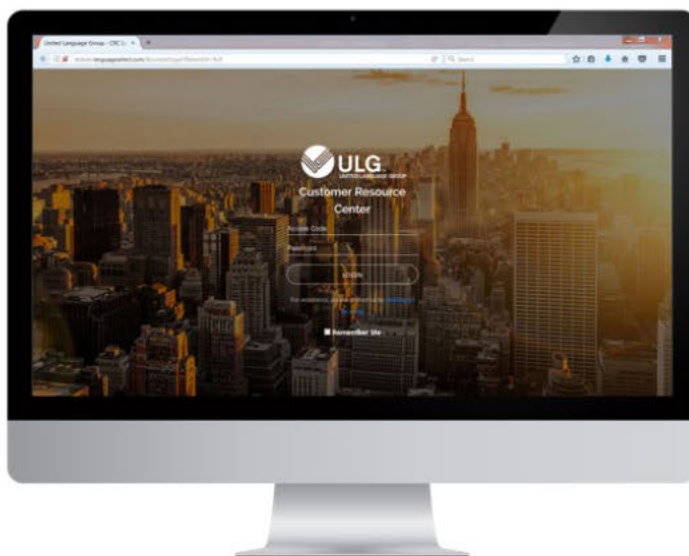
- Qualified and specialized interpreters in over 200 languages
- Real-time and proactive Quality Assurance Monitoring
- 24/7/365 call center capabilities
- Cutting-edge telephony technologies
- Secure and reliable connections
- Standard and unique languages
- Dynamic real-time reporting

VIDEO REMOTE INTERPRETING (VRI)

- 24/7/365 access and support
- HITRUST compliant solution to ensure confidentiality and regulatory requirements are met
- Minimal footprint and data bandwidth needed
- On-demand access to 50+ languages
- Industry-leading devices for any application

ON-SITE INTERPRETING (OSI)





- Fully vetted, specialized interpreters with industry and terminology certification and knowledge in over 200 languages
- Confidential – all interpreters remain compliant with privacy laws
- High level of professionalism, emotional intelligence, and empathy
- Industry leading technology to streamline booking and tracking process



Interpreting Services

Secure, Web-Based Customer Center

Track your minutes, review invoices, watch your language usage trends, and get real-time reporting from our interpreting team at ULG

-  Download invoices
-  Track spending
-  FAQ and Supporting Documentation
-  Real time minute updates
-  Real time reporting

NOTE: Please also refer to the attachments: **ULG Interpretation Language List.pdf** and **ULG VRI Language List.pdf**.



14. WHAT MAKES YOUR OFFERING UNIQUE FROM OTHER SIMILAR COMPETITORS?

ULG Differentiators

ULG's top competitive differentiators are as follows:

- **ULG is a sole provider of a complete spectrum of linguistic services.**
We cover all written and spoken multilingual needs through our Translation and Interpretation services in over 200 languages.
- **We have brought together the best people to serve our clients.**
The team of highly skilled, passionate individuals we have assembled is one of our biggest customer differentiators. Our commitment to training ensures we provide a deep understanding of your content, target market, voice and tone – it is our commitment to investing and building our ULG team, that ensures they will always go the extra mile, continue to innovate and look to provide exceptional service.
- **ULG has the highest level of global quality certifications in the industry.**
With a fundamental commitment to industry excellence, ULG holds ISO certifications for ISO 27001:2013, ISO 17100:2015, ISO 13485:2016, and ISO 9001:2015. Our quality and risk management systems have resulted in efficiencies that save our clients substantial time and money allowing them to focus on decisions that will help them grow and engage their global audience.
- **No other language vendor offers a Professional Training Application.**
By choosing to go the extra step with a professional training application, we are able to track and audit our teams. Given the proposed solution for Region 10 ESC, the training application will ensure ongoing support and in-market effectiveness and relevance for the Region 10 ESC's voice.
- **Only ULG has computational linguists, terminologists & lexicographers.**
This unique Dedicated Team has the technical capability and experience to analyze language and language assets, such as terminology and translations memories, and define language asset strategies that can increase leverage for our customers and maximize quality through consistency at an enterprise level. Through this team structure, we have shown our customers a proven ability to systemically drive down investment, time and overhead of the language process.
- **Neural Machine Translation is territory we have charted and won.**
ULG is the industry leader in the development and application of customer specific NMT solutions. Our unique machine translation expertise is routinely leveraged on behalf of our commercial customers to maximize value of their existing language assets and to optimize translation process.
- **When other technology does not cut it, we create our own.**
Our proprietary Translation Management Platform, Octave TMS, allows for complete control over the customization and integration of our customers' content strategy. Using a home-grown platform means ULG does not have to balance your needs against the needs of competing customers who all share a generally available platform.
- **ULG's experience and expertise in government space is unmatched.**
Providing translation, localization and internationalization services to clients globally, we have a proven track record of optimizing programs, implementing efficiencies, introducing new technologies and disrupting the status quo all with an eye towards growing Region 10 ESC's community support..



15. WERE ALL PRODUCTS/LINES/SERVICES AND PRICING BEING MADE AVAILABLE UNDER THIS CONTRACT PROVIDED IN THE ATTACHMENT B AND/OR APPENDIX B, PRICING SECTIONS?

Yes

16. DOES THE RESPONDENT AGREE TO OFFER ALL FUTURE PRODUCT INTRODUCTIONS AT PRICES THAT ARE PROPORTIONATE TO CONTRACT PRICING OFFERED HEREIN?

Yes

17. DEFINE YOUR STANDARD TERMS OF PAYMENT

ULG standard payment terms are Net 30 days with a late fee of 1.5% per month.

We can discuss and agree on different payment terms, based on Region 10 ESC needs.



PERFORMANCE CAPABILITIES:

18. STATES COVERED - RESPONDENT MUST INDICATE ANY AND ALL STATES WHERE PRODUCTS AND SERVICES ARE BEING OFFERED.

☒ 50 States & District of Columbia (Selecting this box is equal to checking all boxes below)

- | | | |
|---|---|---|
| <input type="checkbox"/> Alabama | <input type="checkbox"/> Kentucky | <input type="checkbox"/> North Dakota |
| <input type="checkbox"/> Alaska | <input type="checkbox"/> Louisiana | <input type="checkbox"/> Ohio |
| <input type="checkbox"/> Arizona | <input type="checkbox"/> Maine | <input type="checkbox"/> Oklahoma |
| <input type="checkbox"/> Arkansas | <input type="checkbox"/> Maryland | <input type="checkbox"/> Oregon |
| <input type="checkbox"/> California | <input type="checkbox"/> Massachusetts | <input type="checkbox"/> Pennsylvania |
| <input type="checkbox"/> Colorado | <input type="checkbox"/> Michigan | <input type="checkbox"/> Rhode Island |
| <input type="checkbox"/> Connecticut | <input type="checkbox"/> Minnesota | <input type="checkbox"/> South Carolina |
| <input type="checkbox"/> Delaware | <input type="checkbox"/> Mississippi | <input type="checkbox"/> South Dakota |
| <input type="checkbox"/> District of Columbia | <input type="checkbox"/> Missouri | <input type="checkbox"/> Tennessee |
| <input type="checkbox"/> Florida | <input type="checkbox"/> Montana | <input type="checkbox"/> Texas |
| <input type="checkbox"/> Georgia | <input type="checkbox"/> Nebraska | <input type="checkbox"/> Utah |
| <input type="checkbox"/> Hawaii | <input type="checkbox"/> Nevada | <input type="checkbox"/> Vermont |
| <input type="checkbox"/> Idaho | <input type="checkbox"/> New Hampshire | <input type="checkbox"/> Virginia |
| <input type="checkbox"/> Illinois | <input type="checkbox"/> New Jersey | <input type="checkbox"/> Washington |
| <input type="checkbox"/> Indiana | <input type="checkbox"/> New Mexico | <input type="checkbox"/> West Virginia |
| <input type="checkbox"/> Iowa | <input type="checkbox"/> New York | <input type="checkbox"/> Wisconsin |
| <input type="checkbox"/> Kansas | <input type="checkbox"/> North Carolina | <input type="checkbox"/> Wyoming |

☒ All U.S. Territories & Outlying Areas (Selecting this box is equal to checking all boxes below)

- | | | |
|---|--|--|
| <input type="checkbox"/> American Samoa | <input type="checkbox"/> Midway Islands | <input type="checkbox"/> U.S. Virgin Islands |
| <input type="checkbox"/> Federated States of Micronesia | <input type="checkbox"/> Northern Marina Islands | |
| <input type="checkbox"/> Guam | <input type="checkbox"/> Puerto Rico | |

19. LIST THE NUMBER AND LOCATION OF OFFICES, OR SERVICE CENTERS FOR ALL STATES BEING PROPOSED IN SOLICITATION.

ULG has offices in the following locations:

- **Minneapolis, USA (Global HQ)**
- Barcelona, Spain (Computational Linguistics Center)
- Galway, Ireland (Sales & EU Operations Hub)
- Hong Kong, China (Sales and Asia Operations Hub)
- London, UK (Sales & Operations Center)
- Los Angeles, USA (Sales & Operations Center)
- Mumbai, India (APAC Operations Center)
- München, Germany (SAP and Machine Translation Center)
- New York City, USA (Sales & Operations Center)
- Panama City, Panama (Learning & Development Operations)
- Portland, USA (Learning & Development Operations HQ)
- **San Antonio, USA (Interpretation Operations HQ)**
- Waibstadt, Germany (Localization Technology and Software Development Center)

Our Global HQ will be mainly responsible for servicing the states listed in this solicitation for translation services.



With more than 500 full-time employees, 11,000+ linguists, and our professional training process, ULG can quickly ramp-up expert resources and effectively support over 200 languages 24/7/365, while ensuring seamless onboarding and managing localization processes to support the variable requirements of Region 10 ESC.

20. DISTRIBUTION CHANNEL: WHICH BEST DESCRIBES YOUR COMPANY'S POSITION IN THE DISTRIBUTION CHANNEL:

- | | |
|---|--|
| <input type="checkbox"/> Manufacturer direct | <input type="checkbox"/> Certified education/government reseller |
| <input type="checkbox"/> Authorized distributor | <input type="checkbox"/> Manufacturer marketing through reseller |
| <input type="checkbox"/> Value-added reseller | <input checked="" type="checkbox"/> Other |

21. PROVIDE RELEVANT INFORMATION REGARDING YOUR ORDERING PROCESS INCLUDING YOUR ABILITY FOR PURCHASING GROUP MEMBERS TO VERIFY THEY ARE RECEIVING CONTRACT PRICING.

ULG has capacity and 24/7/365 operational model, which enables us to provide Region 10 ESC with Translation services within and outside required business hours, for all required languages, as well as any languages, that may be needed in the future.

We have local US presence, with headquarters in Minneapolis, and large linguist base within the country.

We have the ability and processes suitable to provide service excellence in order to match Region 10 ESC requirements around Translation services, as well as internal Teams of expert resources supporting Desktop Publishing and Quality Control process.

We can facilitate any required turnaround times as well as same day emergency translation requirements, ensuring projects are delivered on time and with highest quality.

Our proprietary technologies and dedicated Quality Team and Linguistic resources ensure quality and enhance the delivery and efficiency within the Translation process.

Our Translation Management System, Octave will provide centralization and management of language services, ensure consistency and quality and enable Region 10 ESC access and monitoring of the Translation process, supported by live and customized reporting.

Through our robust Onboarding Process, our dedicated Account Team and Core Program Team will understand Region 10 ESC objectives and needs and provide high quality service delivery, tailored specifically to Region 10 ESC's needs.

ULG is also focused on technology to assist with over all process efficiency and cost control. With our proprietary, powerful, and scalable translation management suite, Octave, ULG provides a technology neutral and modular approach to transparency with technology.

ULG takes a holistic approach to Account Management, Program Management, and general service delivery. We will partner with Region 10 ESC through the creation of a dedicated and core team to support Region 10 ESC. We encourage open and honest communication through peer to peer working relationships.

ULG will provide Region 10 ESC with a web based, complimentary TMS system, Octave. Octave will integrate the Region 10 ESC users, ULG operations, production teams and linguists into one system and ensure our workflows follow an ISO-approved, streamlined process.

Octave TMS allows Region 10 ESC users to submit projects, receive project estimates, track project progress, download status reports, manage terminology database, and track ongoing translation and localization budgets/expenses. Octave TMS also acts as ULG's proprietary tool for project management, reporting, and internal communication.

Octave TMS is provided completely free of charge to Region 10 ESC and available 24/7/365 from any web browser.

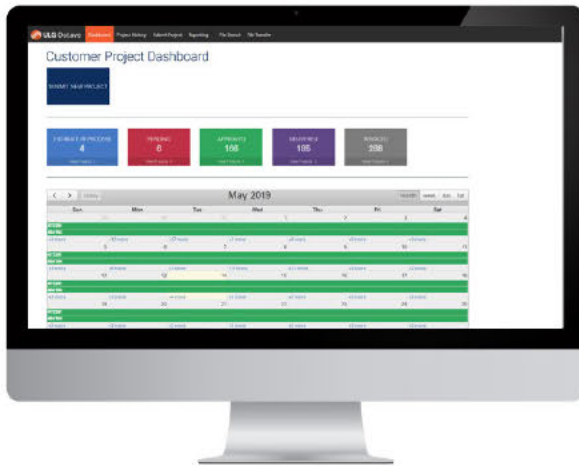


In every process delivery step and for each of our services, our approach & methodology follows the highest quality and risk management standards.

Centralization under Octave TMS typically **improves project turnaround time by a minimum of 15-20%** and helps us to maintain **100% on-time delivery rating** and **98% error-free translation rating**.

ULG Octave Translation Management System

ULG's proposed solution provides Region 10 ESC access to ULG's translation management system, Octave TMS. This platform can reduce investment and turnaround time while improving visibility and consistency in the management of projects. By enabling all Region 10 ESC users to submit files in the way and format they are most comfortable with while channeling all jobs into a centrally managed and maintained global language platform, Region 10 ESC will have improved visibility and reporting.



Secure, Web-Based Translation Management

Octave allows clients to submit and track projects in real time from anywhere in the world, whenever they want

- Submit Projects
- Receive Estimates
- Track Project Progress
- Manage Terminology
- Real-Time Analytic Reporting

Centralization – An unlimited number of groups and users within Region 10 ESC can connect to Octave TMS for project estimates, submissions, real-time tracking, and reporting. ULG can easily accommodate any group or team member wishing to use the platform and provides administration, support and training to all Region 10 ESC users. Octave's main benefits as a global language solution for Region 10 ESC are as follows:

- Eliminates unnecessary manual processes to improve project turnaround time.
- Provides secure and encrypted content workflow for Region 10 ESC.
- Connects the Language Asset technologies identified earlier in this document to all projects.
- Provides visibility and business reporting, spend and performance KPIs to keep the language solution visible and on track.
- Creates a foundation to centralize and visualize spend for Region 10 ESC to support overall regional business intelligence around cost and content that will drive market success.

22. DESCRIBE AREAS WHERE DOWNTIME MAY OCCUR WITH PRODUCTS AND SERVICES PROVIDED, HISTORICAL AVERAGES OF THAT DOWNTIME, AND HOW YOU RESOLVE DOWNTIME ISSUES WHEN THEY DO OCCUR (FOR PURPOSES OF PROVIDING FURTHER CLARITY, EXAMPLES OF DOWNTIME MIGHT BE A WEBSITE ORDERING PLATFORM THAT GOES OFFLINE, LIMITED AVAILABILITY OF TRANSLATORS DUE TO HIGH WORK VOLUME, ETC.)

ULG can process various number of projects and volumes, given the fact that we serve multiple industries and the volume of work is dictated by variety of requirements and periodical volume spikes in some sectors. **In 2019, we have handled on average between 4,000 to 6,000 projects per month with average volumes of 10 to 30 million words.**



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UNITED LANGUAGE GROUP

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UNITED LANGUAGE GROUP

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Organizational Support

The frequency of account management meetings is at the sole discretion of the Region 10 ESC. ULG believes that bi-weekly meetings during the initial pilot onboarding period are beneficial. Once onboarding is successfully completed, reviews usually become quarterly. ULG is happy to meet with whatever frequency is required by the Region 10 ESC. ULG requests that at least two meetings per year be onsite as face-to-face interaction is beneficial to partnerships. These meetings usually cover performance related to SLAs and KPIs, discuss service alerts, client concerns, share ULG company developments/updates, and industry trends.

Upon confirmation of next steps, ULG will comply with any requests for more detailed information on the team that will be driving the Region 10 ESC partnership, including face-to-face meetings, formal phone calls, and requests for resumes.

Region 10 ESC Onboarding Process

The key to a successful partnership is understanding the Region 10 ESC's requirements and how you measure success. ULG provides a six-step, robust onboarding process, which includes one-on-one meetings with the Region 10 ESC's team members to identify service requirements, areas of optimization, workflow/process establishment and ongoing performance tracking.

ULG will discuss the history and past challenges experienced by the Region 10 ESC, key integration strategies will be implemented to ensure challenges are addressed and the translation process is mapped to best practices and the Region 10 ESC's specific requirements.

ULG treats the implementation process as an ongoing need. Implementation begins at the onboarding stage and continues through the lifecycle of the partnership we have with the Region 10 ESC. During the onboarding stages, ULG best practices are applied and adjusted as needed to ensure the success of the partnership and the proper workflow is followed. Onboarding will then continue through the designed process and lessons learned to adjust for potential scope changes.

Our Onboarding Process is fully adaptable and customizable. The flexibility in our plan allows for customization to ensure that the Region 10 ESC's goals are considered in each phase. It is a critical first step and an integrated part of ULG's overall commitment to continuous improvement. As such, it is difficult to define where onboarding components start and stop in our model, as they are a continuous flow adapted to provide a best fit for each partnership.

ULG continues to measure our performance, review strategy and ensure continuous improvement through regular Service and Quality KPIs, Business Reviews, reference checks, and site visits.



During the Onboarding Process, ULG will work with Region 10 ESC to establish the requirements and obtain any supporting materials, that might be beneficial to appropriate and successful service. The materials we may request include Glossaries, Term Base, Translation Memories, Training Materials, Guidelines, and any sample documents and materials, Region 10 ESC can supply.



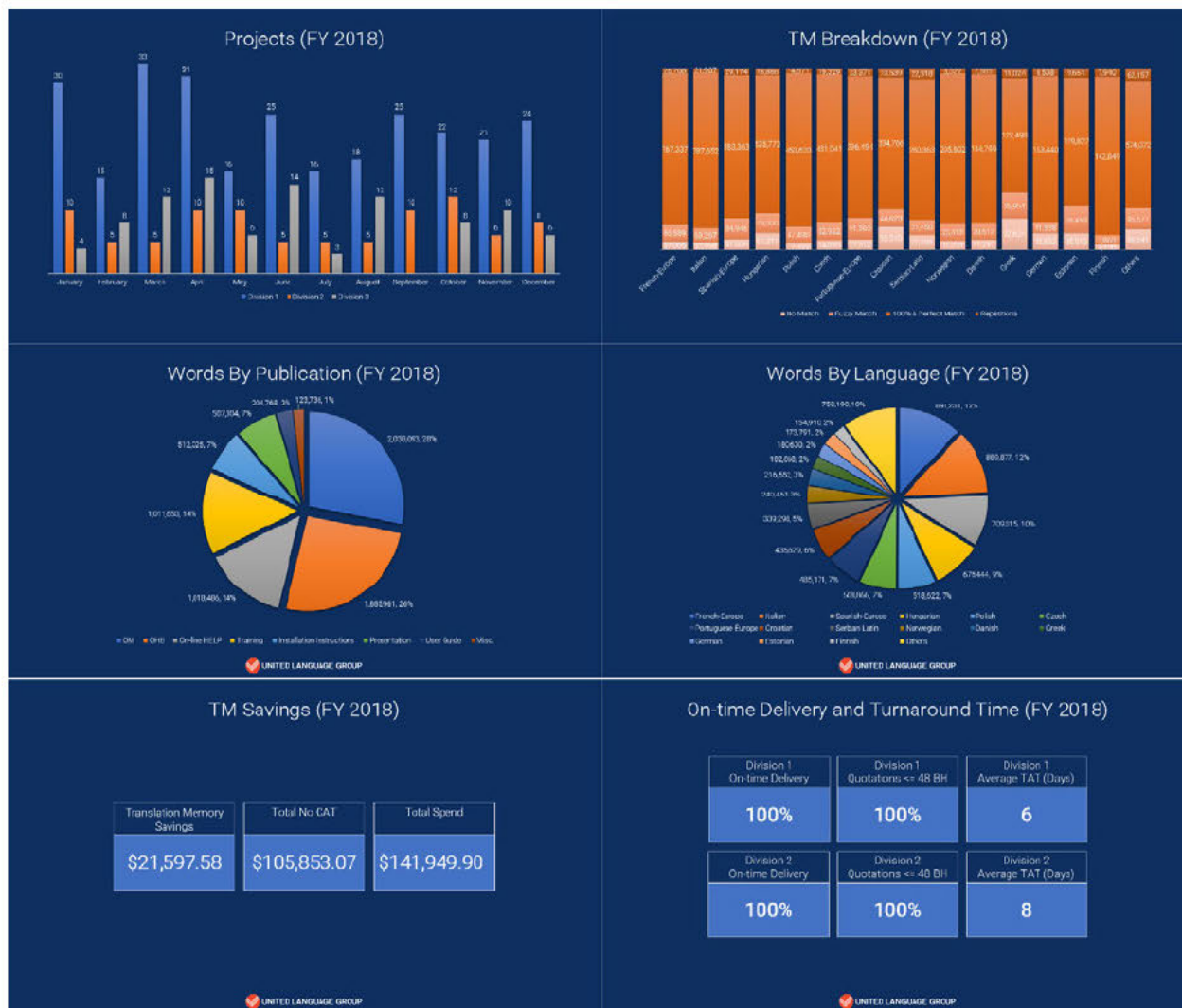
25. DESCRIBE THE CAPACITY OF YOUR COMPANY TO REPORT MONTHLY SALES THROUGH THIS AGREEMENT.

ULG KPIs and Reporting

Key Performance Indicators

ULG utilizes standard internal and client specific key performance indicators which are continuously monitored and reported on to ensure continuous improvement.

Dedicated Reporting – The ULG technology platform provides the basis for dedicated and customized reporting which channels into monthly status or Quarterly Business Reviews supported by ULGs Region 10 ESC Account Team. These reports bring transparency to the quality of our language services – identifying areas for focus and improvement as well as success. The reports also provide clear financial information, including investment and total cost savings achieved through the centralized language solution ULG is proposing in this document. Ultimately, the governance process will ensure ULG is accountable to deliver on the value we are committing to in this response.





The following quality metrics and KPIs are measured monthly as part of our scorecard process. Each KPI contributes to the overall quality of service delivered to Region 10 ESC and key indicators of accuracy, customer satisfaction and improvement:

- **External Quality Defect (EQD)** – All customer complaints and defects are tracked for root cause analysis and immediate customer resolution. Management reviews defects monthly to look for patterns, trends and areas of improvement. We currently maintain a 98% job quality rating.
- **Internal Quality Defect (IQD)** – We track linguistic quality by applying our internal quality assessment audits to a regular sample of translation projects and interpretation interactions. Terminology, grammar and style errors are tracked as part of the process and fixed prior to being returned to customer. Quality reports are regularly reviewed with linguists to improve quality and process.
- **Linguist Performance Monitoring and Rating System** – This system includes our quality assessment results mentioned above, as well the monitoring of linguists according to accuracy, process adherence, communication and consistency. Through this ongoing independent quality assurance process, we hand-select and utilize only linguists that achieve consistently strong performance and quality results.
- **On-time delivery (OTD)** – We track and monitors project delivery stats for every project to ensure we meet the guaranteed turnaround times. We currently average 100% on-time delivery, with 35% of projects being delivered early.
- **Productivity** – Our Client Services team actively tracks customer feedback, quality defects, turnaround time, project manager productivity, translator performance and other key performance metrics as part of a Client Services Department scorecard.
- **Utilization** – Comparing translation volumes against utilization numbers is an effective way to identify ULG's capacity for scalability, planning for account growth and management of high-volume projects.
- **Translation Memory Leveraging Analysis** – Reporting on Translation Memory (TM) Leverage allows us to identify trends and cost savings as well as content re-use, to advise on TM grouping to maximize the TM leveraging.
- **Supplier Adherence** – This metric ensures Region 10 ESC get the same high-quality teams and results for every project. This allows us to invest in training and familiarization with our linguistic teams to help ensure that they act as an extension of your organization with applicable knowledge around the nature of your manufacturing process.
- **Monitoring Customer Satisfaction** – Project Managers and Management are in frequent contact with Region 10 ESC to ensure ongoing satisfaction. Our Management contact clients once a quarter regardless of whether the clients respond to surveys or provide feedback, to ensure their needs are being met and we are exceeding expectations.

26. DESCRIBE THE CAPACITY OF YOUR COMPANY TO PROVIDE MANAGEMENT REPORTS, I.E. CONSOLIDATED BILLING BY LOCATION, TIME AND ATTENDANCE REPORTS, ETC. FOR EACH ELIGIBLE AGENCY.

We can deliver a number of reports on KPIs on our Quarterly Business Review meetings with various Region 10 ESC groups. During on-boarding process, we will review existing KPIs and establish any additional or customized reporting needs, based on your individual needs and goals.



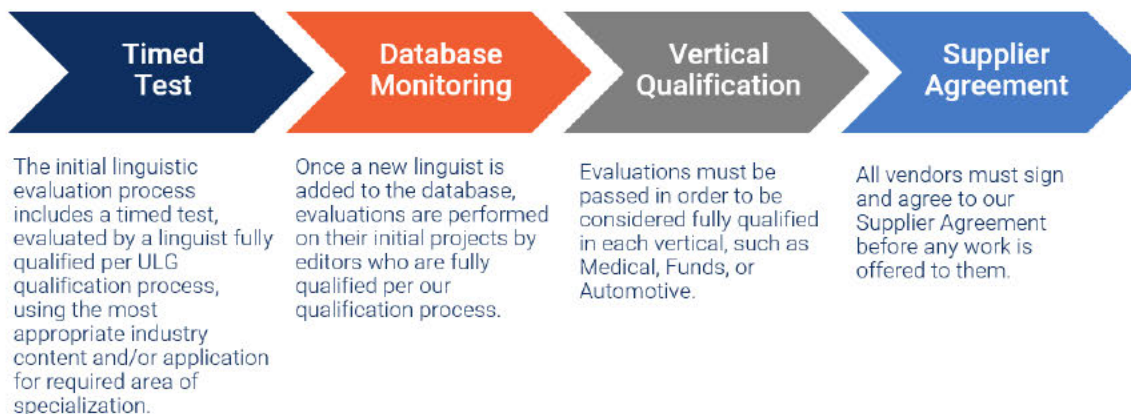
27. IF YOUR COMPANY INTENDS TO USE SUBCONTRACTORS TO FULFILL THIS CONTRACT, DESCRIBE YOUR SUBCONTRACTOR PLAN, INCLUDING HOW SUBCONTRACTORS ARE VETTED FOR EXPERIENCE AND QUALIFICATIONS, HOW THEY ARE HELD TO A HIGH STANDARD OF TRANSLATION SPEED AND ACCURACY, AND HOW ISSUES WITH SUBCONTRACTORS ARE HANDLED.

Linguist Onboarding Process

We have adopted a rigorous screening and training process to recruit, evaluate, rate, and certify linguists. Our translators are native speakers, average five or more years of experience in most languages, hold college and/or advanced degrees, and must pass a variety of tests and questionnaires to measure each applicant's language skill and proficiency in source and target languages, as well as specialized terminology knowledge. The results, combined with the applicant's background and experience, indicate whether a linguist is skilled and proficient enough to work with ULG. We further continue this with training, rating, and assigning the most appropriate translators to work on any given project.

Qualifications required in our translator certification process include:

- **Initial Screening/Certification** – Linguists must complete and pass healthcare translation samples which are then reviewed and scored by senior linguists.
- **Native Speaker** – We verify that all our translators must be native speakers of the language into which they are translating, and have a proven fluency/proficiency in the source language
- **Years of Experience** – We require translators to have a minimum of five years of professional translation experience as well as having translation be their primary profession. Many of our linguists have 10+ years of professional translation experience.
- **Specialization** – We confirm specialization through past work, published material, references and sample tests.
- **References** – Past quality performance is verified by references of similar industry background.
- **Technical Capabilities** – We require translators have appropriate electronic tools, working knowledge of translation memory, automated term lists and other software programs.
- **Onboarding** – Once a translator is qualified and approved through the recruitment and qualification process mentioned above, an on-boarding process is in place that includes contract signing, confidentiality agreements, portal training and customer-specific training as well as process and policy review.
- **Ongoing monitoring** – Work completed by our active translators undergoes our internal quality assessment audits on a regular sample of translation projects. All linguists must maintain high quality scores on these audits to continue working with us.





[REDACTED]

[REDACTED]



Translation Quality Assurance

The initial linguistic evaluation process includes a timed test, evaluated by a linguist fully qualified per ULG qualification process, using the most appropriate industry content and/or application for required area of specialization.

Once a new linguist is added to the database, evaluations are performed on their initial projects by editors who are fully qualified per our qualification process. Evaluations must be passed in order to be considered fully qualified in a given vertical.

On-boarded linguists are subjected to a continuous evaluation process through the following:

- **Internal Quality Defect (IQD)** – We track linguistic quality by applying our internal quality assessment audits to a regular sample of translation projects. Terminology, grammar and style errors are tracked as part of the process and fixed prior to being returned to the customer. Quality reports are regularly reviewed with translators to improve translation quality and process.
- **Linguist Performance Monitoring and Rating System** – This system includes our quality assessment results mentioned above, as well the monitoring of linguists according to accuracy, process adherence, communication and consistency. Through this ongoing independent quality assurance process, we are able to hand-select and utilize only linguists that achieve consistently strong performance and quality results.

The following components act as additional process and output control points within our **Quality Management System**:

- **Qualification** – All resources, including linguists and other specialized resources (DTP, QC, Engineering, etc.) undergo initial comprehensive screening, testing and selection to qualify assess to ULG standards and qualify for further on-boarding process. Our selection process ensures all resources have a minimum level of experience and professional qualification.
- **Training** – All on-boarded resources undergo specialized training, as required for their job type, area of specialization, and any client specific training. Training is provided on on-going basis and as required, given the recorded quality issue.
- **Linguistic Quality Assessment (LQA) & Internal Quality Evaluation (IQE)** – On-going and event specific LQAs and IQEs are conducted on linguistic resources (LQA) and production resources (Desktop Publishing, Quality Control, Engineering, Quality Assurance, etc.) to measure and maintain overall translation and production quality. LQA and IQE are a documented review containing specific error weightings and a defined and documented overall pass rate requirement based on widely adopted industry standards. ULG has guidelines for how often randomized testing should occur across a customer team with testing designed to provide an additional independent assessment to proactively identify weak linguistic and production performance, before it becomes a corrective action.
- **Auto-monitoring feature in Octave TMS** – In order to ensure all translators are monitored for quality performance, ULG's Octave Translation Management System selects projects for quality checks based on vendor throughput of project volumes. This is an automated project selection, and this helps us ensure we constantly evaluate our translation quality. This process is a continuous and ongoing quality management activity.
- **Resource Flagging** – Linguists and production resources are continuously assessed for performance which is tracked against completed projects. Where resources do not meet expectations on turnaround time, quality or responsiveness a flagging system is in place that indicates overall performance and ultimately can indicate whether a linguistic or production resource can be used on specific project types. Any resource with 3 project KPI challenges within a quarter will be removed from active service, any resource with 3 KPI errors over any time period will be required to complete an independent LQA/IQE review of past projects and based on results could be removed from active service. Once a resource flag has been set to 'inactive' the system factual halts production activity to that resource.



- **Corrective Action and Preventive Action Process (CAPA)** – A crucial component of the ULG quality Management System is error and complaint management. For any quality issues, a dedicated quality team will initiate an independent review of the identified challenge and work with the broader team to identify root cause and resolution. ULG has a 100% record in the closure of identified errors or complaints and a 98% successful business impact assessment post corrective action.

Our HR Team, Vendor Management Team and Multilingual Language Leads will ensure full and complete onboarding of existing and new resources into ULG program for Region 10 ESC.





Customer Satisfaction and Deviation Handling Process

Client complaints follow a six-step problem solving corrective and preventative action (CAPA) process recorded within the quality management system. All errors are fixed immediately and given high priority to ensure issues are addressed promptly. We then conduct a formal root cause analysis, determine any corrective actions needed and monitor the effectiveness of these corrective actions. Formal communication is maintained with the client during our investigation process and we seek the client's acceptance of our corrective action plan to close out the process.

ULG procedure for Customer Communication, Feedback and Complaints align to meet the specified reporting criteria of adverse events or possible advisory notice situations. *QSOP0014 Advisory Notices* provides for a system and instructions for the reporting of possible advisory notice situations and for the response to client initiated advisory notices.



28. DESCRIBE HOW YOUR COMPANY ENSURES THAT ALL TRANSLATORS ARE FLUENT IN THE LANGUAGE THEY WILL BE TRANSLATING.

Linguist Qualifications

Linguists are qualified according to **ISO 17100:2015** standards and need to have at least one of the following:

- Degree in Translation
- Formal higher education + a minimum of 2 years of translation experience
- 5 years minimum of translation experience

United Language Group also requires that linguists meet the following criteria:

- Are native speakers of the target language.
- Have Bachelors/Master's degree (or foreign equivalent).
- Have full understanding and a minimum of 2 years' experience translating from the source language into their native tongue in their area of specialization.
- Are proven subject matter experts in target vertical markets and provide experience with relevant subject material.

Moreover, in professional fields, many of our translators hold relevant professional degrees or licenses and some of our translators hold certifications from various national certification bodies or professional translation organizations.





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32. LIST ALL COOPERATIVE AND/OR GOVERNMENT GROUP PURCHASING ORGANIZATIONS OF WHICH YOUR COMPANY IS CURRENTLY A MEMBER BELOW.

Cooperative/GPO Name	Contract Number	Expiration Date
Omnia Partners	NC 961-C/R170201	June 30, 2023

33. DESCRIBE YOUR COMPANY'S IMPLEMENTATION AND SUCCESS WITH EXISTING COOPERATIVE PURCHASING PROGRAMS, IF ANY, AND PROVIDE THE COOPERATIVE'S NAME(S), CONTACT PERSON(S) AND CONTACT INFORMATION AS REFERENCE(S).

ULG is proud to offer our services to many local, state, and federal government agencies nationwide, including being a preferred provider for the State of North Carolina and having a 5-year contract with the State of NC. If requested during contract negotiations, we will be happy to provide additional details about our relationship with Omnia Partners and the State of North Carolina.

34. IN APPENDIX C, PROVIDE A COPY OF ALL CURRENT LICENSES, REGISTRATIONS AND CERTIFICATIONS ISSUED BY FEDERAL, STATE AND LOCAL AGENCIES, AND ANY OTHER LICENSES, REGISTRATIONS OR CERTIFICATIONS FROM ANY OTHER GOVERNMENTAL ENTITY WITH JURISDICTION, ALLOWING RESPONDENT TO PERFORM THE COVERED SERVICES INCLUDING, BUT NOT LIMITED TO LICENSES, REGISTRATIONS OR CERTIFICATIONS. M/WBE, HUB, DVBE, SMALL AND DISADVANTAGED BUSINESS CERTIFICATIONS AND OTHER DIVERSE BUSINESS CERTIFICATIONS, AS WELL AS MANUFACTURER CERTIFICATIONS FOR SALES AND SERVICE MUST BE INCLUDED IF APPLICABLE.

ULG Language Quality Management Reliable and Consistent Service Delivery

ULG's quality approach is the cornerstone of how we will work with the Region 10 ESC to provide reliable delivery and comply with federal, state, and local laws and the Region 10 ESC's needs. ULG utilizes a variety of processes to monitor our performance aligning to internal client-specific key performance indicators (KPIs). Our Quality Management System is an organized structure of responsibilities, activities, and resources, which collectively ensure not only ULG's quality requirements are met, but, equally important, that those of our clients are met. ULG judges our progress toward ultimate language excellence by leveraging data collected through reports and identifying opportunities to enhance client experience. ULG also surveys clients and end users to measure satisfaction and immediately address areas for improvement.

ULG has achieved success by focusing on quality business practices and value-added training driven by ISO certifications, Lean Six Sigma methodologies, SOPs, and ULG's Client Services teams. ULG's quality systems are audited regularly to ensure they align to the regulations set by various agencies. Additionally, ULG has defined training procedures to measure both compliance and competency.

The combined effect of the ULG's Global Quality Management solution will contribute significantly to cost savings and process excellence and will help build confidence and resilience in the provision of language services, allowing your teams to have more time to focus on core activities.



Quality Certifications



Our Quality Commitment

'True North' is defined as the highest ideal a company can reach. At ULG, our true north is a persistent practice of daily improvement performed by everyone on our team. We know that opportunities for quality improvement constantly present themselves, and at the heart of our company is the goal to unearth and pursue these opportunities at every turn.

Certified to:

ISO 9001:2015

Developing, implementing, and improving the quality management process

ISO 13485:2016

Medical Devices Quality Management Systems, requirements for regulatory purposes

ISO 17100:2015

Process, operation, and management requirements for accurate translations

ISO 27001:2013

Information Security management

HITRUST Certification 2019



HITRUST



FedRAMP



NOTE: Please also refer to the attachments:

- ISO 9001-2015.pdf
- ISO 13485-2016.pdf
- ISO 17100-2015.pdf
- ISO 27001-2013.pdf
- HITRUST 5002-8442.pdf

35. IN APPENDIX C, LIST ANY CERTIFICATION(S) AND MEMBERSHIP(S) HELD WITH PROFESSIONAL TRANSLATION ASSOCIATIONS, AND THE EFFECTIVE DATE OF EACH.

Please refer to the response to [Question 34](#) above.

36. PROVIDE INFORMATION REGARDING WHETHER YOUR FIRM, EITHER PRESENTLY OR IN THE PAST, HAS BEEN INVOLVED IN ANY LITIGATION, BANKRUPTCY, OR REORGANIZATION.

United Language Group (ULG) hereby confirms that our firm, either presently or in the past, has not been involved in any litigation, bankruptcy, or reorganization.

37. FELONY CONVICTION NOTICE – PLEASE CHECK APPLICABLE BOX:

- ☐ A publicly held corporation; therefore, this reporting requirement is not applicable
- ☒ Is not owned or operated by anyone who has been convicted of a felony.
- ☐ Is owned or operated by the following individual(s) who has/have been convicted of a felony.

*If the 3rd box is checked a detailed explanation of the names and convictions must be attached.



VALUE ADD

38. DETAIL HOW YOUR ORGANIZATION PLANS TO MARKET THIS CONTRACT WITHIN THE FIRST 90 DAYS OF THE AWARD DATE. THIS MAY INCLUDE BUT IS NOT LIMITED TO:

Upon being awarded the contract, United Language Group will take the following steps to promote our partnership:

- Create a company-wide announcement announcing our partnership
- Create a press release, which will be placed on the ULG website and pitched to relevant publications
- Post the press release/partnership overview on Linked and Twitter once a week for three weeks
- Create any necessary cobranded collateral pieces
- Where relevant, create and execute cobranded email and digital marketing campaigns
- Explore partnerships/co-presenting opportunities at tradeshow/events

ULG is open to additional marketing and cobranding efforts in line with Region 10 ESC marketing goals and strategies.

39. ACKNOWLEDGE THAT YOUR ORGANIZATION AGREES TO PROVIDE ITS COMPANY LOGO(S) TO REGION 10 ESC AND AGREES TO PROVIDE PERMISSION FOR REPRODUCTION OF SUCH LOGO IN MARKETING COMMUNICATIONS AND PROMOTIONS.

United Language Group (ULG) hereby agrees to provide our company logo(s) to Region 10 ESC and agrees to provide permission for reproduction of such logo in marketing communications and promotions.

40. PROVIDE THE AGENCY SPEND THAT YOUR ORGANIZATION ANTICIPATES EACH YEAR FOR THE FIRST THREE (3) YEARS OF THIS AGREEMENT.

\$ 500,000 in year one

\$ 1,000,000 in year two

\$ 1,500,000 in year three

41. PLEASE PROVIDE ANY SUGGESTED IMPROVEMENTS AND ALTERNATIVES FOR DOING BUSINESS WITH YOUR COMPANY THAT WILL MAKE THIS ARRANGEMENT MORE COST EFFECTIVE FOR YOUR COMPANY AND PARTICIPATING PUBLIC AGENCIES.

There are number of ways we could introduce additional efficiencies and improvements in the process.

As part of our Onboarding Process, we would look at the specific requirements you have, as well as the workflow process and goals you want to achieve and propose most suitable processes and solutions that Region 10 ESC requires for ongoing success.

ULG's onboarding process is based on our years of recommending best practices in businesses of Region 10 ESC size and scale and is designed to be customizable and flexible to each client's unique business requirements. Onboarding is a critical first step and an integrated part of ULG's overall commitment to continuous improvement.

In our onboarding framework, the first step is the **assessment** of current state. This involves one-on-one meetings with Region 10 ESC stakeholders in divisions interested in partnering with ULG. The objective of the meetings is to understand the service requirements, best practices, gaps and challenges, as well as to map the current workflow/processes and performance tracking for each group. This first step is an opportunity to collect critical content and data necessary to support our linguistic teams and



specialists in the delivery of quality translations. Leveraging this data, we will collaborate on, and deliver, a plan aligned to each group's needs without losing sight of the overall goals to:

- Leverage common language assets to achieve synergies
- Roll out structured ways of working
- Create a clear governance process across the business divisions

ULG will create customized project submission and workflow(s) to support Region 10 ESC specific project types and validation requirements. All workflows and special instructions will be incorporated into the translation process to ensure alignment with Region 10 ESC expectations.

There are various processes and workflows available, depends on the file types and deliverables, translation requirements, validation requirements and Region 10 ESC specific requirements. Flexibility of Octave TMS allows the project manager to apply pre-defined workflow and modify it (by adding or removing steps), based on the project specific needs.

Centralization of process through Octave TMS provides usually 15-30% improvement in process efficiency and cost savings related to utilization of our proprietary technologies.

ULG has an in-house team of linguistic experts, who will be dedicated to support Region 10 ESC in terms of creating a Language Asset Management (LAM) plan, that will contribute to high-quality translation, long-term cost benefits and return on investment. Our LAM Team will review Region 10 ESC existing language assets in order to create structured Translation Memory (TM) and Term Base, define strategies to increase leverage and maximize quality through consistency.

Our Onboarding Process has been developed based on our experience with organizations of the same size and scale as Region 10 ESC. The onboarding process is fully adaptable, based on the current state of each specific group. The flexibility in our plan allows for customization to ensure that the business goals are considered in each phase.



The outcome of ULG's proposed solution will be a structured way of working, providing a clear governance process including transparent reporting of KPI's. ULG's unique mix of solutions, experience in the government and education space will help achieve short-term and long-term strategy goals, process efficiency and continuous improvement.



DOC #7 BOYCOTT CERTIFICATION

United Language Group (ULG) hereby certifies that during the term of any Agreement, we do not boycott Israel and will not boycott Israel.

"Boycott" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes.

DOC #8 TERRORIST STATE CERTIFICATION

In accordance with Texas Government Code, Chapter 2252, Subchapter F, REGION 10 ESC is prohibited from entering into a contract with a company that is identified on a list prepared and maintained by the Texas Comptroller or the State Pension Review Board under Texas Government Code Sections 806.051, 807.051, or 2252.153.

United Language Group (ULG) hereby certifies to Region 10 ESC, that we are not listed company under any of those Texas Government Code provisions.

United Language Group (ULG) hereby voluntarily and knowingly acknowledges and agrees that any agreement shall be null and void should facts arise leading the Region 10 ESC to believe that the r United Language Group (ULG) was a listed company at the time of this procurement.



Required Forms

Further please find enclosed all forms requested with this solicitation.

- **OPEN RECORDS POLICY ACKNOWLEDGMENT AND ACCEPTANCE**
- **Attachment A: Equalis Group Exhibits**
- **Appendix A: QUESTIONNAIRE** – *please refer to the sections above*
- **Appendix B: PRICING** – *please refer to the separate ATTACHMENT B: Price List.xlsx*
- **Appendix C: CERTIFICATES** – *please refer to the sections above*
- **Appendix D: VALUE ADD** – *please refer to the sections above*
- **Appendix E: VENDOR CONTRACT AND SIGNATURE FORM**

Appendix F: ADDITIONAL REQUIRED DOCUMENTS

- **DOC #1 Clean Air and Water Act**
- **DOC #2 Debarment Notice**
- **DOC #3 Lobbying Certification**
- **DOC #4 Contractors Requirements**
- **DOC #5 Antitrust Certification Statement**
- **DOC #6 Implementation of House Bill 1295** – *will be provided upon contract award notification*
- **DOC #7 Boycott Certification** – *please refer to the sections above*
- **DOC #8 Terrorist State Certification** – *please refer to the sections above*
- **DOC #9 Resident Certification**
- **DOC #10 Federal Funds Certification Form**

FOR VENDORS INTENDING TO DO BUSINESS IN ARIZONA:

- **DOC #11 Arizona Contractor Requirements**

FOR VENDORS INTENDING TO DO BUSINESS IN NEW JERSEY:

- **DOC #12 Ownership Disclosure Form**
- **DOC #13 Non-Collusion Affidavit**
- **DOC #14 Affirmative Action Affidavit**
- **DOC #15 Political Contribution Disclosure Form**
- **DOC #16 Stockholder Disclosure Form**

GENERAL TERMS & CONDITIONS ACCEPTANCE FORM

- **DOC #17 General Terms & Conditions and Acceptance Form**



Attachments

Further please find enclosed additional attachments referenced in response to this solicitation.

POLICIES:

- **ULG Environmental Policy**

LANGUAGES:

- **ULG Translation Language List**
- **ULG Interpretation Language List**
- **ULG VRI Language List**

CERTIFICATIONS:

- **ISO 9001-2015**
- **ISO 13485-2016**
- **ISO 17100-2015**
- **ISO 27001-2013**
- **HITRUST 5002-8442**

RESUMES:

- **Mladen Cvijanovic Resume**
- **Toni Tornell Resume**
- **Andrew Klobucar Resume**

OPEN RECORDS POLICY ACKNOWLEDGMENT AND ACCEPTANCE

Be advised that all information and documents submitted will be subject to the Public Information Act requirements governed by Chapter 552 of the Texas Government Code.

Because contracts are awarded by a Texas governmental entity, all responses submitted are subject to release as public information after contracts are executed. If a Respondent believes that its response, or parts of its response, may be exempted from disclosure to the public, the Respondent must specify page-by-page and line-by-line the parts of the response, which it believes, are exempted from disclosure. In addition, the Respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s). Respondent must provide this information on the "Acknowledgement and Acceptance to Region 10 ESC's Public Information Act Policy" form found on the next page of this solicitation. Any information that is unmarked 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 10 ESC must provide the OAG with the information requested in order for the OAG to render an opinion. In such circumstances, Respondent will be notified in writing that the material has been requested and delivered to the OAG. Respondent will have an opportunity to make arguments to the OAG in writing regarding the exception(s) to the TPIA that permit the information to be withheld from public disclosure. Respondents are advised that such arguments to the OAG must be specific and well-reasoned--vague and general claims to confidentiality by the Respondent are generally not acceptable to the OAG. Once the OAG opinion is received by Region 10 ESC, Region 10 ESC must comply with the opinions of the OAG. Region 10 ESC assumes no responsibility for asserting legal arguments on behalf of any Respondent. Respondents are 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.

After completion of award, these documents will be available for public inspection.

Signature below certifies complete acceptance of Region 10 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 10 ESC's Open Records Policy below:

☒ We acknowledge Region 10 ESC's Public Information Act 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.

(Note: All information believed to be a trade secret or proprietary must be listed below. It is further understood that failure to identify such information, in strict accordance with the instructions below, will result in that information being considered public information and released, if requested 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.

(Note: Respondent must specify page-by-page and line-by-line the parts of the response, which it believes, are exempt. In addition, Respondent must specify which exception(s) are applicable and provide detailed reasons to substantiate the exception(s).)

09-Jul-2020

Date

Mladen V. Cvijanovic

Director of Client Engagement

Authorized Signature & Title

ATTACHMENT A: Requirements for Lead Agency Agreement To be administered by Equalis Group

The following exhibits are used in evaluating and administering Lead Agency Agreements and are preferred by Equalis Group. Redlined copies of the exhibits should not be submitted with the response. Should a respondent be recommended for award, these exhibits will be negotiated and executed between Equalis Group and the respondent. **Respondents must select one of the following options for submitting their response and submit this page only.**

- ☒ Respondent agrees to all terms and conditions outlined in each of the following exhibits
 - ☐ Respondent wishes to negotiate directly with Equalis Group on terms and conditions outlined in each of the following exhibits. Negotiations will commence after sealed bids are opened and Region 10 has determined the respondent met all requirements in their response and may be eligible for award.
- Equalis Group Exhibit A – EQUALIS GROUP RESPONSE FOR LEAD AGENCY AGREEMENT
 - Equalis Group Exhibit B – EQUALIS GROUP ADMINISTRATION AGREEMENT
 - Equalis Group Exhibit C – EQUALIS GROUP MASTER INTERGOVERNMENTAL COOPERATIVE PURCHASING AGREEMENT
 - Equalis Group Exhibit D – EQUALIS GROUP CONTRACT SALES REPORTING TEMPLATE
Equalis Group



Dr. Mladen V. Cvijanovic
Director of Client Engagement

United Language Group

Appendix E: VENDOR CONTRACT AND SIGNATURE FORM

This Vendor Contract and Signature Form ("Contract") is made as of _____, by and between _____ ("Vendor") and Region 10 Education Service Center ("Region 10 ESC") for the purchase of Translation Services ("the products and services").

RECITALS

WHEREAS, both parties agree and understand that the following pages will constitute the contract between the successful vendor(s) and Region 10 ESC, having its principal place of business at **Education Service Center, Region 10, 400 E Spring Valley Rd, Richardson, TX 75081**

WHEREAS, Vendor agrees to include, in writing, any required exceptions or deviations from these terms, conditions, and specifications; and it is further understood that if agreed to by Region 10 ESC, said exceptions or deviations will be incorporated into the final contract "Vendor 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 Vendor Contract will provide that any state, county, special district, local government, school district, private K-12 school, technical or vocational school, higher education institution (including community colleges, colleges and universities, both public and private), other government agencies or non-profit organization may purchase products and services at prices indicated in the Vendor Contract upon registering and becoming a member with Region 10 ESC; and it being further understood that Region 10 ESC shall act as the Lead Agency with respect to all such purchase agreements.

WHEREAS, Equalis Group has the administrative and legal capacity to administer purchases on behalf of Region 10 ESC under the Vendor Contract with participating public agencies and entities, as permitted by applicable law.

ARTICLE 1- GENERAL TERMS AND CONDITIONS

1.1 Equalis Group shall be afforded all of the rights, privileges and indemnifications afforded to Region 10 ESC under the Vendor Contract, and such rights, privileges and indemnifications shall accrue and apply with equal effect to Equalis Group, including, without limitation, Vendor's obligation to provide insurance and other indemnifications to Lead Agency.

1.2 Awarded vendor shall perform all duties, responsibilities and obligations, set forth in this agreement, and required under the Vendor Contract.

1.3 Equalis Group shall perform its duties, responsibilities and obligations as administrator of purchases, set forth in this agreement, and required under the Vendor Contract.

1.4 **Customer Support:** The vendor shall provide timely and accurate technical advice and sales support to Region 10 ESC staff, Equalis Group staff and participating agencies. The vendor shall respond to such requests within one (1) working day after receipt of the request.

ARTICLE 2- ANTICIPATED TERM OF AGREEMENT

- ☐ **Term:** The term of the Contract shall commence upon award and shall remain in effect for a period of three (3) years, unless terminated, canceled or extended as otherwise provided herein. The Contractor agrees that Region 10 ESC shall have the right, at its sole option, to renew the Contract for four (4) additional one-year periods or portions thereof. In the event that Region 10 ESC exercises such rights, all terms, conditions and provisions of the original Contract shall remain the same and apply during the renewal period with the possible exception of price and minor scope additions and/or deletions.
- ☐ **Automatic Renewal:** Renewal will take place automatically for one (1) year unless Region 10 ESC gives written notice to the awarded supplier at least ninety (90) days prior to the expiration.

ARTICLE 3- REPRESENTATIONS AND COVENANTS

Scope: This contract is based on the need to provide the economic benefits of volume purchasing and reduction in administrative costs through cooperative purchasing to schools and other members.

Compliance: Cooperative Purchasing Agreements between Equalis Group and its Members have been established under state procurement law.

Respondent's promise: Respondent agrees all prices, terms, warranties, and benefits granted by Respondent to Members through this contract are comparable to or better than the equivalent terms offered by Respondent to any present customer meeting the same qualifications or requirements.

ARTICLE 4- FORMATION OF CONTRACT

4.1. **Respondent contract documents:** Region 10 ESC will review proposed Respondent contract documents. Vendor's contract document shall not become part of Region 10 ESC's contract with vendor unless and until an authorized representative of Region 10 ESC reviews and approves it.

4.2. **Form of contract:** The form of contract for this solicitation shall be the Request for Proposal, the awarded proposal(s) to the lowest responsible Respondent(s), and properly issued and reviewed purchase orders referencing the requirements of the Request for Proposal. If a firm submitting a proposal requires Region 10 ESC and/or Member to sign an additional agreement, a copy of the proposed agreement must be included with the proposal.

4.3. **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.

4.4. **Assignment of Contract:** No assignment of contract may be made without the prior written approval of Region 10 ESC. Purchase orders and payment can only be made to awarded vendor unless otherwise approved by Region 10 ESC. Awarded vendor is required to notify Region 10 ESC when any material change in operations is made that may adversely affect members (i.e. awarded vendor bankruptcy, change of ownership, merger, etc.).

4.5. **Contract Alterations:** No alterations to the terms of this contract shall be valid or binding unless authorized and signed with a “wet signature” by a Region 10 ESC staff member.

4.6. **Order of precedence:** In the event of a conflict in the provisions of the contract as accepted by Region 10 ESC, the following order of precedence shall prevail:

- Special terms and conditions
- General terms and conditions
- Specifications and scope of work
- Attachments and exhibits
- Documents referenced or included in the solicitation

4.8 **Supplemental Agreements:** The entity participating in the Region 10 ESC contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor. Neither Region 10 ESC, Equalis Group, its agents, members and employees shall be made party to any claim for breach of such agreement.

ARTICLE 5- TERMINATION OF CONTRACT

5.1. **Cancellation for non-performance or contractor deficiency:** Region 10 ESC may terminate any contract if Members have not used the contract, or if purchase volume is determined to be low volume in any 12-month period. Region 10 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 10 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 and/or material that 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 and/or giving Region 10 ESC reason to believe that contractor will not or cannot perform the requirements of the contract; and/or
- vi. Performing work or providing services under the contract prior to receiving a Region 10 ESC reviewed purchase order for such work.

Upon receipt of a written deficiency notice, contractor shall have ten (10) days to provide a satisfactory response to Region 10 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 become the property of the Member on demand.

5.2 **Termination for cause:** If, for any reason, the Vendor fails to fulfill its obligation in a timely manner, or if the vendor violates any of the covenants, agreements, or stipulations of this contract, Region 10 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 vendor, specifying the effective date of termination. In such event, all documents, data, studies, surveys, drawings, maps, models and reports prepared by vendor for this solicitation may become the property of the participating agency or entity. If such event does occur then vendor will be entitled to receive just and equitable compensation for the satisfactory work completed on such documents.

5.3 **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 that the participating agency or entity must purchase in an open market, contractor agrees to reimburse the participating agency or entity, within a reasonable time period, for all expenses incurred.

5.4 **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

5.5 **Standard Cancellation:** Either party may cancel this contract in whole or in part by providing written notice. The cancellation will take effect 90 business days after the other party receives the notice of cancellation. After the 90th business day all work will cease following completion of final purchase order. Region 10 ESC reserves the right to request additional items not already on contract at any time.

ARTICLE 6- LICENSES

6.1 **Duty to keep current license:** Vendor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by vendor. Vendor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the contract. Region 10 ESC reserves the right to stop work and/or cancel the contract of any vendor whose license(s) expire, lapse, are suspended or terminated.

6.2 **Suspension or Debarment:** Respondent shall provide a letter in the proposal notifying Region 10 ESC of any debarment, suspension or other lawful action taken against them by any federal, state, or local government within the last five (5) years that precludes Respondent or its employees from participating in any public procurement activity. The letter shall state the duration of the suspension or action taken, the relevant circumstances and the name of the agency imposing the suspension. Failure to supply or disclose this information may be grounds for cancellation of contract.

6.3 **Survival Clause:** All applicable software license agreements, warranties or service agreements that were entered into between Vendor and Customer/participating member under the terms and conditions of the Contract shall survive the expiration or termination of the Contract. All Purchase Orders issued and accepted by Order Fulfiller shall survive expiration or termination of the Contract.

ARTICLE 7- DELIVERY PROVISIONS

7.1 **Delivery:** Vendor shall deliver said materials purchased on this contract to the participating member issuing a Purchase Order. 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 vendor must receive authorization from the purchasing agency for the delayed delivery. At this point the participating entity may cancel the order if estimated shipping time is not acceptable.

7.2 **Inspection & Acceptance:** If defective or incorrect material is delivered, purchasing agency may make the determination to return the material to the vendor at no cost to the purchasing agency. The vendor agrees to pay all shipping costs for the return shipment. Vendor shall be responsible for arranging the return of the defective or incorrect material.

7.3 **Responsibility for supplies tendered:** Vendor shall be responsible for the materials or supplies covered by this contract until they are delivered to the designated delivery point.

7.4 **Shipping Instructions:** Unless otherwise specified, each case, crate, barrel, package, etc, delivered under this contract must be plainly labeled, securely tagged, stating Vendor's name, purchase order number, quantity contained therein, and delivery address as indicated in the order. Deliveries must be made within the hours of 8:00 am – 4:00 pm. Deliveries at any other time (including Saturdays, Sundays and holidays) will not be accepted unless arrangements have been made in advance with the receiver at the delivery point. Vendor understands that it is their responsibility to ensure compliance with the delivery instructions outlined in this agreement.

7.5 **Additional charges:** Unless bought on F.O.B. "shipping point" and Vendor prepays transportation, no delivery charges shall be added to invoices except when express delivery is authorized and substituted on orders for the method specified in the contract. In such cases, the difference between freight or mail and express charges may be added to the invoice.

7.6 **Buyer's delays:** Region 10 ESC will not be responsible for any late fees due the prime contractor by the participating member. The prime contractor will negotiate with the participating agency for the recovery of damages related to expenses incurred by the vendor for a delay for which the Region 10 ESC member is responsible, which is unreasonable, and which was not within the contemplation of the parties to the contract between the two parties.

ARTICLE 8- BILLING AND REPORTING

8.1 **Payments:** The participating entity using the contract will make payments directly to the awarded vendor.

Payment shall be made after satisfactory performance, in accordance with all provisions thereof, and upon receipt of a properly completed invoice.

8.2 **Tax Exempt Status:** Since this is a national contract, knowing the tax laws in each state is the sole responsibility of the Vendor.

8.3 **Reporting:** Vendor shall electronically provide Equalis Group with a detailed line item monthly report showing the dollar volume of all member product sales under the contract for the previous month. Reports shall be sent via e-mail to Equalis Group offices at reporting@equalisgroup.org. Reports are due on the **fifteenth (15th)** day after the close of the previous month. It is the responsibility of the awarded vendor to collect and compile all sales under the contract from participating members and submit one (1) report. Fields below marked as *required indicate a required field. All other fields are preferred, but not required:

Member Data	Equalis Member ID
	Vendor Customer Number *required (or Equalis Member ID)
	Customer Name *required
	Customer Street Address *required
	Customer City *required
	Customer Zip Code *required
	Customer State *required
Distributor Data	Distributor Name
	Distributor ID
	Distributor Street Address
	Distributor City
	Distributor Zip Code
	Distributor State
Product Data	Product Category level 1
	Distributor Product Number
	Manufacturer Product Number
	Product Description
	Product Brand Name
	Product packaging Unit of Measure level 1
	Product packaging Unit of Measure level 2
	Product packaging Unit of Measure level 3
Spend Data	Purchase Unit of Measure
	Purchase Quantity
	Distributor Landed Cost Total \$ (without deviations)
	Distributor Landed Cost Total \$ (with mfr deviations)
	Customer Purchase Total \$ *required

	Admin Fee % *required
	Admin Fee \$ *required

ARTICLE 9- PRICING

9.1 **Market competitive guarantee:** Vendor agrees to provide market competitive pricing, based on the value offered upon award, to Region 10 ESC and its participating public agencies throughout the duration of the contract.

9.2 **Price increase:** Should it become necessary or proper during the term of this contract to make any change in design or any alterations that will increase expense, Region 10 ESC must be notified immediately. Price increases must be approved by Lead Agency 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 manufacture documentation, or a formal cost justification letter.

Vendor must honor previous prices for thirty (30) days after approval and written notification from Region 10 ESC if requested.

It is Vendor's responsibility to keep all pricing up to date and on file with Region 10 ESC. All price changes must be provided to Region 10 ESC, using the same format as was accepted in the original contract.

9.3 **Additional Charges:** All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

9.4 **Price reduction and adjustment:** Price reduction may be offered at any time during contract and shall become effective upon notice of acceptance from Region 10 ESC. Special, time-limited reductions are permissible under the following conditions: 1) reduction is available to all Members equally; 2) reduction is for a specific time period, normally not less than thirty (30) days; 3) original price is not exceeded after the time-limit; and 4) Region 10 ESC has approved the new prices prior to any offer of the prices to a Member. Vendor shall offer Region 10 ESC any published price reduction during the contract period.

9.5 **Prevailing Wage:** It shall be the responsibility of the Vendor to comply, when applicable, with the prevailing wage legislation in effect in the jurisdiction of the purchaser (Region 10 ESC or its Participating Members). It shall further be the responsibility of the Vendor to monitor the prevailing wage rates as established by the appropriate Department of Labor for any increase in rates during the term of this contract and adjust wage rates accordingly.

9.6 **Administrative Fees:** The Vendor agrees to pay administrative fees to Equalis Group based on the terms set in Attachment A. All pricing submitted to Region 10 ESC shall include the administrative fee to be remitted to Equalis Group by the awarded vendor.

9.7 **Price Calculation:** Cost plus a percentage as a primary mechanism to calculate pricing is not allowed. Pricing may either be in the form of line item pricing, defined as a specific individual price on a product or service, or a percentage discount from a verifiable catalog or price list. Other discounts or incentives may be offered.

ARTICLE 10- PRICING AUDIT

10.1 **Audit rights:** Vendor shall, at Vendor's sole expense, maintain appropriate due diligence of all purchases made by Region 10 ESC and any participating entity that accesses this Agreement. Equalis Group and Region 10 ESC each reserve 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. In the State of New Jersey, this audit right shall survive termination of this Agreement for a period of five (5) years from the date of final payment. Such records shall be made available to the New Jersey Office of the State Comptroller upon request. Region 10 ESC shall have the authority to conduct random audits of Vendor's pricing that is offered to eligible entities at Region 10 ESC's sole cost and expense. Notwithstanding the foregoing, in the event that Region 10 ESC is made aware of any pricing being offered to eligible agencies that is materially inconsistent with the pricing under this agreement, Region 10 ESC shall have the ability to conduct an extensive audit of Vendor's pricing at Vendor's sole cost and expense. Region 10 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 10 ESC or Equalis Group.

ARTICLE 11- PROPOSER PRODUCT LINE REQUIREMENTS

11.1 **Current products:** Proposals shall be for materials and equipment in current production and marketed to the general public and education/government agencies at the time the proposal is submitted.

11.2 **Discontinued products:** If a product or model is discontinued by the manufacturer, Vendor 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.

11.3 **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. Vendor may replace or add product lines to an existing contract if the line is replacing or supplementing products on contract, is equal or superior to the original products offered, is discounted in a similar or to a greater degree, and if the products meet the requirements of the solicitation. No products and/or services may be added to avoid competitive procurement requirements. Region 10 ESC may require additions to be submitted with documentation from Participating Members demonstrating an interest in, or a potential requirement for, the new product or service. Region 10 ESC may reject any additions without cause.

11.4 **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.

11.5 **Product line:** Vendors with a published catalog may submit the entire catalog. Region 10 ESC reserves the right to select products within the catalog for award without having to award all contents. Region 10 ESC may reject any addition of equipment options without cause.

11.6 **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.

11.7 **Buy American requirement:** (for New Jersey and all other applicable States) Vendors may only use unmanufactured construction material mined or produced in the United States, as required by the Buy American Act. Where trade agreements apply, to the extent permitted by applicable law, then unmanufactured construction material mined or produced in a designated country may also be used. Vendors are required to check state specific requirements to ensure compliance with this requirement.

ARTICLE 12- SITE REQUIREMENTS

12.1 **Cleanup:** Vendor shall clean up and remove all debris and rubbish resulting from their work as required or directed by Member. Upon completion of the work, the premises shall be left in good repair and an orderly, neat, clean and unobstructed condition conducive to the Member's business purpose.

12.2 **Site Preparation:** Vendor shall not begin a project for which Participating Member has not prepared the site, unless Vendor does the preparation work at no cost, or until Participating Member includes the cost of site preparation in a purchase order to the contractor. Site preparation includes, but is not limited to moving furniture, moving equipment or obstructions to the work area, installation of wiring for networks or any other necessary pre-installation requirements.

12.3 **Registered sex offender restrictions:** For work to be performed at schools, Vendor agrees that 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. Vendor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the Participating Member's discretion. Vendor 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. Vendor is also responsible for ensuring that their employees or contractors who have direct contact with students are properly fingerprinted and background checked in accordance with local state law, if applicable.

12.4 **Safety measures:** Vendor 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. Vendor 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.

12.5 **Smoking/Tobacco:** Persons working under the contract shall adhere to local tobacco and smoking (including e-cigarettes/vaping) policies. Smoking will only be permitted in posted areas or off premises.

12.6 **Stored materials:** Upon prior written agreement between the vendor and Member, 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 Participating Member with the application for payment seeking compensation for stored materials. Such materials must be stored and protected in a secure location, and be insured for their full value by the vendor against loss and damage. Vendor agrees to provide proof of coverage and/or addition of Participating Member as an additional insured upon Participating Member's request. Additionally, if stored offsite, the materials must also be clearly identified as property of buying Participating Member and be separated from other materials. Participating Member must be allowed reasonable opportunity to inspect and take inventory of stored materials, on or offsite, as necessary.

Until final acceptance by the Participating Member, it shall be the Vendor's responsibility to protect all materials and equipment. Vendor warrants and guarantees that title for all work, materials and equipment shall pass to the Member upon final acceptance.

12.7 Maintenance Facilities and Support: It is preferred that each contractor should have maintenance facilities and a support system available for servicing and repair of product and/or equipment. If a third party is to be used to provide maintenance and support to the participating member, Respondent must notify Region 10 ESC of that third party information. All technicians, applicators, installers shall be fully certified, trained and licensed to perform said duties.

ARTICLE 13- MISCELENOUS

13.1 Funding Out Clause: Any/all contracts exceeding one (1) year shall include a standard "funding out" clause. A contract for the acquisition, including lease, of real or personal property is a commitment of the entity's current revenue only, provided the contract contains either or both of the following provisions:

"Retains to the entity the continuing right to terminate the contract at the expiration of each budget period during the term of the contract and is conditioned on a best efforts attempt by the entity to obtain appropriate funds for payment of the contract in the subsequent fiscal year."

13.2 Disclosures: Vendor affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.

Vendor has a continuing duty to disclose a complete description of any and all relationships that might be considered a conflict of interest in doing business with participants in Equalis Group.

Vendor affirms that, to the best of his/her knowledge, the offer was arrived at independently, and was submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

13.3 Indemnity: Vendor shall protect, indemnify, and hold harmless both Region 10 ESC and Equalis Group and its participants, administrators, employees and agents against all claims, damages, losses and expenses arising out of or resulting from the actions of Vendor, Vendor employees or Vendor subcontractors in the preparation of the solicitation and the later execution of the contract, including any supplemental agreements with members. Any litigation involving either Region 10 ESC or Equalis Group, its administrators and employees and agents shall be in a court of competent jurisdiction in Dallas County, Texas. Texas law shall apply to any such suit, without giving effect to its choice of laws provisions. Any litigation involving Equalis Group participating members shall be in the jurisdiction of the participating agency.

13.4 Franchise Tax: Vendor hereby certifies that he/she is not currently delinquent in the payment of any required franchise taxes, and shall remain current on any such franchise taxes throughout the term of this contract.

13.5 Marketing: Vendor agrees to allow Region 10 ESC and Equalis Group to use their name and logo within website, marketing materials and advertisement. Any use of the Region 10 ESC or Equalis Group name and logo

or any form of publicity, inclusive of press releases, regarding this contract by Vendor must have prior approval from Region 10 ESC.

13.6 Insurance: Unless otherwise modified elsewhere in this document, prior to commencing services under this contract for a participating member, contractor shall procure, provide and maintain during the life of this agreement comprehensive public liability insurance to include course of construction insurance and automobile liability, providing limits of not less than \$1,000,000.00 per occurrence. The insurance form will be an “all risk” type of policy with standard exclusions. Coverage will include temporary structures, scaffolding, temporary office trailers, materials, and equipment. Contractor shall pay for the deductibles required by the insurance provided under this agreement.

Certificates of insurance shall be delivered to the participant prior to commencement of work. The insurance company shall be licensed to do business and write the appropriate lines of insurance in the applicable state in which work is being conducted. Vendor shall give the participating entity a minimum of ten (10) days notice prior to any modifications or cancellation of policies. Vendor shall require all subcontractors performing any work to maintain coverage as specified.

Prior to commencing any work under this contract, any subcontractor shall also procure, provide, and maintain, at its own expense until final acceptance of the work performed, insurance coverage in a form acceptable to the prime contractor. All subcontractors shall provide worker’s compensation insurance which waives all subrogation rights against the prime contractor and member.

13.7 Subcontracts/Sub Contractors: If Vendor serves as prime contractor, it shall not enter into any subcontract subject to this solicitation without prior approval from Region 10 ESC. Any/all subcontractors shall abide by the terms and conditions of this contract and the solicitation.

No subcontract relationships shall be entered into with a party not licensed to do business in the jurisdiction in which the work will be performed. Contractor must use subcontractors openly, include such arrangements in the proposal, and certify upon request that such use complies with the rules associated with the procurement codes and statutes in the state in which the contractor is conducting business.

Contractor agrees to pay subcontractors in a timely manner. Failure to pay subcontractors for work faithfully performed and properly invoiced may result in suspension or termination of this contract. Prior to participating member’s release of final retained amounts, Contractor shall produce verified statements from all subcontractors and material suppliers that those entities have been paid in full amounts due and owing to them.

13.8 Legal Obligations: It is the Respondent’s responsibility to be aware of and comply with all local, state, and federal laws governing the sale of products/services identified in this RFP and any awarded contract and shall comply with all while fulfilling the RFP. Applicable laws and regulation must be followed even if not specifically identified herein.

13.9 Boycott Certification: Respondents hereby certify that during the term of any Agreement, it does not boycott Israel and will not boycott Israel. “Boycott” means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes.

13.10 Venue: All parties agree that venue for any litigation arising from this contract shall lie in Richardson, Dallas County, Texas, and that the laws of the State of Texas shall govern the rights of the parties and the validity

and interpretation of any purchase order, contract, or service agreement that shall arise from and include this proposal request.

[Remainder of Page Intentionally Left Blank- Signatures follow on Signature Form]

CONTRACT SIGNATURE FORM

The undersigned hereby proposes and 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. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this proposal in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Prices are guaranteed: **120 days**

Company name	United Language Group
Address	1600 Utica Avenue South, Suite 750
City/State/Zip	Minneapolis, MN 55416, USA
Telephone No.	+1 612-767-0000
Fax No.	+1 612-767-3374
Email address	mladen.cvijanovic@ulgroup.com
Printed name	DR. MLADEN V. CVIJANOVIC
Position with company	Director of Client Engagement
Authorized signature	<i>Mladen V. Cvijanovic</i>

Term of contract _____ to _____

Unless otherwise stated, all contracts are for a period of three (3) years with an option to renew annually for an additional four (4) years if agreed to by Region 10 ESC. Vendor shall honor all administrative fees for any sales made based on the contract whether renewed or not.

Region 10 ESC Authorized Agent

Date

Print Name

Equalis Group Contract Number _____

DOC #1 CLEAN AIR AND WATER ACT

I, the Vendor, am in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act of 1970, as Amended (42 U.S. C. 1857 (h)), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15 as required under OMB Circular A-102, Attachment O, Paragraph 14 (1) regarding reporting violations to the grantor agency and to the United States Environment Protection Agency Assistant Administrator for the Enforcement.

Potential Vendor: United Language Group

Title of Authorized Representative: Director of Client Engagement

Mailing Address: 1600 Utica Avenue South, Suite 750, Minneapolis, MN 55416, USA

Signature: Mladen V. Cvijanovic

DOC #2 DEBARMENT NOTICE

I, the Vendor, certify that my company has not been debarred, suspended or otherwise ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension", as described in the Federal Register and Rules and Regulations.

Potential Vendor: United Language Group

Title of Authorized Representative: Director of Client Engagement

Mailing Address: United Language Group

Signature: Mladen V. Cvijanovic

DOC #3 LOBBYING CERTIFICATION

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

The undersigned certifies, to the best of his/her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid 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 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 or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure of Lobbying Activities," 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 sub-recipients shall certify and disclose accordingly.


Signature of Respondent

09-Jul-2020

Date

DOC #4 CONTRACTOR CERTIFICATION REQUIREMENTS

Contractor's Employment Eligibility

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statutes of the states it will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The Respondent complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

Contractor shall comply with governing board policy of the Region 10 ESC Participating entities in which work is being performed.

Fingerprint & Criminal Background Checks

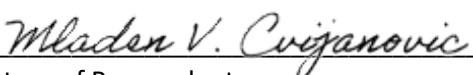
If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The Respondent shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.

Business Operations in Sudan, Iran

In accordance with A.R.S. 35-391 and A.R.S. 35-393, the Contractor hereby certifies that the contractor does not have scrutinized business operations in Sudan and/or Iran.


Signature of Respondent

09-Jul-2020

Date

DOC #5 ANTITRUST CERTIFICATION STATEMENTS
(Tex. Government Code § 2155.005)

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.

VENDOR United Language Group

ADDRESS 1600 Utica Avenue South, Suite 750

Minneapolis, MN 55416, USA

PHONE +1 612-767-0000

FAX +1 612-767-3374

RESPONDANT

Mladen V. Cvijanovic
Signature

DR. MLADEN V. CVIJANOVIC
Printed Name

Director of Client Engagement
Position with Company

AUTHORIZING OFFICIAL

Bob Arnold
Signature

BOB ARNOLD
Printed Name

Vice President - Client Engagement
Position with Company

DOC #7 BOYCOTT CERTIFICATION

Respondents must certify that during the term of any Agreement, it does not boycott Israel and will not boycott Israel. "Boycott" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes.

DOC #8 TERRORIST STATE CERTIFICATION

In accordance with Texas Government Code, Chapter 2252, Subchapter F, REGION 10 ESC is prohibited from entering into a contract with a company that is identified on a list prepared and maintained by the Texas Comptroller or the State Pension Review Board under Texas Government Code Sections 806.051, 807.051, or 2252.153. By execution of any agreement, the respondent certifies to REGION 10 ESC that it is not a listed company under any of those Texas Government Code provisions. Responders must voluntarily and knowingly acknowledge and agree that any agreement shall be null and void should facts arise leading the REGION 10 ESC to believe that the respondent was a listed company at the time of this procurement.

DOC #9 RESIDENT CERTIFICATION:

This Certification Section must be completed and submitted before a proposal can be awarded to your company. This information may be placed in an envelope labeled "Proprietary" and is not subject to public view. In order for a proposal to be considered, the following information must be provided. Failure to complete may result in rejection of the proposal:

As defined by Texas House Bill 602, a "nonresident Bidder" means a Bidder whose principal place of business is not in Texas, but excludes a contractor whose ultimate parent company or majority owner has its principal place of business in Texas.

Texas or Non-Texas Resident

- ☒ I certify that my company is a "**resident Bidder**"
☐ I certify that my company qualifies as a "**nonresident Bidder**"

If you qualify as a "nonresident Bidder," you must furnish the following information:

What is your resident state? (The state your principal place of business is located.)

_____			Com
pany Name	Address		
_____			City
State	Zip		

DOC #10 FEDERAL FUNDS CERTIFICATION FORM

When a participating agency seeks to procure goods and services using funds under a federal grant or contract, specific federal laws, regulations, and requirements may apply in addition to those under state law. This includes, but is not limited to, the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 CFR 200 (sometimes referred to as the "Uniform Guidance" or "EDGAR" requirements). All Vendors submitting proposals must complete this Federal Funds Certification Form regarding Vendor's willingness and ability to comply with certain requirements which may be applicable to specific participating agency purchases using federal grant funds. This completed form will be made available to participating agencies for their use while considering their purchasing options when using federal grant funds. Participating agencies may also require Vendors to enter into ancillary agreements, in addition to the contract's general terms and conditions, to address the member's specific contractual needs, including contract requirements for a procurement using federal grants or contracts.

For each of the items below, Vendor should certify Vendor's agreement and ability to comply, where applicable, by having Vendor's authorized representative complete and initial the applicable lines after each section and sign the acknowledgment at the end of this form. If a vendor fails to complete any item in this form, Region 10 ESC will consider the Vendor's response to be that they are unable or unwilling to comply. A negative response to any of the items may, if applicable, impact the ability of a participating agency to purchase from the Vendor using federal funds.

1. Vendor Violation or Breach of Contract Terms:

Contracts for more than the simplified acquisition threshold currently set at \$150,000, which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 USC 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.

Any Contract award will be subject to Region 10 ESC General Terms and Conditions, as well as any additional terms and conditions in any Purchase Order, participating agency ancillary contract, or Member Construction Contract agreed upon by Vendor and the participating agency which must be consistent with and protect the participating agency at least to the same extent as the Region 10 ESC Terms and Conditions.

The remedies under the Contract are in addition to any other remedies that may be available under law or in equity. By submitting a Proposal, you agree to these Vendor violation and breach of contract terms.

Does vendor agree? MC
(Initials of Authorized Representative)

2. Termination for Cause or Convenience:

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 in the event Offeror fails to: (1) meet schedules, deadlines, and/or delivery dates within the time specified in the procurement solicitation, contract, and/or a purchase order; (2) make any payments owed; or (3) otherwise perform in accordance with the contract and/or the procurement solicitation. participating agency also reserves the right to terminate the contract immediately, with written notice to offeror, for convenience, if participating agency believes, in its sole discretion that it is in the best interest of participating agency to do so. Offeror will be compensated for work performed and accepted and goods accepted by participating agency as of the termination date if the contract is terminated for convenience of participating agency. Any award under this procurement process is not exclusive and participating agency reserves the right to purchase goods and services from other offerors when it is in participating agency's best interest.

Does vendor agree? MC
(Initials of Authorized Representative)

3. Equal Employment Opportunity:

Except as otherwise provided under 41 CFR Part 60, all participating agency purchases or contracts that meet the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 shall be deemed to include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 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."

The equal opportunity clause provided under 41 CFR 60-1.4(b) is hereby incorporated by reference. Vendor agrees that such provision applies to any participating agency purchase or contract that meets the definition of "federally assisted construction contract" in 41 CFR Part 60-1.3 and Vendor agrees that it shall comply with such provision.

Does vendor agree? MC
(Initials of Authorized Representative)

4. Davis-Bacon Act:

When required by Federal program legislation, Vendor agrees that, for all participating agency prime construction contracts/purchases in excess of \$2,000, Vendor shall comply with the Davis-Bacon Act (40 USC 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, Vendor is required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determinate made by the Secretary of Labor. In addition, Vendor shall pay wages not less than once a week.

Current prevailing wage determinations issued by the Department of Labor are available at www.wdol.gov. Vendor agrees that, for any purchase to which this requirement applies, the award of the purchase to the Vendor is conditioned upon Vendor's acceptance of the wage determination.

Vendor further agrees that it shall also comply with the Copeland "Anti-Kickback" Act (40 USC 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.

Does vendor agree? MC
(Initials of Authorized Representative)

5. Contract Work Hours and Safety Standards Act:

Where applicable, for all participating agency contracts or purchases in excess of \$100,000 that involve the employment of mechanics or laborers, Vendor agrees to comply with 40 USC 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 USC 3702 of the Act, Vendor is 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 USC 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.

Does vendor agree? MC
(Initials of Authorized Representative)

6. Right to Inventions Made Under a Contract or Agreement:

If the participating agency's 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 or 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.

Vendor agrees to comply with the above requirements when applicable.

Does vendor agree? MC
(Initials of Authorized Representative)

7. Clean Air Act and Federal Water Pollution Control Act:

Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act (33 USC 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 USC 7401-7671q.) and the Federal Water Pollution Control Act, as amended (33 USC 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

When required, Vendor agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act and the Federal Water Pollution Control Act.

Does vendor agree? MC
(Initials of Authorized Representative)

8. Debarment and Suspension:

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 OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR Part 1966 Comp. p. 189) and 12689 (3CFR 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.

Vendor certifies that Vendor is not currently listed on the government-wide exclusions in SAM, is not debarred, suspended, or otherwise excluded by agencies or declared ineligible under statutory or regulatory authority other than Executive Order 12549. Vendor further agrees to immediately notify the Cooperative and all participating agencies with pending purchases or seeking to purchase from Vendor if Vendor is later listed on the government-wide exclusions in SAM, or is debarred, suspended, or otherwise excluded by agencies or declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Does vendor agree? MC
(Initials of Authorized Representative)

9. Byrd Anti-Lobbying Amendment:

Byrd Anti-Lobbying Amendment (31 USC 1352) -- Vendors 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 USC 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. As applicable, Vendor agrees to file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 USC 1352).

Does vendor agree? MC
(Initials of Authorized Representative)

10. Procurement of Recovered Materials:

For participating agency purchases utilizing Federal funds, Vendor agrees to comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act where applicable and provide such information and certifications as a participating agency may require to confirm estimates and otherwise comply. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR 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 during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery, and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

Does vendor agree? MC
(Initials of Authorized Representative)

11. Profit as a Separate Element of Price:

For purchases using federal funds in excess of \$150,000, a participating agency may be required to negotiate profit as a separate element of the price. See, 2 CFR 200.323(b). When required by a participating agency, Vendor agrees to provide information and negotiate with the participating agency regarding profit as a separate element of the price for a particular purchase. However, Vendor agrees that the total price, including profit, charged by Vendor to the participating agency shall not exceed the awarded pricing, including any applicable discount, under Vendor's Cooperative Contract.

Does vendor agree? MC
(Initials of Authorized Representative)

12. General Compliance and Cooperation with Participating Agencies:

In addition to the foregoing specific requirements, Vendor agrees, in accepting any Purchase Order from a participating agency, it shall make a good faith effort to work with participating agencies to provide such information and to satisfy such requirements as may apply to a particular participating agency purchase or purchases including, but not limited to, applicable recordkeeping and record retention requirements.

Does vendor agree? MC
(Initials of Authorized Representative)

13. Applicability to Subcontractors

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

Does vendor agree? MC
(Initials of Authorized Representative)

By signature below, I certify that the information in this form is true, complete, and accurate and that I am authorized by my company to make this certification and all consents and agreements contained herein.

United Language Group

Company Name

Mladen V. Cvijanovic
Signature of Authorized Company Official

DR. MLADEN V. CVIJANOVIC

Printed Name

Director of Client Engagement

Title

09-Jul-2020

Date

AZ Compliance with Federal and state requirements: Contractor agrees when working on any federally assisted projects with more than \$2,000.00 in labor costs, to comply with all federal and state requirements, as well as Equal Opportunity Employment requirements and all other federal and state laws, statutes, etc. Contractor agrees to post wage rates at the work site and submit a copy of their payroll to the member for their files. Contractor must retain records for three years to allow the federal grantor agency access to these records, upon demand. Contractor also agrees to comply with the Arizona Executive Order 75-5, as amended by Executive Order 99-4.

When working on contracts funded with Federal Grant monies, contractor additionally agrees to comply with the administrative requirements for grants, and cooperative agreements to state, local and federally recognized Indian Tribal Governments.

AZ Compliance with workforce requirements: Pursuant to ARS 41-4401, Contractor and subcontractor(s) warrant their compliance with all federal and state immigration laws and regulations that relate to their employees, and compliance with ARS 23-214 subsection A, which states, "...every employer, after hiring an employee, shall verify the employment eligibility of the employee through the E-Verify program" Region 10 ESC reserves the right to cancel or suspend the use of any contract for violations of immigration laws and regulations. Region 10 ESC and its members reserve the right to inspect the papers of any contractor or subcontract employee who works under this contract to ensure compliance with the warranty above.

AZ Contractor Employee Work Eligibility: By entering into this contract, contractor agrees and warrants compliance with A.R.S. 41-4401, A.R.S. 23-214, the Federal Immigration and Nationality Act (FINA), and all other Federal immigration laws and regulations. Region 10 ESC and/or Region 10 ESC members may request verification of compliance from any contractor or sub contractor performing work under this contract. Region 10 ESC and Region 10 ESC members reserve the right to confirm compliance. In the event that Region 10 ESC or Region 10 ESC members suspect or find that any contractor or subcontractor is not in compliance, Region 10 ESC may pursue any and all remedies allowed by law, including but not limited to suspension of work, termination of contract, suspension and/or debarment of the contractor. All cost associated with any legal action will be the responsibility of the contractor.

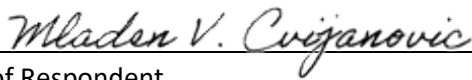
AZ Non-Compliance: All federally assisted contracts to members that exceed \$10,000.00 may be terminated by the federal grantee for noncompliance by contractor. In projects that are not federally funded, Respondent must agree to meet any federal, state or local requirements as necessary. In addition, if compliance with the federal regulations increases the contract costs beyond the agreed on costs in this solicitation, the additional costs may only apply to the portion of the work paid by the federal grantee.

Registered Sex Offender Restrictions (Arizona): For work to be performed at an Arizona school, contractor agrees that 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 present, or reasonably expected to be present. Contractor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the Region 10 ESC member's discretion. Contractor must identify any additional costs associated with compliance to this term. If no costs are specified, compliance with this term will be provided at no additional charge.

Offshore Performance of Work Prohibited: Due to security and identity protection concerns, direct services under this contract shall be performed within the borders of the United States.

Terrorism Country Divestments: In accordance with A.R.S. 35-392, Region 10 ESC and Region 10 ESC members are prohibited from purchasing from a company that is in violation of the Export Administration Act. By entering into the contract, contractor warrants compliance with the Export Administration Act.

The undersigned hereby accepts and agrees to comply with all statutory compliance and notice requirements listed in this document.

	09-Jul-2020
Signature of Respondent	Date

Pursuant to the requirements of P.L. 1999, Chapter 440 effective April 17, 2000 (Local Public Contracts Law), the Respondent shall complete the form attached to these specifications listing the persons owning 10 percent (10%) or more of the firm presenting the proposal.

Company Name: United Language Group

Street: United Lan1600 Utica Avenue South, Suite 750

City, State, Zip Code: Minneapolis, MN 55416, USA

Complete as appropriate:

I _____, certify that I am the sole owner of _____, that there are no partners and the business is not incorporated, and the provisions of N.J.S. 52:25-24.2 do not apply.

OR:

I _____, a partner in _____, do hereby certify that the following is a list of all individual partners who own a 10% or greater interest therein. I further certify that if one (1) or more of the partners is itself a corporation or partnership, there is also set forth the names and addresses of the stockholders holding 10% or more of that corporation's stock or the individual partners owning 10% or greater interest in that partnership.

OR:

I Dr. Mladen V. Cvijanovic, an authorized representative of United Language Group, a corporation, do hereby certify that the following is a list of the names and addresses of all stockholders in the corporation who own 10% or more of its stock of any class. I further certify that if one (1) or more of such stockholders is itself a corporation or partnership, that there is also set forth the names and addresses of the stockholders holding 10% or more of the corporation's stock or the individual partners owning a 10% or greater interest in that partnership.

(Note: If there are no partners or stockholders owning 10% or more interest, indicate none.)

Name	Address	Interest
<u>None</u>		

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

Mladen V. Cvijanovic Director of Client Engagement
Authorized Signature and Title

09-Jul-2020
Date

Company Name:

Street:

City, State, Zip Code:

State of New Jersey

County of _____

I, Dr. Mladen V. Cvijanovic of the Minneapolis
Name City

in the County of Hennepin, State of Minnesota of full
age, being duly sworn according to law on my oath depose and say that:

I am the Director of Client Engagement of the firm of United Language Group
Title Company Name

the Respondent making the Proposal for the goods, services or public work specified under the Harrison Township Board of Education attached proposal, and that I executed the said proposal with full authority to do so; that said Respondent 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 proposal, and that all statements contained in said bid proposal and in this affidavit are true and correct, and made with full knowledge that the Harrison Township Board of Education relies upon the truth of the statements contained in said bid proposal and in the statements contained in this affidavit in awarding the contract for the said goods, services or public work.

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

United Language Group
Company Name

Mladen V. Cvijanovic Director of Client Engagement
Authorized Signature & Title

Subscribed and sworn before me

this _____ day of _____, 20____

Notary Public of New Jersey
My commission expires _____, 20____

SEAL

Company Name: United Language Group
Street: 1600 Utica Avenue South, Suite 750
City, State, Zip Code: Minneapolis, MN 55416, USA

Bid Proposal Certification:

Indicate below your compliance with New Jersey Affirmative Action regulations. Your proposal will be accepted even if you are 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 Harrison Township Board of Education X
- 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.

Mladen V. Cvijanovic
Authorized Signature and Title

09-Jul-2020
Date

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

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 (www.nj.gov/dca/lgs/lfnslfnmenu.shtml).

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 www.nj.gov/dca/lgs/p2p. 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) 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:

4. any State, county, or municipal committee of a political party
5. any legislative leadership committee*
6. any continuing political committee (a.k.a., political action committee)
7. any candidate committee of a candidate for, or holder of, an elective office:
 1. of the public entity awarding the contract
 2. of that county in which that public entity is located
 3. of another public entity within that county
 4. 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:

8. 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
9. all principals, partners, officers, or directors of the business entity or their spouses
10. any subsidiaries directly or indirectly controlled by the business entity
11. 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.”

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

Part I – Vendor Information

Vendor Name:	United Language Group		
Address:	1600 Utica Avenue South, Suite 750		
City:	Minneapolis	State:	MN
		Zip:	55416

Mladen V. Cvijanovic

DR. MLADEN V. CVIJANOVIC

Printed Name

Director of Client Engagement
Title

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.

[illegible]☐ Check here if the information is continued on subsequent page(s)

Continuation Page

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

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

Page ____ of ____

Vendor Name:

[illegible]☐ 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 Clerk

Sheriff

{County Executive}

Surrogate

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

USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD FROM WWW.NJ.GOV/DCA/LGS/P2P A COUNTY-BASED, CUSTOMIZABLE FORM.

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

☐ Sole Proprietorship

☐ Limited Liability

☐ Limited Partnership

Partnership

☒ Corporation

☐ Limited Liability


☐ Subchapter S

Corporation

Corporation

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

Stockholders:

Name:	Name:
Home Address:	Home Address:
Name:	Name:
Home Address:	Home Address:
Name:	Name:
Home Address:	Home Address:
Subscribed and sworn before me this ____ day of _____, 2 _____. (Notary Public) My Commission expires:	<div style="text-align: center;">  _____ (Affiant) DR. MLADEN V. CVIJANOVIC DIRECTOR OF CLIENT ENGAGEMENT _____ (Print name & title of affiant) _____ (Corporate Seal) </div>

DOC #17 GENERAL TERMS & CONDITIONS ACCEPTANCE FORM

Signature on the Vendor Contract Signature form certifies complete acceptance of the General Terms and Conditions in this solicitation, except as noted below (additional pages may be attached, if necessary).

Check one of the following responses to the General Terms and Conditions:

☒ We take no exceptions/deviations to the general terms and conditions

(Note: If none are listed below, it is understood that no exceptions/deviations are taken.)

☐ We take the following exceptions/deviations to the general terms and conditions. All exceptions/deviations must be clearly explained. Reference the corresponding general terms and conditions that you are taking exceptions/deviations to. Clearly state if you are adding additional terms and conditions to the general terms and conditions. Provide details on your exceptions/deviations below:

(Note: Unacceptable exceptions shall remove your proposal from consideration for award. Region 10 ESC shall be the sole judge on the acceptance of exceptions/deviations and the decision shall be final.)



Dr. Mladen V. Cvijanovic
Director of Client Engagement

United Language Group

ENVIRONMENTAL POLICY STATEMENT

United Language Group is aware that its business activities impact upon the environment and is committed to ensuring these activities have the least possible detrimental effect.

We are committed to:

- Complying with all applicable environmental legislation and sustainability commitments
- Measuring and analysing the carbon footprint of our business activities in conjunction with other climate change mitigation and adaptation efforts.
- Preventing pollution and reducing consumption of resources through waste management strategies that promote waste minimisation re-use, recovery and recycling, as appropriate.
- Incorporating energy efficiency measures into the firm's facilities and promoting efficient energy use in all areas of business activity.
- Promoting and continuing to invest in technologies that provide alternatives to business travel.
- Adopting a procurement programme which takes into account the environmental impact of products and services and supports the purchase of sustainable products.
- Ensure our staff are aware of the environmental impacts of their work activities and encourage them through regular awareness and training to minimise those impacts.
- Promoting the protection and enhancement of biodiversity and ecosystems through employee awareness programs and stakeholder engagement.
- Pursuing a programme of continuous improvement by reviewing our Environmental Management System and related objectives and targets, policies and practices.



Lisa Glass
Senior Director of Human Resources

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- | | | | | |
|-------------------------|------------------------|-------------------|-----------------------|------------------------|
| 1. Afrikaans | 26. Dinka | 51. Hiligaynon | 76. Malagasy | 101. Somali |
| 2. Albanian | 27. Dutch | 52. Hmong | 77. Malay | 102. Spanish-Europe |
| 3. Amharic | 28. Dutch-Belgium | 53. Hindi | 78. Malayalam | 103. Spanish-Lat.Am |
| 4. Arabic | 29. English-UK | 54. Hungarian | 79. Maltese | 104. Spanish-Universal |
| 5. Armenian | 30. Estonian | 55. Icelandic | 80. Marathi | 105. Spanish-US |
| 6. Aymara | 31. Farsi | 56. Igbo | 81. Maori | 106. Swahili |
| 7. Azerbaijani | 32. Fijian | 57. Ilokano | 82. Moldavian | 107. Swedish |
| 8. Azeri | 33. Filipino | 58. Indonesian | 83. Nepali | 108. Syriac |
| 9. Basque | 34. Finnish | 59. Irish | 84. Norwegian | 109. Tagalog |
| 10. Belarusian | 35. Flemish | 60. Italian | 85. Oromo | 110. Tajiki |
| 11. Bengali | 36. French | 61. Japanese | 86. Pashto | 111. Tamil |
| 12. Bosnian | 37. French-Belgium | 62. Kannada | 87. Persian-Farsi | 112. Thai |
| 13. Bulgarian | 38. French-Canadian | 63. Kazakh | 88. Polish | 113. Telugu |
| 14. Burmese | 39. French-Switzerland | 64. Khmer | 89. Portuguese-Brazil | 114. Tibetan |
| 15. Catalan | 40. Gaelic | 65. Kirghyz | 90. Portuguese-Europe | 115. Tigrinya |
| 16. Creole | 41. Galician | 66. Korean | 91. Punjabi | 116. Tongan |
| 17. Cebuano | 42. Georgian | 67. Kurdish | 92. Quechua | 117. Turkish |
| 18. Chavacano | 43. German | 68. Lan Nang | 93. Romanian | 118. Ukrainian |
| 19. Chinese-Simplified | 44. German-Austria | 69. Lao | 94. Russian | 119. Urdu |
| 20. Chinese-Traditional | 45. German-Switzerland | 70. Latin | 95. Samoan | 120. Uzbek |
| 21. Croatian | 46. Greek | 71. Latvian | 96. Serbian | 121. Vietnamese |
| 22. Czech | 47. Gujarati | 72. Lithuanian | 97. Sesotho | 122. Welsh |
| 23. Danish | 48. Haitian | 73. Luxembourgish | 98. Sinhalese | 123. Xhosa |
| 24. Dari | 49. Hausa | 74. Macedonian | 99. Slovak | 124. Yoruba |
| 25. Dhivehi | 50. Hebrew | 75. Maharashtra | 100. Slovenian | 125. Zulu |

Communicate clearly with anyone, anywhere. ULG offers interpretation services in over 200 global languages.

1. Acholi	29. Cebuano	58. Ga	87. Jola	116. Luo	145. Pashto	174. Thai
2. Afrikaans	30. Chaldean	59. Galician	88. Kachi	117. Luxembourgeois	146. Patois	175. Tibetan
3. Akan	31. Chamorro	60. Georgian	89. Kanjobal	118. Maay Maay	147. Polish	176. Tigrinya
4. Akateko	32. Chimwiini	61. German	90. Kannada	119. Macedonian	148. Portuguese	177. Toishanese
5. Aklanon	33. Chin	62. Gorani	91. Karen	120. Maharathi	149. Punjabi	178. Tonga
6. Albanian	34. Chiu Chow	63. Greek	92. Karon	121. Malay	150. Romanian	179. Tongan
7. American Sign Language	35. Chuukese	64. Guarani	93. Kashmiri	122. Malayalam	151. Romansch	180. Tosk
8. Amharic	36. Croatian	65. Guizhou	94. Kayah	123. Maltese	152. Russian	181. Turkish
9. Arabic	37. Czech	66. Gujarati	95. Kazakh	124. Mam	153. Samoan	182. Twi
10. Aramaic	38. Danish	67. Haitian Creole	96. Kinyarwanda	125. Mandarin	154. Serahule	183. Ukrainian
11. Armenian	39. Dari	68. Hakha	97. Kirghiz	126. Mandingo	155. Serbian	184. Urdu
12. Assyrian	40. Dinka	69. Hakka	98. Kiribati	127. Maninka	156. Shanghainese	185. Uyghur
13. Azerbaijani	41. Duala	70. Harari	99. Kirundi	128. Marathi	157. Sichuan	186. Uzbek
14. Bambara	42. Dutch	71. Hausa	100. Kizigua	129. Marshallese	158. Sierra Leone Creole	187. Vietnamese
15. Bantu	43. Estonian	72. Hebrew	101. Kikuyu	130. Mien	159. Sindhi	188. Visayan
16. Basque	44. Ewe	73. Hindi	102. Korean	131. Mina	160. Sinhalese	189. Waray
17. Behdini	45. Falam	74. Hindko	103. Krahñ	132. Mixteco	161. Slovak	190. West African Creole
18. Belarusian	46. Fanti	75. Hmong	104. Krio	133. Moldavian	162. Somali	191. Wolof
19. Bengali	47. Farsi	76. Hokkien	105. Kunama	134. Mongolian	163. Sorani	192. Xhosa
20. Berber	48. Fiji	77. Huizhou	106. Kurdish	135. Montenegrin	164. Spanish	193. Yapepe
21. Bosnian	49. Hindi	78. Hunanese	107. Kurmanji	136. Mortlockese	165. Susu	194. Yemen
22. Bravanese	50. Finnish	79. Hungarian	108. Kwawu	137. Navajo	166. Swahili	195. Yiddish
23. Bulgarian	51. Flemish	80. Ibo	109. Lahu	138. Neopolitan	167. Swedish	196. Yoruba
24. Burmese	52. Foochow	81. Icelandic	110. Laotian	139. Nepali	168. Tagalog	197. Yunnan
25. Cambodian	53. French	82. Ilocano	111. Latvian	140. Nigerian Pidgin	169. Taiwanese	198. Yupik
26. Cantonese	54. French Creole	83. Indonesian	112. Liberian	141. Norwegian	170. Tajik	199. Zulu
27. Cape Verdean	55. Fukienese	84. Italian	113. Lingala	142. Nuer	171. Tamil	200. Zyphe
28. Catalan	56. Fulani	85. Japanese	114. Lithuanian	143. Oromo	172. Telegu	
	57. Fulfulde	86. Javanese	115. Luganda	144. Pangasinan	173. Temne	

Core Languages List

American Sign Language	Hakha (Burmese)	Moroccan Arabic	Spanish
Arabic	Iraqi Arabic	Nepali	Sudanese Arabic
Burmese	Korean	Palestinian Arabic	Syrian Arabic
Cantonese	Lebanese Arabic	Russian	Tunisian Arabic
Egyptian Arabic	Mandarin	Somali	Vietnamese

Video Languages (also available in audio)

American Sign Language	Farsi	Kurdish	Spanish
Amharic	French	Lautu	Sudanese Arabic
Arabic	French Canadian	Lebanese Arabic	Syrian Arabic
Azorean Portuguese	French Creole	Mandarin	Tedim
Bengali	Haitian Creole	Matu	Toishanese
Brazilian Portuguese	Hakha	Mizo	Tunisian Arabic
Burmese	Hmong	Moroccan Arabic	Ukrainian
Cantonese	Iraqi Arabic	Nepali	Uzbek
Chin	Italian	Norwegian	Vietnamese
Chuukese	Japanese	Palestinian Arabic	Yemeni Arabic
Dari	Jordanian Arabic	Portuguese	Zomi
Egyptian Arabic	Karen (Pa'o, S'gaw)	Russian	
Falam	Korean	Somali	

Audio-only Languages

Acholi – Uganda, Sudan	Bulgarian – Bulgaria	Doumenese – China
Afrikaans – South Africa, Namibia	Cambodian (Khmer) – Cambodia	Duala – Cameroon
Akan – Ghana, Ivory Coast	Catalan – Spain	Dutch – Netherlands
Akateko – Guatemala	Cape Verdean (Portuguese Creole) – Cape Verde	Estonian – Estonia
Albanian – Albania	Cebuano – Philippines	Ewe – Ghana
Algerian Arabic – Algeria	Chaldean – Iraq	Fante – Ghana
Armenian – Armenia	Chamorro – Guam	Fijian – Fiji
Ashanti (Asante Twi) – Ghana	Chaozhou (Teochew) – China	Filipino (Tagalog) – Philippines
Assyrian – Iraq	Chuukese (Trukese) – Micronesia	Finnish – Finland
Azerbaijani – Azerbaijan	Croatian – Croatia	Flemish – Belgium
Bahnar – Vietnam	Czech – Czech Republic	French Creole – Haiti, USA,
Bahasa Indonesia (Indonesian) – Indonesia	Danish – Denmark	French Guiana
Bambara – Mali	Dari – Afghanistan	Fukienese – China
Belarusian – Belarus	Dene – Canada	Fulani (Fulfulde, Fula) – Cameroon,
Bengali – Bangladesh	Dewoin – Liberia	Niger, Nigeria, Senegal
Bosnian – Bosnia & Herzegovina	Dinka – Sudan	Fuzhou – China
		Ga – Ghana

Additional languages not listed above may be available upon request. Language availability may change to meet the needs of our partners.

Audio-only Languages - Continued

Gen (Mina) – Togo, Benin	Luganda – Uganda	San Miguel – Mexico
German – Germany	Luo – Kenya	Santa Eulalia – Guatemala
Gokana (Khana) – Nigeria	Macedonian – Macedonia	Saraiki – Pakistan, India
Greek – Greece	Malay – Malaysia	Serbian – Serbia, Montenegro
Gujarati – India	Malayalam – India	Serbo-Croatian – Balkans
Hakka – China	Malinke – Senegal	Shanghainese – China
Hausa – Niger, Nigeria	Mam – Guatemala	Sichuan (Szechuan) – China
Hebrew – Israel	Mandinka (Mandingo) – Senegal	Sinhala – Sri Lanka
Hindi – India	Mara – Myanmar (former Burma)	Slovak – Slovakia
Hungarian – Hungary	Marathi – India	Soninke (Serahule) – Mali
Ibo (Igbo) – Nigeria	Marshallese – Marshall Islands	Sorani (Central Kurdish) – Iraq
Ilocano – Philippines	Mayan (Akateko, Kanjobal) – Guatemala, Mexico	Susu – Guinea
Indonesian (Bahasa Indonesia) – Indonesia	Mien – China, Laos, Thailand	Swedish – Sweden
Italian – Italy	Mina (Gen) – Togo, Benin	Tagalog (Filipino) – Philippines
Jarai – Vietnam	Minangkabau – Indonesia	Tai Dam – Vietnam
Javanese – Indonesia	Mixteco Alto – Mexico	Taiwanese – Taiwan
Juba Arabic – Sudan	Mixteco Bajo – Mexico	Tamil – India
Kanjobal (Q'anjob'al) – Guatemala	Mnong – Vietnam	Telugu – India
Kannada – India	Mongolian – Mongolia	Teochew (Chaozhou) – China
Kapampangan – Philippines	Nahuatl – Mexico	Thai – Thailand
Kayah (Karenni) – Myanmar (former Burma)	Navajo – US (Southwest)	Tibetan – China
Khmer (Cambodian) – Cambodia	Nuer – Sudan	Tigrinya (Tigringa) – Ethiopia
Kinyarwanda – Rwanda	Oromo – Ethiopia, Kenya	Tongan – Tonga
Kirundi – Burundi	Pangasinan – Philippines	Trukese (Chuukese) – Micronesia
Koho – Vietnam	Papiamento – Netherlands Antilles	Turkish – Turkey
Kosraean – Micronesia	Pashto (Pushto) – Pakistan, Afghanistan	Twi – Ghana
Kpele – Guinea, Liberia	Pohnpeian – Micronesia	Tzotzil – Mexico
Krahn – Liberia, Ivory	Portuguese Creole (Cape Verdean) – Cape Verde	Urdu – Pakistan, India
Coast Krio – Sierra Leone	Pulaar – Senegal	Wolof – Senegal
Kunama – Eritrea	Punjabi (Panjabi) – Pakistan, India	Xhosa – South Africa
Kurmanji (Northern Kurdish) – Turkey	Quechua – Argentina, Bolivia, Colombia, Ecuador, Peru	Yiddish – Israel
Kuwaiti Arabic – Kuwait	Quiche (K'iche') – Guatemala	Yoruba – Nigeria
Lao – Laos	Rade – Vietnam	Yup'ik – US (Alaska)
Latvian – Latvia	Romanian – Romania	Zarma – Niger
Lingala – Republic of the Congo	Samoan – Samoa	Zhongshanese – China
Lithuanian – Lithuania		Zulu – South Africa

Additional languages not listed above may be available upon request. Language availability may change to meet the needs of our partners.

Hours of Operation

The following languages are available in video 24/7/365:

- American Sign Language
- Amharic
- Arabic
- Azorean Portuguese
- Brazilian Portuguese
- Dari
- Egyptian Arabic
- Farsi
- French
- French Canadian
- French Creole
- Haitian Creole
- Iraqi Arabic
- Italian
- Jordanian Arabic
- Korean
- Kurdish
- Lebanese Arabic
- Moroccan Arabic
- Norwegian
- Palestinian Arabic
- Portuguese
- Spanish
- Sudanese Arabic
- Syrian Arabic
- Toishanese
- Tunisian Arabic
- Ukrainian
- Uzbek
- Vietnamese
- Yemeni Arabic

For all other video languages, please refer to the schedule of video availability (in Eastern Standard Time) below.

Language	Weekdays	Saturday	Sunday
Bengali	9:00am-6:00pm	N/A	N/A
Burmese	9:00am-8:00pm	8:00am-5:00pm	N/A
Cantonese	7:00am-12:00am	8:00am-6:00pm	10:00am-6:00pm
Chin	9:00am-8:00pm	8:00am-5:00pm	N/A
Chuukese	1:00pm-10:00pm	N/A	N/A
Falam	9:00am-8:00pm	8:00am-5:00pm	N/A
Hahka	9:00am-8:00pm	8:00am-5:00pm	N/A
Hmong	9:00am-6:00pm	N/A	N/A
Japanese	9:00am-10:00pm	N/A	N/A
Karen	9:00am-6:00pm	N/A	N/A
Lautu	9:00am-8:00pm	N/A	N/A
Mandarin	7:00am-1:00am	8:00am-9:00pm	8:00am-9:00pm
Matu	11:00am-8:00pm	N/A	N/A
Mizo	9:00am-8:00pm	8:00am-5:00pm	N/A
Nepali	8:00am-7:00pm	9:00am-6:00pm	9:00am-6:00pm
Russian	6:30am-8:00pm	9:00am-6:00pm	8:00am-5:00pm
Somali	7:00am-12:00am	8:00am-6:00pm	8:00am-6:00pm
Tedim	9:00am-6:30pm	N/A	N/A
Zomi	9:00am-8:00pm	8:00am-5:00pm	N/A

Additional languages not listed above may be available upon request. Language availability may change to meet the needs of our partners.



Certificate of Registration

This certifies that the Quality Management System of

United Language Group, Inc.

1600 Utica Avenue South
Suite 750
Minneapolis, Minnesota, 55416, United States

has been assessed by NSF-ISR and found to be in conformance to the following standard(s):

ISO 9001:2015

Scope of Registration:

Translation, Localization and Desktop Publishing of documentation.



Certificate Number:	67851-IS12
Certificate Issue Date:	25-SEP-2017
Registration Date:	23-AUG-2017
Expiration Date *:	22-AUG-2020

Carl Blazik,
Director, Technical
Operations & Business Units,
NSF-ISR, Ltd.

Page 1 of 2

NSF International Strategic Registrations

789 North Dixboro Road, Ann Arbor, Michigan 48105 | (888) NSF-9000 | www.nsf-isr.org



ANNEX PAGE FOR CERTIFICATE REGISTRATION NUMBER

67851-IS12

CERTIFICATE ISSUE DATE: 25-SEP-2017

CERTIFICATE EXPIRATION DATE: 22-AUG-2020

United Language Group, Inc.

1600 Utica Avenue South

Suite 750

Minneapolis, Minnesota, 55416, United States

Remote Location: United Language Group, Inc. - 67852 Ballybrit Business Park Unit 2b Galway, Galway, Ireland	Scope: Translation, Localization and Desktop Publishing of documentation.
Remote Location: United Language Group, Inc.- C0359514 Office No. 713- 714, Neelkanth Corporate IT Park Neelkanth Corporate IT Park, Kirol Road Kirol Road, Vidyavihar (West) Mumbai, 400086, India	Scope: Translation, Localization and Desktop Publishing of documentation.

NSF International Strategic Registrations

789 North Dixboro Road, Ann Arbor, Michigan 48105 | (888) NSF-9000 | www.nsf-isr.org

This Annex is only Valid in connection with the above-mentioned certificate issued by NSF-ISR



Certificate of Registration

This certifies that the Quality Management System of

United Language Group, Inc.

1600 Utica Avenue South
Suite 750
Minneapolis, Minnesota, 55416, United States

has been assessed by NSF-ISR and found to be in conformance to the following standard(s):

ISO 13485: 2016

Scope of Registration:

Translation, Localization and Desktop Publishing of documentation for the Life Science and Medical Industries.



Certificate Number:	67851-MD9
Certificate Issue Date:	22-SEP-2017
Registration Date:	08-AUG-2017
Expiration Date *:	07-AUG-2020

Carl Blazik,
Director, Technical
Operations & Business Units,
NSF-ISR, Ltd.

Page 1 of 2

NSF International Strategic Registrations

789 North Dixboro Road, Ann Arbor, Michigan 48105 | (888) NSF-9000 | www.nsf-isr.org



ANNEX PAGE FOR CERTIFICATE REGISTRATION NUMBER

67851-MD9

CERTIFICATE ISSUE DATE: 22-SEP-2017

CERTIFICATE EXPIRATION DATE: 07-AUG-2020

United Language Group, Inc.

1600 Utica Avenue South

Suite 750

Minneapolis, Minnesota, 55416, United States

Remote Location: United Language Group, Inc. - 67852 Ballybrit Business Park Unit 2b Galway, Galway, Ireland	Scope: Translation, Localization and Desktop Publishing of documentation for the Life Science and Medical Industries.
Remote Location: United Language Group, Inc.- C0359514 Office No. 713- 714, Neelkanth Corporate IT Park Neelkanth Corporate IT Park, Kirol Road Kirol Road, Vidyavihar (West) Mumbai, 400086, India	Scope: Translation, Localization and Desktop Publishing of documentation for the Life Science and Medical Industries.

NSF International Strategic Registrations

789 North Dixboro Road, Ann Arbor, Michigan 48105 | (888) NSF-9000 | www.nsf-isr.org

This Annex is only Valid in connection with the above-mentioned certificate issued by NSF-ISR



NSF Global Business Solutions

789 North Dixboro Road, Ann Arbor, Michigan 48105
(888) NSF-9000 | www.nsf.org

Certificate of Conformance

This is to certify that the Connected Management System of:

United Language Group, Inc.

1600 Utica Avenue South, Suite 750

Minneapolis, MN 55416, USA

Has been assessed by NSF-GBS and found to be in compliance with the following
Quality Standard:

ISO 17100:2015

The Connected Management System is applicable to:

Translation and Desktop Publishing of technical documentation for the Life Science and Medical industries.

Certificate Number: 67851-1

Conformance Date: 8-Aug-2017

Expiry Date: 7-Aug-2020

Tony Giles, Director, North America Operations (US & Canada)

NSF-ISR, Ltd.

Certification contingent upon annual assessment of the Connected Management System. The Connected Management System is a conformance-only assessment to the above stated second-party standard.



NSF Global Business Solutions

789 North Dixboro Road, Ann Arbor, Michigan 48105
(888) NSF-9000 | www.nsf.org

Annex page for conformance certificate number: 67851-1

Main Location:

United Language Group, Inc.
1600 Utica Avenue South, Suite 750
Minneapolis, MN 55416, USA

Remote Location:

United Language Group, Inc.
Ballybrit Business Park, Unit 2b
Galway, Ireland

Remote Location:

United Language Group, Inc.
Office No. 713-714
Neelkanth Corporate IT Park
Kirol Road, Vidyavihar (West), Mumbai -400 086, IND

Scope:

Translation and Desktop Publishing of technical documentation for the Life Science and Medical industries.

This Annex is only valid in connection with the above-stated certificate issued by NSF Global Business Solutions

Certification contingent upon annual assessment of the Connected Management System. The Connected Management System is a conformance-only assessment to the above stated standard.

Certificate of Registration

INFORMATION SECURITY MANAGEMENT SYSTEM - ISO/IEC 27001:2013

This is to certify that:

United Language Group, Inc.
Unit 2B City East Business Park
Ballybrit
H91 R2K6
Ireland

Holds Certificate Number:

IS 659264

and operates an Information Security Management System which complies with the requirements of ISO/IEC 27001:2013 for the following scope:

The ULG Information Security Management System will provide the framework of processes and best practices for the protection of client and employee information and the management of risk to information security in accordance with the Statement of Applicability version 7.0 27th Jan 2020.



For and on behalf of BSI:

Andrew Launn, EMEA Systems Certification Director

Original Registration Date: 2017-04-11

Effective Date: 2020-04-11

Latest Revision Date: 2020-03-24

Expiry Date: 2023-04-10



Page: 1 of 2

...making excellence a habit.™

Certificate No: IS 659264

Location	Registered Activities
United Language Group, Inc. Unit 2B City East Business Park Ballybrit H91 R2K6 Ireland	The ULG Information Security Management System will provide the framework of processes and best practices for the protection of client and employee information and the management of risk to information security in accordance with the Statement of Applicability version 7.0 27th Jan 2020.
United Language Group (ULG) Saint Louis Park 1600 Utica Avenue Minneapolis Minnesota 55416 USA	The ULG Information Security Management System will provide the framework of processes and best practices for the protection of client and employee information and the management of risk to information security in accordance with the Statement of Applicability version 7.0 27th Jan 2020.
United Language Group (ULG) 713 / 714, Neelkanth Corporate Park Kirol Road, near Kirol village Vidyavihar Station (West) Mumbai Maharashtra 400 086 India	The ULG Information Security Management System will provide the framework of processes and best practices for the protection of client and employee information and the management of risk to information security in accordance with the Statement of Applicability version 4.0 dated 31 Oct 2018

Original Registration Date: 2017-04-11

Latest Revision Date: 2020-03-24

Effective Date: 2020-04-11

Expiry Date: 2023-04-10

Page: 2 of 2

This certificate relates to the information security management system, and not to the products or services of the certified organisation. The certificate reference number, the mark of the certification body and/or the accreditation mark may not be shown on products or stated in documents regarding products or services. Promotion material, advertisements or other documents showing or referring to this certificate, the trademark of the certification body, or the accreditation mark, must comply with the intention of the certificate. The certificate does not of itself confer immunity on the certified organisation from legal obligations.

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.

An electronic certificate can be authenticated [online](#).

Printed copies can be validated at www.bsigroup.com/ClientDirectory

Information and Contact: BSI, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP. Tel: + 44 345 080 9000
BSI Assurance UK Limited, registered in England under number 7805321 at 389 Chiswick High Road, London W4 4AL, UK.
A Member of the BSI Group of Companies.

April 15, 2020

United Language Group
1600 Utica Ave South
Saint Louis Park, MN 55416

Based upon the procedures performed by an Authorized External Assessor which indicated that there were no material changes to the control environment that would result in United Language Group ("the Organization") no longer meeting certification criteria of the HITRUST® CSF Assurance Program, the following system and supporting infrastructure of the Organization ("Scope") continue to meet the HITRUST CSF® v9.1 certification criteria:

United Language Group: Octave

The initial certification was awarded to the Organization on 01/31/2019 and is valid for a period of two years assuming the following occurs:

- Annual progress is being made on areas identified in the Corrective Action Plan(s) (CAPs).
- No data security breach reportable to a federal or state agency by law or regulation has occurred within or affecting the assessed environment.
- Either no significant changes in the business or security policies, practices, controls and processes have occurred that might impact its ability to continue to meet the respective HITRUST CSF Assurance Program criteria, or—where there were changes—procedures performed by the external assessor indicate the Organization's control environment continues to meet the criteria against which the Organization was initially assessed.
- A continuous monitoring program is in place to determine if the controls continue to operate effectively over time.

Based upon the work performed by the Organization's external assessor, HITRUST is of the opinion that the requirements of the HITRUST CSF v9.1 certification program continue to be met.

Additional information on the HITRUST CSF certification program can be found at the HITRUST website at <https://hitrustalliance.net>.



HITRUST

Mladen Cvijanovic, Ph.D.

(919) 604-3696, mladenc1985@gmail.com

PROFESSIONAL SUMMARY

Experienced Senior Executive, with prior translation and life science industry experience and a wealth of sales and global business development knowledge. Speaks English, Spanish, Serbian, Bosnian and Croatian. I hold two Master's Degrees – one in Clinical Psychology and one in Social Psychology – and a PhD in Social Psychology focusing on human performance in the workplace. Subject Matter Expert in human performance, motivation, marketing strategies, and employee well-being and job satisfaction. Combination of strong academic/scientific background, with wealth of experience in sales, global business development, and marketing and branding, allows me to effectively lead and oversee day-to-day company operations and stimulate exponential and steady growth.

KEY AREAS OF EXPERTISE

- Sales & Business Development
- Executive Leadership
- Project Management
- Proposal Development
- Human Performance in Modern-Day Workspace
- Motivation and Sales Coaching
- Negotiation Skills
- Commercial and Government Business Experience
- Marketing and Global Branding

PROFESSIONAL EXPERIENCE

United Language Group

- **Director of Client Engagement** Minneapolis, MN 5/2019 to present
 - Identifies and aggressively pursues new business opportunities.
 - Manages the lead generation efforts and a team of Business Development Representatives and Associates to ensure highest quality of daily marketing campaigns.
 - Manages existing Tier 1 accounts with annual spend of \$250,000 or more.
 - Oversees the development and writing of customer tender documents and RFPs for the government and financial verticals to ensure realistic client expectations are set and successful achievement of the bidding opportunity.
 - Works very closely with the marketing and lead generation teams to ensure highest quality of digital and printed marketing collaterals and strong presence at trade shows worldwide.
 - Responsible for managing of \$2m+ of revenue and client portfolio.
 - Works closely with Regional and Global VPs for Client Engagement and Corporate Sales in order to close new and large business opportunities and to ensure highest levels of customer satisfaction.

LingPerfect Translations, Inc.

- **Executive Vice President and Chief Operating Officer** 3/2018 to 5/2019
 - Oversees and manages company's day-to-day operations and is responsible for overseeing the effective and efficient functioning of every division in the company including sales, account management, project management, marketing, business operations, and administrative support.

- Provides supervision and guidance to all members of the senior management team and leads the efforts of the Executive Committee.
- Manages all of company's recruiting efforts and is solely responsible for making all hiring decisions and internal promotions for all company divisions.
- Ensures that all revenue goals are met or exceeded and provides guidance to the CEO regarding the company's short term and long term strategic vision and planning.
- Responsible for creating and implementing all of the training programs at the company for the sales and account management teams.
- Extensive domestic and international travel to meet with Tier 1 clients and discuss our long-term commitment to a strategic partnership and growth of our relationship with that company.
- Responsible for reviewing and approving all major quotes and RFPs that are submitted on behalf of the company, along with overseeing and managing the Proposal Team.

LingPerfect Translations Inc.

- **Vice President of Sales and Global Strategy** New York, NY 9/2017 to 3/2018
 - Oversees and manages \$5-7 million portfolio annually with 50+ full time employees; including sales and account management, project management, and operational support staff
 - Develops and secures new business through networking and other resources; writes business and technical proposals, negotiates client contracts, closes deals profitably
 - Formulates sales plans to achieve monthly, quarterly, and annual sales targets; Builds a productive pipeline and manages each phase of the sales process
 - Cultivates and maintains long term relationships with clients by delivering elite client service and engaging them by using knowledge of each industry and organization
 - Identifies and recruits internal/external talents to ensure effective mix of competencies
 - Provides day-to-day supervision of global sales and account management teams along with overseeing project management and operations support staff
 - Manages and controls pricing and contractual issues

NCT Linguistics

Durham, NC

2/2015 to 9/2017

- **Director of Business Development and Global Strategy**
 - Oversaw and managed \$10 million+ portfolio annually with 11 full-time employees; exceeded 20% in revenue goals in the past 8 consecutive quarters
 - Sourced new clients through previous relationships, referrals, and targeted prospecting
 - Communicated strategic information such as market intelligence, key customer data, competitive analysis and pricing information to internal constituencies
 - Provided strategic and tactical leadership on sales opportunities
 - Oversaw the team responsible for creating the project management and business operations teams and provided support during the training and implementation phases.
 - Developed strategic relationships worldwide and created global business plans for all industry sectors
 - Acted as a liaison between NCT operations and clients
 - Supported the preparation of all proposals and client quotations
 - Supported and ensures that any and all reporting requirements are completed and submitted in the timeframe specified by client
 - Participated in relevant trade shows and conferences
 - Achieved revenue targets and other sales performance requirements

NeuroCog Trials

Durham, NC

2/2014 to 9/2017

- **Neurocognitive Data Monitor**

- Ensured assessment documents received are complete
- Reviewed accuracy of scoring and administration of received assessments
- Communicated review findings to necessary study personnel
- Documented receipts, review, and findings
- Translated assessment documents
- Filed Documentation
- Supported Project Leads in assigned project-based work

- **Certification Specialist**

- Assessed rater qualifications for certification on cognitive batteries
- Interviewed raters individually; discerning assessment administration and scoring competence
- Documented interview and rater's abilities demonstrated
- Provided the Project Lead with documentation of certification status
- Supported the Project Leads in assigned project-based work

Leith Audi

Cary, NC

7/2012 to 2/2014

- **Audi Brand Specialist**

- Certified Audi Brand Specialist (training implemented by Audi USA)
- Collaborated with the Leith Audi sales and marketing team to meet monthly and annual sales goals
- Received Audi Brand Specialist of the month four times in 2013
- Assisted customers on a daily basis to receive the highest service possible required by Audi USA

Hampden Sydney College

Farmville, VA

6/2008 to 7/2012

Assistant Dean of Students

- **Office of New Student Orientation and Intercultural Affairs**

- Responsible for implementation and coordination of all Matriculation and New Student Orientation related events.
- Supervised and trained a staff of 30 people
- Oversaw day-to-day operations of the Office for Intercultural Affairs and the Office of Student Life Digital Outreach
- Investigated and oversaw approximately 25% of disciplinary cases throughout the academic year
- Led fundraising campaigns for the Minority Student Union and the International Club; increased their annual budget by more than 1000%
- Oversaw and supervised the operations of the College Activities Council
- Responsible for managing a budget of more than \$1,000,000

Hampden Sydney College

Farmville, VA

9/2010 to 7/2012

Assistant Dean of Students

- **Office of Greek Like and Student Activities**

- Responsible for direct oversight over Greek Life Office and the operations of Interfraternity Council and all social and professional fraternities
- Implemented training and other programming activities for the Interfraternity Council
- Responsible for coordinating and implementing training for fraternity alumni councils and fraternity faculty advisors on an annual basis

- Responsible for direct oversight of all judicial and administrative affairs within the Greek System at the College
- Oversaw the Student Affairs Social Media and Marketing Department; grew from two part-time student interns to five full-time employees over the course of two years
- Responsible for direct oversight over the Campus Activities Council day-to-day operations and management of \$750,000+ annual budget

EDUCATION

Walden University

- MBA, Specialization in Organizational Leadership, Expected Graduation Date – June 2020

Walden University

- PhD in Psychology, Specialization in Social and Forensic Psychology, December 2018

Walden University

- Master of Science in Social Psychology, November 2016

Longwood University

- Master of Science in Community and College Counseling, February 2014

Hampden-Sydney College

- Bachelor of Arts in Psychology and Spanish, May 2008

Toni L. Tornell

(651) 206-1634 • tonitornell@gmail.com

EXPERIENCE

United Language Group, Inc. (ULG)

Controller

Minneapolis, MN

December 2016-Present

- ULG is a private equity owned provider of translations and interpretation services with annual revenues of nearly \$100 million, 500 employees and offices in seven countries. ULG has executed five acquisitions in three years.
- Report directly to CFO and responsible for all aspects of accounting and finance, including AR, AP, consolidated financial reporting, tax returns, audits, treasury/liquidity management, cashflow forecasting, budgeting, and managing a team of five in MN and Ireland.
- Successfully integrated financial processes and procedures of three acquisitions totaling over \$100 million into ULG's existing financial processes within 90 days of acquisition date, resulting in finance specific synergies of nearly \$600,000 annually.
- Led implementation and migration of ERP system from QuickBooks to Oracle's NetSuite, reducing the month-end-close process from 12 days to 8 days, resulting in streamlined and timely dissemination of consolidated financial statements of 8 domestic and international entities.
- Automated global AP processes for over 2,200 vendors through the implementation of Tipalti, a SaaS AP software, eliminating mass payment workload by 80%, reducing AP risk, and allowing ULG to scale its AP processes without additional personnel resources.
- Restructured finance department into four core teams (GL, AR, AP and financial reporting), resulting in increased structure and accountability for the team, proper internal controls, and in turn, \$240,000 in annual savings due to role redundancies and realized efficiencies.
- Proactively and continuously identify cost cutting initiatives, including renegotiating existing leases and vendor contracts.

WPT Capital Advisors, LLC/WPT Industrial REIT

Senior Financial Reporting Analyst

Financial Reporting Analyst

Minneapolis, MN

January 2015-December 2016

August 2011-December 2014

- Directly contributed to the completion of a \$100 million IPO on the Toronto Stock Exchange (TSX) and three subsequent follow-on offerings: converted GAAP financials to IFRS financials as part of a historical three-year audit, completed disposition and purchase accounting for a \$436 million portfolio contribution to a newly-created publicly traded REIT (WPT Industrial REIT), reviewed prospectus materials, helped in preparation of due diligence materials and supervised two consultants during the process.
- Prepared all quarterly and annual consolidated financial statements, accompanying footnotes and MD&A in compliance with IFRS for WPT Industrial REIT and in compliance with GAAP for WPT Capital Advisors, LLC. Prepared all Board of Director financial schedules and presented results to CFO and Controller.
- Coordinated annual audits and quarterly reviews with both KPMG U.S. team and KPMG Canada team. Played integral role in audit committee meetings, annual audit planning meetings, and preparation of schedules for auditors.
- Evaluated accounting treatment for complex transactions including the spin-off of predecessor company, the consolidation of variable interest entities, asset and business acquisitions/dispositions, public equity offerings, and debt refinancings.
- Assisted in the fair market valuation of investment properties, convertible debt derivatives, stock options, and restricted share grants.
- Determined purchase price allocation for asset acquisitions (19 transactions totaling \$500+ million).
- Assisted in ongoing financial forecasting processes and variance analyses.
- Prepared memos documenting company accounting policies and internal control processes and procedures.

Webdigs, Inc.

Staff Accountant

Minneapolis, MN

May 2009-July 2011

- Prepared quarterly and annual consolidated financial statements for a publicly traded real estate brokerage and its four subsidiaries in compliance with GAAP. Responsibilities included preparation of the MD&A, preparation of all financial statement footnotes for its SEC 10Q and 10K filings. Also prepared all schedules for the annual audit including equity statements, detailed variance analysis, process charts and other supporting schedules.
- Self-initiated a review of operations and developed analytical tools that prompted elimination of wasteful discretionary spending on unprofitable business units. These tools included profitability breakdowns, break-even calculations and DCF models for each business unit, and companywide and business unit operating cash flow analyses. These evaluations resulted in annual savings of 9% of cash operating expenses.
- Fulfilled all month-end accounting responsibilities, including balance sheet and income statement preparation, account reconciliations, and various reports summarizing significant financial results, in addition to coordinating all ongoing revenue and expense accounting, daily cash flow analysis and account reconciliations.

- Supported CFO with valuation analysis of two significant business unit acquisitions in 2009. Prepared DCF valuations to assist in the purchase price allocation of investments.
- Generated rolling six-month projections of expected financial results and cash requirements for senior management.

U.S. Bank

Financial Reporting & Analysis Intern

Minneapolis, MN

June 2008-August 2008

- Assisted in the preparation of financial schedules for inclusion in quarterly SEC 10Q filing, earnings press release, and audit committee meeting. Used Oracle Hyperion Essbase to analyze variances between forecasted and actual results.

EDUCATION

Saint Mary's University of Minnesota

Master of Science in Accounting, GPA: 4.0/4.0

Minneapolis, MN

October 2016

University of Minnesota Twin Cities

Curtis L. Carlson School of Management

Bachelor of Science in Business: Major in Finance

Minneapolis, MN

May 2009

Interests: Running, traveling, listening to live music and enjoying good food.

ANDREW J. KLOBUCAR

2904 Lyndale Avenue South , Apt 626 • Minneapolis, MN 55408 • (612) 770-7416 • Andrew.Klobucar@uwalumni.com

I am a highly developed professional with a passion for business strategy and marketing plan development. I am at my best when working in a collaborative environment to develop corporate marketing and communications strategies that position my client as a thought leader and solution provider. A proven ability to recruit, develop and mentor personnel allows me to effectively scale departments to meet business growth.

Project management expertise and attention to detail allow me to successfully manage numerous budgets, projects, people, events and campaigns simultaneously. I am a content generator with the creativity and technical writing ability to develop varied customer-facing and sales-oriented content. Moreover, I have a decade of experience using traditional and digital marketing channels to engage target customers with this content.

TECHNICAL SKILLS:

Salesforce, Pardot, HubSpot, iContact MessageBuilder, WordPress, Adobe InDesign, Adobe Photoshop, Adobe Illustrator, Meltwater, Prezi, Hootsuite, Google Analytics, Google Adwords, nopCommerce

EDUCATION:

University of Minnesota – Carlson School of Management
Master of Business Administration, Fall 2019
Focus: Marketing, Management, GPA: 3.94/4.0

University of Wisconsin – Madison
Bachelor of Business Administration, May 2010
Major: Marketing

PROFESSIONAL EXPERIENCE:

United Language Group Minneapolis, MN

Director of Marketing & Communications

October 2020 – Present

- Direct five person team dedicated to expanding the United Language Group brand and driving customer engagement through traditional and digital marketing channels
- Collaborate with sales leaders to forge and execute marketing plans for each of the five business units
- Establish and execute marketing budget across core business units and develop ROI tracking methods
- Launched new website resulting in a 42% increase in conversions
- Led corporate migration from previous CRM database to HubSpot, integrated CRM with marketing automation tools and company website to maximize lead generation and management efficiencies
- Founded industry-specific awareness campaigns that generated 120+ new opportunities in first week
- Devised PR and communications strategy related to COVID-19 support for educational organizations, resulting in three article placements and five new clients

FasTest Inc. Roseville, MN

Director of Marketing & Customer Experience

June 2019 – October 2020

- Oversaw eleven-person team dedicated to developing and maintaining customer experience process, from initial engagement to conversion and ongoing account management
- Designed and executed \$1.8M marketing and customer experience budget to improve FasTest's brand awareness, and enhance customers' experiences with FasTest's internal and external sales representatives
- Advanced sales and reporting processes to align functional departments to stimulate 15%+ CAGR
- Strengthened CRM, ERP, marketing automation, and analytics tools to boost effectiveness of marketing campaigns and improve efficiency of internal customer management processes

Director of Marketing

June 2017 – June 2019

- Collaborated with peers on Executive Leadership team to establish corporate strategies, characterize KPIs, and implement multi-year plans to deliver long-term growth objectives
- Managed five-person marketing and business development team dedicated to upgrading customer engagement through both traditional and digital marketing platforms
- Created and conducted marketing plan with \$800K-\$1.2M budget to expand FasTest's brand awareness, bring new products to market, and optimize relationships with channel partners
- Defined strategies and administered 13 person business unit, resulting in a 22% increase in revenue; received company award for international strategy that increased Asia-Pacific sales by 50%
- Designed and helped guide inside sales process and CRM database; 400% increase in MQL

Sr. Marketing Manager

October 2016 – June 2017

Marketing Manager

October 2014 – October 2016

- Constructed and implemented annual marketing plan, with budgets ranging \$450K-\$1.0M, to increase brand recognition, introduce new products, and support 75+ sales channel partners
- Recruited and supervised marketing team, growing team from one intern to three members
- Upgraded digital marketing strategy and outputs, realizing a 23% CAGR in engagement and 17.5% CAGR in ecommerce revenue
- Maintained dozens of vendor relationships to place communications, oversee website development, create sales collateral, and organize logistics for dozens of tradeshow and events
- Collaborated with new product development team to forge go-to-market strategies, detail value propositions, and enforce marketing and communications plans for eight new products
- Received Continuous Improvement Award for generating corporate pricing modification process

KJ International Resources Minneapolis, MN**Marketing & Communications Coordinator**

November 2012 – October 2014

- Constituted and performed annual marketing plan and assisted CEO in planning marketing budget
- Recruited, hired, and managed two-person marketing team to propel growth of KJI brand
- Established and executed digital marketing plan resulting in a 600% increase in engagement
- Identified, wrote, edited and placed three topical case studies in major international publications
- Collaborated with sales team to form 100+ communications, presentations, webinars, educational videos and other sales tools used to accelerate growth in new vertical markets
- Shaped and administered company website platform and content; 35% increase in website traffic

Tunheim Partners Bloomington, MN**Account Assistant**

March 2012 – October 2012

- Assisted in creation and completion of long-term branding projects for B2C and B2B clients
- Designed and coordinated with media houses to publicize media content and news stories
- Conducted in-depth media coverage, as well as social media and competitor analysis for clients

Medtronic Inc. Minneapolis, MN**Global Brand Marketing Specialist**

November 2010-December 2011

- Led emerging markets research project, with findings used to define long-term corporate strategies
- Developed and promoted patient success stories for Medtronic's Innovating for Life marketing campaign
- Supported coordination of the Medtronic Twin Cities Marathon and other major events