

12. ON-CALL SIGN LANGUAGE SERVICES -- VARIOUS DEPARTMENTS

FUNDING -- VARIOUS DEPARTMENTS

(Request sent to 86 vendors)

RFP #25-0032 Contract

	Ad Astra, Inc.	Boklund Interpreting Services LLC	Dovetail Communication Group, Inc.
In-Person Standard Service Hourly Rate	\$85.00 (2 hr min)	8 a.m. - 5 p.m. Community/Medical \$60.00 (2 hr min) Legal \$70.00 (2 hr min) 5 a.m. - 8 a.m. and 5 p.m. - 10 p.m. + \$10/hr	\$100.00 (2 hr min)
Automated Systems (video and other electronic devices) Standard Service Hourly Rate	\$75.00 (2 hr min) on-demand \$78.00/hr	8 a.m. - 5 p.m. Community/Medical \$60.00 (2 hr min) Legal \$70.00 (2 hr min) 5 a.m. - 8 a.m. and 5 p.m. - 10 p.m. + \$10/hr	\$130.00 (1 hr min) Time worked beyond the initial hour is billed in 15-minute increments On demand services \$1.82/minute per ASL interpreter, and for conference calls with three or more participants, there is a one-time fee of \$1.35 added to each call.
In-Person Emergency Service Hourly Rate	\$90.00 (2 hr min)	8 a.m. - 5 p.m. Community/Medical \$60.00 (2 hr min) Legal \$70.00 (2 hr min) 5 a.m. - 8 a.m. and 5 p.m. - 10 p.m. + \$10/hr 10 p.m. - 5 a.m. + \$15/hr Weekend Requests (8 a.m. - 5 p.m.) + \$10/hr Less than 24-hour notice will be an additional \$10 per hour charge.	\$130.00 (2 hr min)
Automated Systems (video and other electronic devices) Emergency Service Hourly Rate	\$75.00 (2 hr min) on-demand \$78.00/hr	8 a.m. - 5 p.m. Community/Medical \$60.00 (2 hr min) Legal \$70.00 (2 hr min) 5 a.m. - 8 a.m. and 5 p.m. - 10 p.m. + \$10/hr 10 p.m. - 5 a.m. + \$15/hr Weekend Requests (8 a.m. - 5 p.m.) + \$10/hr Less than 24-hour notice will be an additional \$10 per hour charge.	\$160.00 (1 hr min) Time worked beyond the initial hour is billed in 15-minute increments On demand services \$1.82/minute per ASL interpreter, and for conference calls with three or more participants, there is a one-time fee of \$1.35 added to each call.
Cancellation with less than 24 hours notice/Client No Show Fee	Less than 48 hours notice from scheduled time, services will be charged for the full scheduled time.	If any party does not show up for the appointment, Deaf or hearing, services are charged in full.	Appointments canceled with less than 24 business hours' notice are billed in full.
Travel	Ad Astra utilizes the IRS standard milage rates when traveling outside a 30-mile radius. The current federal rate is \$0.70 cents per mile.	Mileage will be charged for a round trip mileage rate (rounded to the nearest cent) 30 miles or more in one direction at the current federal IRS reimbursement, which is currently at \$0.70 cents per mile. If over 90 miles in one direction, the hourly base rate will be charged.	Travel is charged from portal to portal at the applicable hourly rate. There is no additional per-mile fee.

	Effectiff LLC	Interpreters Unlimited, Inc.	Language Phone LLC
In-Person Standard Service Hourly Rate	\$97.00 (2 hr min)	125.00 (2 hr min)	\$180.00 (2 hr min)
Automated Systems (video and other electronic devices) Standard Service Hourly Rate	\$75.00 (Scheduled sessions 2 hr min) \$1.25/minute on-demand VRI (10 minute min)	125.00 (2 hr min for scheduled services) \$3.50/minute for on demand video remote (no min)	\$2.50/Minute (2 hr min for scheduled bookings = \$300.00 for 2 hr)
In-Person Emergency Service Hourly Rate	\$117.00 (2 hr min)	125.00 (2 hr min)	\$250.00 (2 hr min)
Automated Systems (video and other electronic devices) Emergency Service Hourly Rate	\$95.00 (Scheduled sessions 2 hr min) \$1.25/minute on-demand VRI (10 minute min)	125.00 (2 hr min for scheduled services) \$3.50/minute for on demand video remote (no min)	\$2.50/Minute (2 hr min for scheduled bookings = \$300.00 for 2 hr)
Cancellation with less than 24 hours notice/Client No Show Fee	If cancellations occur within 72–48 hours, we bill the minimum fee; within 48–24 hours, 50% of the scheduled fee applies; and for cancellations within less than 24 hours, the full scheduled fee is billable.	A minimum of 2 hours or time booked, whichever is greater, is charged. If the appointment ends earlier than scheduled, the time booked will be billed.	Cancellation with less than 48 hours notice prior to booking time will be billed at the full scheduled rate.
Travel	The IRS mileage rate, which is currently \$0.70 cents per mile.	Mileage over 50 miles is billed at the current IRS rate which is currently \$0.70/mile.	IRS mileage rate (which is currently \$0.70 cents per mile) + parking/tolls
	Sign Language Interpreting Services, Inc.	Trusted Translations, Inc. dba Trusted Translations	Visual Language Professionals, LLC
In-Person Standard Service Hourly Rate	\$47.00 M-F, 8am-5pm (2 hr min) Jobs before 8am or after 5pm, or on weekends are \$52.00 (2 hr min)	\$95.00 (2 hr min) With billing in 30-minute increments thereafter. Assignments scheduled for more than one hour may require a team of two interpreters, depending on the nature of the assignment.	\$75.00 (2 hr min) Any service outside of standard business hours (M-F, 8am-5pm) will be and additional \$10.00/hr and on any major holiday is an additional \$20.00/hr.
Automated Systems (video and other electronic devices) Standard Service Hourly Rate	\$47.00 M-F, 8am-5pm (2 hr min) Jobs before 8am or after 5pm, or on weekends are \$52.00 (2 hr min)	\$85.00 (1 hr min) On-demand 24/7 video remote \$2.50/minute (5 minute min)	\$75.00 (1 hr min) Any service outside of standard business hours (M-F, 8am-5pm) will be and additional \$10.00/hr and on any major holiday is an additional \$20.00/hr On demand services \$1.84/minute
In-Person Emergency Service Hourly Rate	\$52.00 (2 hr min)	\$118.00 (2 hr min) With billing in 30-minute increments thereafter. Assignments scheduled for more than one hour may require a team of two interpreters, depending on the nature of the assignment.	\$93.75 (2 hr min) Requests with less than 24 hours' notice is an additional 25% and fulfillment is not guaranteed.
Automated Systems (video and other electronic devices) Emergency Service Hourly Rate	\$52.00 (2 hr min)	\$100.00 (1 hr min) On-demand 24/7 video remote \$2.50/minute (5 minute min)	\$93.75 (1 hr min) Requests with less than 24 hours' notice is an additional 25% and fulfillment is not guaranteed. On demand services \$1.84/minute
Cancellation with less than 24 hours notice/Client No Show Fee	2 hour minimum or time booked, whichever is greater	If an assignment is canceled with less than one business day's notice, it will be billed in full.	Will be billed the full amount of the originally scheduled appointment or the 2 hour billing minimum (In-person), 1 hour min (remote), or whichever is greater.
Travel	No charge inside Wichita city limits	Mileage is billed at the current federal mileage rate (\$0.70 per mile in 2025) for travel to and from the assignment.	GSA (U.S. General Services Administration) mileage rates. The current rate is \$0.70 per mile. Distances greater than 100 miles round trip are subject to a portal to portal fee and the applicable hourly rate.
No Submission	Bridging the Gap Interpreting, LLC	CJS Translation Services, LLC	Interlingual Interpreting Services
	Interpreting Solutions	Ledesma Court Reporters	Leyda's Services
	Spanish Ad Hoc Translations, LLC	VN Translation Service	Zinta Inspired Language

On the recommendation of Jaimee O'Laughlin, on behalf of various departments, Brandi Baily moved to **accept the proposals from Boklund Interpreting Services LLC, Sign Language Interpreting Services, Inc., and Trusted Translations, Inc. dba Trusted Translations at the rates listed above for a period of three (3) years with two (2) one (1) year options to renew.** Anna Meyerhoff-Cole seconded the motion. The motion passed 3 to 4 with Philip Davolt abstaining from the vote.

An evaluation committee comprised of Matthew Kitchen - COMCARE; James Arnce - Division of Information Technology; Julie Stimson - Emergency Management; Rhonda Lewis - 18th Judicial District Court; Kenneth Phillips - Division of Finance; Jennifer Youngers - Aging and Disabilities; and Jaimee O'Laughlin - Purchasing evaluated the proposal responses based on criteria set forth in the RFP. The committee unanimously agreed to accept the proposals from Boklund Interpreting Services LLC, Sign Language Interpreting Services, Inc., and Trusted Translations, Inc. dba Trusted Translations.

Sedgwick County serves clients that may be hearing impaired. The county seeks to provide services that all can access. This includes competent language assistance to individuals with communication needs, such as sign language interpretation. By providing this service, the county is able to meet, grant, and contract requirements of some programs. The county has historically provided this on-demand service that many departments utilize.

Notes:

This is a proposal not a bid. Proposals are scored based on criteria set forth in the RFP. There are five (5) components to this RFP.

Component	Points
A. Experience interpreting for the deaf and hard of hearing, deaf-blind, or speech-impaired individuals.	20
B. Primary Staff Qualifications	20
C. Firm Availability	20
D. References	20
E. Cost	20
Total Points	100

Questions and Answers

Brandi Baily: So the current contracts we have, is it with multiple vendors?

Jaimee O'Laughlin: Correct.

Brandi Baily: The vendors that we're selecting here, are they part of who we have now? Have we worked with all these vendors before?

Jaimee O'Laughlin: The vendors that we currently have a contract with were not the vendors selected but they did submit proposals. They were just not the winning proposers, I suppose.

Brandi Baily: What's our annual spend on this type of service?

Jaimee O'Laughlin: So, the last contract spend over the last three (3) year period was \$13,362.10.