

5. ON-CALL TRANSLATION SERVICES – VARIOUS DEPARTMENTS
FUNDING – VARIOUS DEPARTMENTS
(Request sent to 69 vendors)

RFB #21-0027 Contract

| | Avantage, Inc | Bridging the Gap Interpreting LLC | Effectif LLC | Monica C. Salmeron dba Foreign Language Interpreter Services, Inc. | FourCorners Translation LLC | GLOBO Language Solutions, LLC | HolaDoctor Inc | Idea Language Services, LLC dba Idea Translations | Interlingual Interpreting Services | Kiskeya Interpreting & Translation LLC | Daniel Sharnobe dba Languages Translation Services (LTS) | Proprio LS, LLC dba Proprio Language Services | Carmen Smith dba Reliable Interpretations & Translations | TransPerfect Telelanguage, Inc | TransPerfect International LLC dba TransPerfect | Visual Language Professionals, LLC | Voiceance Language Services, LLC | | |
|---|--|--|---|--|--|---|---|---|--|--|--|--|--|--|--|---|---------------------------------------|---|--|
| Rates for Standard Service | | | | | | | | | | | | | | | | | | | |
| 1. Oral Language Interpretation | Per Hour | No Bid | \$45.00-\$65.00 per person, 2 Hr. min. + \$0.56 per mile. | \$55.00 (2 Hr. Min.) All Languages | \$40.00 Spanish \$55.00 Other languages | \$40.00-\$65.00 (2 Hr. Minimum) | (Spanish) \$80.00 Consecutive \$102.00 Simultaneous (Other Languages) \$90.00-\$135.00 Cons. \$114.00-\$170.00 Sim. | \$74.00 All Languages | No Bid | \$42.50 Spanish \$60.00 Other Languages | \$95.00 (2 Hr. Min.) \$27.00/Hr. travel time \$0.52 per mile All Languages | \$75.00 Spanish \$85.00 Other Lang. 2 Hr. Min. | No Bid | \$50.00 (2 Hr. Min.) Spanish Only | No Bid | No Bid | \$55.00 (2 Hour Min.) All Languages | No Bid | |
| | Per Minute | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | \$1.23 | No Bid | No Bid | No Bid | \$1.58 | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | |
| | Per Page | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | \$12.35 | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | |
| | Other (Describe) | No Bid | No Bid | No Bid | No Bid | No Bid | \$0.56 per mile for roundtrip mileage. | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | |
| 2. Document Translation | Per Hour | \$45.00 | No Bid | No Bid | No Bid | No Bid | No Bid | \$31.25 | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | \$55.00 Formatting | No Bid | No Bid | | |
| | Per Minute | \$1.00 | No Bid | No Bid | No Bid | \$60.00 (No more than 150 words) | No Bid | No Bid | \$0.52 | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | | |
| | Per Page | \$50.00 | No Bid | No Bid | No Bid | No Bid | No Bid | \$25.00 | No Bid | No Bid | \$75.00 | No Bid | No Bid | No Bid | No Bid | \$50.00 minimum per page | No Bid | | |
| | Other (Describe) | \$0.16/Word Spanish \$0.20 Other Lang. \$50.00/Hr. formatting/desktop publishing | \$0.13-\$0.30 per word | \$0.11 per word All Languages | \$0.30 per word Spanish | \$0.10-\$0.25 per word (\$25.00 minimum per project) | \$0.17/Word (Spanish) \$0.20-\$0.27/Word Other Languages | \$0.10 Per Word All Languages | \$0.07/Word Spanish \$0.16/Word Other languages | No Bid | \$0.45 per word \$0.65 + technical content All Languages | \$0.10/Word Spanish \$0.14 Vietnamese \$0.18 Other languages | \$0.10/Word Spanish \$0.18/Word Other Languages | No Bid | \$0.24/Word (Spanish) 250 Word Minimum \$0.32/Word Other Languages 20% Rush Surcharge. | \$0.16-\$0.22/Word (Human) \$0.128-\$0.187 (Machine Trans. w/2 step human review) Minimum - \$95.00 | \$0.16 per word All Languages | \$0.10/Word Spanish \$0.12-\$0.69/Word Other Languages | |
| 3. Automated Systems (phone, video and other electronic devices) | Per Hour | No Bid | No Bid | No Bid | \$40.00 Spanish \$55.00 Other languages | No Bid | No Bid | \$74.00 All Languages | No Bid | No Bid | \$93.00 | \$45.00 Spanish \$75.00 Other Lang. | No Bid | No Bid | No Bid | No Bid | \$45.00 (Pre-Scheduled 1 Hr. Minimum) | No Bid | |
| | Per Minute | \$0.58 for phone \$0.85 for video All Languages No min. charge | No Bid | \$0.65 over the phone \$0.85 for video remote | No Bid | \$0.75-\$0.95 (phone) \$1.00-\$1.25 (video) All Languages | \$0.55 Phone All Languages \$0.90 Video Remote All Languages | \$1.23 All Languages | No Bid | No Bid | No Bid | \$1.55 All Languages | No Bid | \$0.59 Spanish OPI \$0.79 Other Lang. \$0.89 Spanish VRI \$1.29 Other Lang. \$1.89 (ASL) | No Bid | \$0.60 (Spanish) OPI \$0.80 Other Languages \$0.99 (Spanish) VRI \$1.49 Other Languages | \$0.99 All Languages | \$1.00 All Languages | \$0.94 (Phone/Video) All Languages \$1.25 (ASL, Video) All Languages |
| | Per Page | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | \$12.35 | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | |
| | Other (Describe) | No Bid | No Bid | No Bid | No Bid | No Bid | See Purchasing | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | |
| 4. 18th Judicial District Court | Monthly Flat Rate | No Bid | No Bid | No Bid | No Bid | \$12,000.00 | \$28,000.00 | \$11,596.83 | No Bid | No Bid | \$8,000.00 7/121-12/31/21 \$10,000.00 in 2022 | \$23,250.00 | \$16,000.00 | No Bid | No Bid | No Bid | No Bid | No Bid | |
| | Rates for Evening, Weekend, and Holiday | | | | | | | | | | | | | | | | | | |
| 5. Oral Language Interpretation | Per Hour | No Bid | \$45.00-\$65.00 per person, 2 Hr. min. + \$0.56 per mile | \$55.00 (2 Hr. Min.) All Languages | \$40.00 Spanish \$50.00 Other Languages | \$50.00-\$70.00 (2 Hr. Minimum) | No Bid | \$0.74 All Languages | No Bid | No Bid | \$130.00 All Languages | \$100.00 Spanish \$125.00 Other Lang. 2 Hr. Minimum | No Bid | \$50.00 (2 Hr. Min.) Spanish Only | No Bid | No Bid | \$60.00 (2 Hr. Minimum) All Languages | No Bid | |
| | Per Minute | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | \$1.23 | No Bid | No Bid | \$2.16 | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | |
| | Per Page | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | \$12.35 | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | |
| | Other (Describe) | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | \$30.00 travel time; \$0.52 per mile | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | |
| 6. Document Translation | Per Hour | \$45.00 - \$50.00 formatting/desktop publishing All Languages | No Bid | No Bid | No Bid | No Bid | No Bid | \$35.93 | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | \$55.00 Formatting + 20% All Languages | No Bid | No Bid | |
| | Per Minute | \$1.00 | No Bid | No Bid | No Bid | No Bid | No Bid | \$0.60 | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | |
| | Per Page | \$50.00 | No Bid | No Bid | No Bid | No Bid | No Bid | \$28.72 | No Bid | No Bid | \$90.00 | No Bid | No Bid | No Bid | No Bid | No Bid | \$50.00 min. per page | No Bid | |
| | Other (Describe) | \$0.16/Word Span. \$0.20 Other Lang. | No Bid | \$0.16 per word All Languages | \$0.30 per word Spanish | \$0.12-\$0.30/Word (\$30.00 minimum per language per project) | No Bid | \$0.115/Word All Languages | \$0.07/Word Spanish \$0.16 Other Lang. | No Bid | \$0.65/Word \$0.85/Word technical content | \$0.13/Word Spanish \$0.16 Vietnamese \$0.20 Other Languages | \$0.16/Word Spanish \$0.18/Word Other Languages | No Bid | \$0.24/Word (Spanish) 250 Word Minimum \$0.32/Word Other Languages 20% Rush Surcharge. | 20% Added to the prices listed above. | \$0.16 per word All Languages | \$0.10/Word Spanish \$0.12-\$0.69/Word Other Languages | |
| 7. Automated Systems (phone, video and other electronic devices) | Per Hour | No Bid | No Bid | No Bid | \$40.00 Spanish \$55.00 Other Languages | No Bid | No Bid | \$44.40 | No Bid | No Bid | \$108.00 | \$55.00 Spanish \$90.00 Other Lang. | No Bid | No Bid | No Bid | \$50.00 (Pre-Scheduled - 1 Hr. Minimum) | No Bid | | |
| | Per Minute | \$0.58 for phone \$0.85 for video All Languages No min. charge | No Bid | \$0.65 over the phone \$0.85 for video remote All Languages | No Bid | \$0.75-\$0.95 for phone \$1.50-\$2.50 for video All Languages | No Bid | \$0.74 All Languages | No Bid | No Bid | \$1.80 All Languages | No Bid | \$0.59 Spanish OPI \$0.79 Other Lang. \$0.89 Spanish VRI \$1.29 Other Lang. \$1.89 (ASL) | No Bid | \$0.60 (Spanish) \$0.80 Other Languages \$0.99 Spanish Interpretation | \$0.99 All Languages | \$1.00 All Languages | \$0.94 (Telephonic/Video) All Languages \$1.25 (ASL, Video) All Languages | |
| | Per Page | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | \$12.35 | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | |
| | Other (Describe) | No Bid | No Bid | No Bid | No | No | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | \$0.99 (Spanish) \$1.49 Other Languages Video Remote Interpretation | No Bid | No Bid | No Bid | |
| 8. 18th Judicial District Court | Monthly Flat Rate | No Bid | No Bid | \$23,000.00 | No Bid | \$14,500.00 | No Bid | \$11,596.83 | No Bid | Same as Above | \$27,000.00 | \$18,750.00 | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | |
| | Rates for Emergency Service | | | | | | | | | | | | | | | | | | |
| 9. Oral Language Interpretation | Per Hour | No Bid | No Bid | \$75.00 (2 Hr. Minimum) All Languages | \$40.00 Spanish \$55.00 Other Languages | \$65.00- \$85.00 (2 Hr. Minimum) | No Bid | \$84.00 All Languages | No Bid | No Bid | \$140.00 All Languages | \$100.00 Spanish \$125.00 Other Lang. 2 Hr. Minimum | No Bid | No Bid | No Bid | No Bid | \$65.00 (2 Hr. Minimum) All Languages | No Bid | |
| | Per Minute | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | \$1.40 | No Bid | No Bid | \$2.33 | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | |
| | Per Page | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | \$15.20 | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | |
| | Other (Describe) | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | \$30.00 travel time; \$0.52 per mile | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | |
| 10. Document Translation | Per Hour | \$55.00 - \$50.00 formatting/desktop publishing | No Bid | No Bid | No Bid | No Bid | No Bid | \$34.00 | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | |
| | Per Minute | \$1.25 | No Bid | No Bid | No Bid | No Bid | No Bid | \$0.60 | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | |
| | Per Page | \$60.00 | No Bid | No Bid | No Bid | No Bid | No Bid | \$13.00 | No Bid | No Bid | \$100.00 | No Bid | No Bid | No Bid | No Bid | No Bid | \$50.00 minimum per page | No Bid | |

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|---|----------------------------------|--|---|---|--|---|------------------|---|---|---------------|--|--|--|--------|---|---|---|--|--------|--|--|
| | Other (Describe) | \$0.16/Word Span. \$0.20 Other Lang. | No Bid | \$0.18 per word All Languages | No Bid | \$0.15-\$0.30 per word (\$50.00 minimum per language per project) | No Bid | \$0.12/Word All Languages | \$0.07/Word Spanish \$0.16 Other Lang. | No Bid | \$0.75 per word (technical content) \$0.95 All Languages | \$0.12/Word Spanish \$0.16 Vietnamese \$0.20 Other Languages | Spanish - \$0.15/word All Other Languages - \$0.23/word | No Bid | \$0.24/Word (Spanish) 250 Word Minimum \$0.32/Word Other Languages 20% Rush Surcharge | No Bid | \$0.16 per word All Languages | \$0.10/Word Spanish \$0.12-\$0.69/Word Other Languages | | | |
| 11. Automated Systems (phone, video and other electronic devices) | Per Hour | No Bid | No Bid | No Bid | \$40.00 Spanish \$55.00 Other Languages | No Bid | No Bid | \$44.40 All Languages | No Bid | No Bid | \$123.00 All Languages | \$55.00 Spanish \$90.00 Other Lang. | No Bid | No Bid | No Bid | No Bid | \$55.00 (Pre-Scheduled 1 Hr. Minimum) All Languages | No Bid | | | |
| | Per Minute | \$0.58 for phone \$0.85 for video No min. charge All Languages | No Bid | \$0.65 over the phone \$0.85 for video remote All Languages | No Bid | \$0.75-\$0.95 Phone \$1.00-\$1.25 Video | No Bid | \$0.74 Phone and Video All Languages | No Bid | No Bid | \$2.05 All Languages | No Bid | \$0.59 Spanish-OFI \$0.79 Other Lang. \$0.89 Spanish VRI \$1.29 Other Lang. \$1.89 (ASL) | No Bid | \$0.60 (Spanish) \$0.80 Other Languages Telephonic Interpretation | \$0.85 Phone only All Languages | \$1.00 All Languages | No Bid | | | |
| | Per Page | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | \$12.35 | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | | |
| | Other (Describe) | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | \$0.99 (Spanish) \$1.49 Other Languages Video Remote Interpretation | No Bid | No Bid | No Bid | | |
| 12. 18th Judicial District Court | Monthly Flat Rate | No Bid | No Bid | \$26,000.00 | No Bid | \$17,000.00 | No Bid | \$5,798.42 | No Bid | Same as Above | \$30,750.00 | \$18,750.00 | No Bid | No Bid | No Bid | No Bid | No Bid | No Bid | | | |
| | | Rates for Immediate Translation Services available 24 hours / day, 365 days a year | | | | | | | | | | Rates for Immediate Translation Services available 24 hours / day, 365 days a year | | | | | | | | | |
| 13. Automated Systems (phone, video and other electronic devices) | Per Minute | \$0.58 Phone \$0.85 Video All Languages | No Bid | \$0.65 over the phone \$0.85 for video remote All Languages | \$40.00 Spanish \$55.00 Other Languages per hour | \$0.75-\$0.95 Phone \$1.00-\$1.25 Video All Languages | No Bid | \$0.74 Phone and Video All Languages | No Bid | No Bid | \$2.05 | \$1.00 Spanish \$1.50 Other Lang 1 Hr. Minimum | No Bid | No Bid | \$0.60 (Spanish) \$0.80 Other Languages | \$0.85 Phone only All Languages | \$1.00 All Languages | \$0.75 (Telephonic) All Languages | | | |
| 14. Number of qualified staff | 37 Full Time / 2,000+ network | 3 | 12 Managers / 5,000+ Skilled Specialists | 14 | 1 | 3,500 | 388 | 30 | 30 | 5 | Over 3,000 | 5,000+ interpreters and 100,000+ document specialists | 1 | 6,000+ | 2,000 interpreters, over 10,000 linguists for translation | On Site: 85 Virtual: >800 Document Translation: >200 qualified translators | 2,387 Employee Interpreters and 1,896 Independent Contractor Interpreters | | | | |
| 15. Copies of certifications included | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | | | |
| 16. References Included | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | | | |
| Acknowledge Addendum | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | | | |
| | No Bids | Alcanzabala International | Catholic Charities Wichita | DT Interpreting | HSDC | Ledesma Court Reporters | Leyda's Services | Reliable Interpretations & Translation | Reyes-Alcala Consulting Service | | | | | | | | | | | | |

On the recommendation of Jaimee Witmer, on behalf of various departments, Anna Meyerhoff moved to accept the bids for the contracted rates listed above for three (3) years with two (2) one (1) year options to renew from the following vendors:

Monica C. Salmeron dba Foreign Language Interpreter Services, Inc. for items 1, 5, and 9

Interlingual Interpreting Services for items 1, 4, 8, and 12

HolaDoctor Inc and Idea Language Services, LLC dba Idea Translations for items 2, 6, and 10

Avantpage, Inc. for items 3, 7, 11, and 13

GLOBO Language Solutions, LLC for item 3

Effectiff LLC for items 7, 11, and 13

Tim Myers seconded the motion. The motion passed unanimously.

On-Call Translation services are necessary for Sedgwick County to assist Limited English Proficiency (LEP) individuals using the following methodologies: oral language interpretation, document translation services, and automated systems (phone, video, and other electronic devices) which allow the requester to call the service and obtain an interpreter upon immediate request. Specific locations for providing such services will be cited at the time of the initial request for service from the department or authorized county agent to the selected vendor.

Some specific department needs include COMCARE, which utilizes translation services because the community mental health center requires interpreters with medical experience or training and averages nearly 102 calls per month each lasting around 15 minutes.

In addition, EMS and 911 Emergency Communications operate 24 hours/day, 365 days a year, responding immediately to calls for emergency medical care, and require translation services immediately upon request via phone (preferably to include video but not required).

The 18th Judicial District Court requires a flat monthly fee to cover all foreign language interpreting services. The approximate amount of hours per month is estimated at 250.

Questions and Answers

Tim Myers: If I am getting this right, we have so many different vendors because we ask for different services for different parts of the county. Some of those vendors do not provide the same type of services?

Jaimee Witmer: Correct. There are so many specific needs per department that some vendors do not offer services for everything that we asked. It was not required either and that is why we have so many vendors with select services.

Russell Leeds: There are a lot of "No Bids" on here, which has kind of been covered. I am trying to look through the pricing and it looks like most of it is reasonable or equivalent to other bids. I assume we have had experience with some of these vendors or all of these?

Jaimee Witmer: Correct. Some of these vendors are new to the county and some we are currently using for translation services.