BID RESPONSE PACKET 710-21-0024

BID SIGNATURE PAGE

Company:	PROOPERT					
Company:	PROSPECT	VE CONTRA	CTOR'S INFORM	IATION	Tan Sam	A STATE OF A STATE
And the second sec	Vancro	-				
Address:		ort Ap	ache Rd	# 30	0	
City:	Las VejAs	Sta	ate: N √	Zip C	Code:	89147
Business Designation <i>:</i>	☐ Individual☐ Partnership	□ Sole Pr I¥ Corpora	oprietorship ation	□ Publi □ Nonp		e Corp
Minority and Women-Owned Designation*:	□ Not Applicable □ American Indian ☑ Service Disabled Veteran □ African American □ Hispanic American □ Women-Owned □ Asian American □ Pacific Islander American					
	AR Certification #:			nority and Wome itation Terms and		
	PROSPECTIVE (Provide contact information				tters.	
Contact Person:	Cory Brume	~ 7	Fitle:	V.P. Of	FIN	renp. Services
Phone:	802 236 840	20230	Alternate Phone:	8022		.03
Email:		VAncro.	Com	0		
	CONFI	RMATION OF	REDACTED CO	РҮ		
submission do Note:If a redacte packet, and data (other	d copy of submission doc cuments will be released d copy of the submission I neither box is checked, a than pricing), will be relea on Act (FOIA). See Solic	if requested. documents is a copy of the n ased in respon	not provided with on-redacted doc se to any reques	Prospective (uments, with ti t made under	Contract he exce _l the Arka	or's response otion of financial ansas Freedom
D la	ubmitting a response to th		II CONFIRMATI			
they do not emplo	f a contract awarded as a	immigrants an	<i>tion</i> , Prospective d shall not emplo	Contractor ag		
they do not emplo	f a contract awarded as a	immigrants an result of this l	<i>tion</i> , Prospective d shall not emplo	Contractor ag y or contract v		
they do not emplo during the term o By checking the t shall not during th	f a contract awarded as a ISRAEL BOY box below, Prospective Co ne aggregate term of a co	immigrants an result of this I COTT RESTR ontractor agre- ntract awarde	<i>tion</i> , Prospective d shall not emplo oid solicitation. RICTION CONFIF es and certifies th d as a result of th	Contractor ag y or contract v MATION nat they do no	with illeg	al immigrants
they do not emplo during the term o By checking the t shall not during th	f a contract awarded as a ISRAEL BOY	immigrants an result of this I COTT RESTR ontractor agre- ntract awarde	<i>tion</i> , Prospective d shall not emplo oid solicitation. RICTION CONFIF es and certifies th d as a result of th	Contractor ag y or contract v MATION nat they do no	with illeg	al immigrants
they do not emplo during the term o By checking the t shall not during the Prospective C	f a contract awarded as a ISRAEL BOY box below, Prospective Co ne aggregate term of a co	immigrants an result of this l COTT RESTR ontractor agre- intract awarde all not boycott	<i>tion</i> , Prospective d shall not emplo oid solicitation. RICTION CONFIF es and certifies th d as a result of th t Israel.	Contractor ag y or contract w MATION hat they do no is bid solicitat	with illeg	al immigrants
they do not emplo during the term o By checking the t shall not during th Prospective C An official authoriz	f a contract awarded as a ISRAEL BOY box below, Prospective Co ne aggregate term of a co ontractor does not and sh	immigrants an result of this I COTT RESTR ontractor agre intract awarde all not boycott spective Contra y exception tha	tion, Prospective d shall not emplo oid solicitation. RICTION CONFIF es and certifies th d as a result of th t Israel. Actor must sign b t conflicts with a Re	Contractor ag y or contract v MATION hat they do no is bid solicitat	with illeg t boycot ion.	al immigrants t Israel and
they do not emplo during the term o By checking the t shall not during th Prospective C An official authoriz	f a contract awarded as a ISRAEL BOY toox below, Prospective Co on aggregate term of a co ontractor does not and sh red to legally bind the Pros signifies agreement that an tive Contractor's proposal ture: Use Intronly.	immigrants an result of this I COTT RESTR ontractor agre intract awarde all not boycott spective Contra y exception tha	tion, Prospective d shall not emplo oid solicitation. RICTION CONFIF es and certifies th d as a result of th t Israel. Actor must sign b t conflicts with a Re	Contractor ag y or contract we MATION that they do not is bid solicitat elow. equirement of the Wice Pre	with illeg t boycot ion.	al immigrants t Israel and

SECTION 1 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are <u>NON-mandatory</u> must be declared below or as an attachment to this
 page. Vendor must clearly explain the requested exception, and should label the request to reference the specific solicitation item
 number to which the exception applies.
- Exceptions to Requirements shall cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. *Use Ink Only*

Vendor Name:	Vancro	Date:	1/15/21
Authorized Signature:	X	Title:	V.P. Interp. Service
Print/Type Name:	TO Cory Brumer		

SECTION 2 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are <u>NON-mandatory</u> **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements shall cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. *Use Ink Only*

Vendor Name:	Vancro	Date:	V15/21
Authorized Signature:		Title:	V.P. Interp. Srus.
Print/Type Name:	Con Brunk		

SECTION 3 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are <u>NON-mandatory</u> must be declared below or as an attachment to this page. Vendor must clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements shall cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. *Use Ink Only*

Vendor Name:	Vancro	Date:	1/16/21
Authorized Signature:	Xe	Title:	V.P. of Int. Serv.
Print/Type Name:	S Cory Broma		0

Bid Response Packet 710-21-0024

SECTION 4 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are <u>NON-mandatory</u> must be declared below or as an attachment to this
 page. Vendor must clearly explain the requested exception, and should label the request to reference the specific solicitation item
 number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. *Use Ink Only*

Vendor Name:	Vancio	Date:	1/16/21
Authorized Signature:	Va	Title:	VP & Int. Serv
Print/Type Name:	AS Com Brumer		6

PROPOSED SUBCONTRACTORS FORM

• **Do not** include additional information relating to subcontractors on this form or as an attachment to this form.

PROSPECTIVE CONTRACTOR PROPOSES TO USE THE FOLLOWING SUBCONTRACTOR(S) TO PROVIDE SERVICES.

Type or Print the following information

Subcontractor's Company Name	Street Address	City, State, ZIP

© PROSPECTIVE CONTRACTOR DOES NOT PROPOSE TO USE SUBCONTRACTORS TO PERFORM SERVICES

By signature below, vendor agrees to and **shall** fully comply with all Requirements related to subcontractors as shown in the bid solicitation.

Vendor Name:	Vancro	Date:	1/16/21
Authorized Signature:		Title:	VP-1 Int. SUS
Print/Type Name:	Com Brund		1 0

.



STATE OF ARKANSAS DEPARTMENT OF HUMAN SERVICES IN-PERSON AND VRI ASL INTERPRETER SERVICES

IFB 710-21-0024



Department of Human Services Office of Procurement 700 Main Street Little Rock, Arkansas 72201

December 17, 2020

SUBMITTED TO: Margurite Al-uqdah

Margurite.al-uqdah@dhs.arkansas.gov

SUBMITTED BY:

Vancro, Inc. Headquarters Office 4730 South Fort Apache Rd. #300 Las Vegas, NV 89147



This document includes data that shall not be disclosed outside the specified customer and shall not be duplicated, used or disclosed – in whole or in part – for any purpose other than to evaluate this proposal or quotation. If, however, a contract/purchase order is awarded by the specified customer to Vancro, Inc., as a result of or in connection with the submission of this data, then the specified customer shall have the right to duplicate, use or disclose the data to the extent provided in the resulting contract. This restriction does not limit the specified customer's right to use information contained in this data if it is obtained from another source without restriction. The data subject to this restriction are contained in all of the attached sheets.



COMPANY PROFILE

LOCATIONS	Addresses	
Vancro, Inc. (Nevada)	4730 S. Fort Apache Rd. #300, Las Vegas, NV 89147	Page
Vancro, Inc. (Washington)	PO Box 1463, Castle Rock, WA 98611	Iuge

2

KEY COMPANY REPRESENTATIVES	Τίτιε	CONTACT
Christopher Crosby	Chief Executive Officer	
Jason Evans	Chief Operations Officer	
Cory Brunner	Vice President of Interpreting Services	
Jessica Huntzinger	Deputy Director of Interpreting Services	

	SDVOSB	Service Disabled Ve	teran Owned (Certified 2020)	
Type of Business / Certifications /	RID References for the Deal of	Registry of Interpreters for the Deaf Proud Member		
Memberships	National Association of the Deaf	National Association of the Deaf		
	O Ş	US Small Busines	ss Chamber of Commerce	
DUNS: 602776705	CAG	E Code: 42ST7	Tax ID: 20-3212926	
NAICS	5 41611, 519190, 541370, 541690, 541720, 541810, 541910, 5 41930, 541990, 611519			

Request for Quote: ARKANSAS DHS 710-21-0024 Use or disclosure of proposal data is subject to the restriction on the title page of this proposal.



VISIT US AT WWW.VANCROIIS.COM

INTRODUCTION





Vancro is a CVE certified Service-Disabled Veteran Owned Small Business (SDVOSB) privately held with operations headquartered in Las Vegas, NV with satellite contract office locations in California, Ohio, Oregon, New Mexico, Washington, Nevada, North Dakota, Vermont, Virginia, North Carolina, Colorado, Mississippi, and Tennessee. Our success is a direct result of providing the highest quality of services at the best skill to

To support the any American Sign Language Interpreter Service requirements, we have carefully assembled a strong and multi-disciplined team of interpreters providing exceptional breadth of experience and insight across all the key capabilities described in commonly requested government proposals.

We have more than 60 combined

years of experience in supporting the Public and Private sectors around the world. Vancro brings an agile and responsive team of Interpreting Specialists with the knowledge and experience to provide the government with exceptional services and top-quality solutions for the mission critical environment

Due

to this experience, the Vancro team has the corporate experience needed to deliver superior and



highly focused American Sign Language Interpreting Services contract management to the US Government on time and on budget.

TECHNICAL CAPABILITY AND SERVICE PROVISION

Vancro specializes in supporting customer requirements by providing American Sign Language (ASL) Services to the U.S. Government, to State Agencies and Departments, and to local municipalities. Vancro ASL interpreters' approach multiple problem sets with a collaborative Page | 4 approach that maximizes unity of effort in providing a service for our customers. Vancro can provide RID/NAD or QAST certified interpreters to assist in communication access and facilitation for the Arkansas Department of Human Services (DHS) statewide as needed.

INTERPRETER EXPECATATIONS

Vancro will provide interpreters to deaf/hard of hearing (HOH) clients and maintain a pool of interpreters available capable of meeting the requirements prescribed below. All of our Interpreters are well-trained to perform ASL services who have a minimum of three years of experience involving interpretation in sign language. All interpreters will be RID/NAD and QAST level 2 or above certified. All have been vetted through our own in-house quality control screening and assessment process. All Interpreters will have general industry-specific terminology knowledge are/will be certified through the Registry of Interpreters for the Deaf (RID) or National Association of the Deaf (NAD) and qualified to provide the following services upon request:

1. Sign simultaneously and/or consecutively from oral spoken English into American Sign Language (ASL), Pidgin Sign English (PSE), Oral, and voice from ASL/PSE to Oral English, as required

2. Sign simultaneously and/or consecutively using verbatim, conceptually accurate, or idiomatic methods, as required.

3. Sign on subject matter ranging from a simple statement of facts to complex and specialized terminology.

4. Professionally voice in spoken English responses by the client, whether it be in meetings, technical training classes or presentations.

5. Interpret for DeafBlind clients

VANCRO'S CODE OF PROFESSIONAL CONDUCT

With vast experience supporting the Department of Defense agencies and organizations in highly classified environments and in combat areas overseas, Vancro's staff strictly adhere to codes of conduct as applicable to our company and the National Association of the Deaf (NAD) and the Registry of Interpreters for the Deaf, Inc. (RID). Our team adheres to the following 7 tenets:

- 1. Adherence to standards of confidential communication
- 2. Professional skills and knowledge required for the specific interpreting situation
- 3. Interpreters will conduct themselves in a manner appropriate to interpreting situations
- 4. Respect for consumers
- 5. Respect for colleagues, interns, and students of the profession
- 6. Ethical business practices
- 7. Professional development

All personnel under team Vancro dress in business or business casual attire as appropriate to the requirements set forth by the organization and its managing representative.

VANCRO'

	Page 5
•	

STATE OF ARKANSAS DEPARTMENT OF HUMAN SERVICES IN-PERSON AND VRI ASL INTERPRETING SERVICES IFB # 710-21-0024











IN PERSON INTERPRETING

Vancro's expertise is program management and exceptional interpreter provision.

Page | 8

Interpreting On-Site

Interpreters will arrive onsite 15 minutes prior to any assignment to ensure interpreters have the appropriate clearances. Upon arrival the interpreter is expected to report to the requested location by the DHS and locate a POC for further guidance. Interpreters are expected to adhere to the Registry of Interpreter's for the Deaf Code of Professional Conduct at all times.

Vancro will provide a sign language interpreter(s), to provide services which include support for the following areas:

- 1. Employee training from designated Representatives,
- 2. Group or one-on-one trainings,
- 3. Classroom trainings to include: presentations, lectures, videos, and small group discussions
- 4. Small group meetings,
- 5. Conferences,
- 6. Staff Meetings
- 7. Any public or private event sponsored by Department of Human Service
- 8. Emergent needs as requested by The Department of Human Service.











Page | 10





DELIVERABLE DOCUMENTATION

Our lead ASL Interpreter(s) work along with Vancro leadership to provide our clients with timesheets in electronic formats should they desire. The report includes, date of visit, time of visit and actual duration of visit and identify any problems that arose and a description of how the problems were resolved. Vancro's ASL management team provide explanations if any problems were not resolved and maintain communication with the government so that issues that arise are transparent to both parties to prevent escalation of outstanding issues.

These reports shall include, but not be limited to, the following information:

- Contract number; Contractor name and address.
- Date of report; Period covered by report.
- Weekly Activities;
- All efforts applied to each task and subtask in detail.
- Key Accomplishments.
- High Priority/Severity Issues;
- Major Project Milestones.



Page | 12



VANCRO		
		·

STATE OF ARKANSAS DEPARTMENT OF HUMAN SERVICES IN-PERSON AND VRI ASL INTERPRETING SERVICES IFB # 710-21-0024





ge | 13



PAST PERFORMANCE & REFERENCES



Page | 14

STATE OF ARKANSAS DEPARTMENT OF HUMAN SERVICES IN-PERSON AND VRI ASL INTERPRETING SERVICES IFB # 710-21-0024





Page | 15

Cory Brunner		
Job Title		
Vice Presidentof Interpreting Services Vancro		
Education	×	
 BS- American Sign Language / English Interpreting - Northeastern University 	✓ ✓ ✓ ✓ ✓ Manager / Interpreter for the White F	River Junction VA
Relevant Employment History		
Director of Interpreter Services and National	l Program Manager	05/2019 – Present
	variety of settings such as medical, mental health, ger utdoor/adventure, conference, post-secondary, state a	
B <u>urlington_Vermont</u> Provided interpreting services for a n additional meetings as requested. Int	nont Medical Center – Medical School nedical student. Interpreted all medical school lectures erpreted all clinical work for Advanced Integration year bunds, emergency department etc. Took appropriate t Physiology etc.).	r and practicum including all
Sorenson VRS Interpreter, <u>Concord, NH</u> Interpret as ∀ideophone Interpreter fo	or Concord, NH (Part-time status)	07/2008 – 9/2010
	Northeastern University Language /English Interpreting program Courses tau , Introduction to Interpreting, Contrastive Analysis, Me	
<u>Boston, MA</u> Provided interpreting Services to Dea and all administrative responsibilities	sistant, ASL Program at Northeastern University f professional staff. Managed the American Sign Lang including purchase orders, scheduling of interpreters, George W. Veditz ASL Festival. Taught courses in Au n to Interpreting courses.	overseeing work-study

Jessica Huntzinger (Raeford, Nc)	
Job Title	
Deputy Director of Interpreting Services Vancro	
Education	
 California State University Northridge – B.A. Deaf Studies, ASL/English Interpreting - 2012 Cuesta Community 	
Cuesta Community College – A.A. General Studies - 2009	
Relevant Employment History	
Deputy Director of Interpreting Services	
Video Relay Interpreter Sorenson Communication:	2017 - 2020
Provide ASL and English interpreting and voicing services in hig regulations. Capable of providing exceptional customer service Hearing alike. Able to work as a team during crisis phone calls. English callers as well as Sign Language users during calls.	for all callers Deaf, hard of hearing and
Freelance Interpreter All American Interpreters for the Deaf (AAID):	2016 – 2020
Provide interpreting service in various settings to include: Post- health, medical, workshops, presentations, etc. Responsible for language users from Limited language users to the purest form of schedule and be available for last minute requests.	language facilitation between all levels of
Staff Interpreter Visual Communication Services:	2012-2016
Serve as full-time contractor in variety of settings such as n corporate professional, conference, post-secondary, state, and tasking environment. Able to work as part of an integral te communication facilitation	Federal. Able to manage fast pace multi-

Marcus Gunter (Los Angeles, CA)
Job Title
Regional Manager/ Interpreter Vancro
Education
 Western Oregon University – M.A. Interpreting/Teaching – (Expected compl. 2021) California State University Northridge – B.A. Deaf Studies- 2010 American River College – A.A. Interpreting Studies - 2008
Relevant Employment History
Regional Manager of Interpreting Services
Video Relay and Community Interpreter 2017 - Present
Provide Video Relay Interpreting under the FCC by interpreting for phone calls ranging from Business/Technical to Emergency. Provided Video Remote Interpreting for business and medical teams through a web platform. Provided in-person communication support for local clients in settings such as

Freelance Interpreter

Private Contractor.

Provide ASL-English interpreting in-person and remotely for clients in setting such as Medical, Mental Health, Therapy, Business, Technical, Government, Education, Personal Matter, Conferences, and Trainings. Provide services to the Deafblind for in-home and community communication assistance. Maintain credentials and professional development through RID and ACET.

Adjunct Professor and ASL Interpreter

medical, mental health, and business.

Mt. San Antonio and Los Angeles Community College District:

Part-time instructor of ASL and Interpreting for local community colleges. Provide interactive techniques to engage students learning ASL and Interpreting. Develop and revise Student Learning Outcomes and course descriptions for the college. Provide ASL interpreting on campus for educational settings as well as meetings, events, and ceremonies.

2009 - Present

2008- Present

VANCRO	STATE OF ARKANSAS DEPARTMENT OF HUMAN SERVICES IN-PERSON AND VRI ASL INTERPRETING SERVICES IFB # 710-21-0024	
		Page 16





ACKNOWLEDGEMENTS

Vancro hereby acknowledges and understands the requirements set forth in the Arkansas Department of Human Services American Sign language Interpreter Services IFB #710-21-0024 and will abide by the terms therein.

Page | 18

Acknowledged By Name: Cory Brunner Signature: Title: Vice President of Interpreting Services, Vancro Date: 01/15/2021



Vancro's Equal Opportunity Policy Statement



In accordance with Arkansas Code Annotated 19-11-105 Equal Employment Opportunity (EEO) Policy and Vancro's Small Business Designation by the US Small Business Chamber of Commerce, Vancro is not required by law of the Department of Labor to obtain/maintain an Equal Opportunity Policy.

Acknowledged by: Col	y Brunner, Vice President of Interpreting Services
Signed:	
-	
Date:	1/16/21



John Thurston ARKANSAS SECRETARY OF STATE

To All to Whom These Presents Shall Come, Greetings:

I, John Thurston, Arkansas Secretary of State of Arkansas, do hereby certify that the following and hereto attached instrument of writing is a true and perfect copy of

Application for Certificate of Authority

of

VANCRO

filed in this office January 08, 2021

In Testimony Whereof, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 8th day of January 2021.

m

John Thurston Secretary of State

Online Certificate Authorization Code: 3851355ff8b1c81a59d To verify the Authorization Code, visit sos.arkansas.gov



FILED - Arkansas Secretary of State - John Thurston - Doc#: 13689579001 - Filing#: 811282437 - Filed On: 1/8/2021 - Page(s): 3

Application for Certificate of Authority

	Certificate of Additionty
	Filing Information
	958 of 1987
Foreign Date of Origin:	
State of Origin:	
Foreign Country of Origin:	
Entity Name:	
	2021-01-08 13:07:44
Effective Date:	
	CHRIS J. CROSBY
Period Of Duration:	•
Ar Number Shares: Ar Par Value:	
Signature Title: Stock Nonstock:	
	Slock
Primary Purpose: The purpose for which this corpor	ation is organized:
To conduct any business en	Corporation shall be: Consulting Services Iterprise not contrary to law. Inumerated in Section 4-27-302 of the Arkansas Business
Ducine of News	Registered Agent:
	URS AGENTS, LLC
	300 S. SPRING STREET, #300
-	
State:	
	72201
Country:	800-567-4397
Einaii.	SOP@URSAGENTS.COM Officers
First Name:	
Middle Name:	J.
Last Name:	CROSBY
	Incorporator/Organizer
	PO BOX 1463
City:	CASTLE ROCK
State:	
Zip:	98611
Country:	USA
First Name:	
Middle Name:	
Last Name:	
	President
	PO BOX 1463
	CASTLE ROCK
State:	
-	98611
Country:	USA
Address 1	Principal 4730 S FORT APACHE RD. #300
	4730 S FORT APACHE RD. #300 LAS VEGAS
State:	
State:	IN V

Zip: 89147
Country: USA
Phone Number: 360-951-3421
Email Address: CHRIS.CROSBY@VANCRO.COM
Foreign Contact
Entity Name: VANCRO
Address 1: 4730 S Fort Apache Rd., #300
City: Las Vegas
State: NV
Zip: 89147

SECRETARY OF STATE



CERTIFICATE OF EXISTENCE WITH STATUS IN GOOD STANDING

I, Barbara K. Cegavske, the duly qualified and elected Nevada Secretary of State, do hereby certify that I am, by the laws of said State, the custodian of the records relating to filings by corporations, non-profit corporations, corporations sole, limited-liability companies, limited partnerships, limited-liability partnerships and business trusts pursuant to Title 7 of the Nevada Revised Statutes which are either presently in a status of good standing or were in good standing for a time period subsequent of 1976 and am the proper officer to execute this certificate.

I further certify that the records of the Nevada Secretary of State, at the date of this certificate, evidence, **VANCRO**, as a DOMESTIC CORPORATION (78) duly organized under the laws of Nevada and existing under and by virtue of the laws of the State of Nevada since 07/21/2005, and is in good standing in this state.



Certificate Number: B202101081338115 You may verify this certificate online at http://www.nvsos.gov IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of State, at my office on 01/08/2021.

Sarbara K. Cegerske

BARBARA K. CEGAVSKE Secretary of State