



## Communication Plus+ Interpreter Services, Inc.

8615 Cantrell Road, Little Rock, AR 72227 • P: 501-224-2521 • F: 501-222-7465  
billing@cplusinterpreting.com • www.cplusinterpreting.com

### Pricing Justification

Communication Plus+ Interpreter Services, Inc. has been the incumbent holder of the Division of Children and Family Services sign language interpreter services contract since the invitation to bid was extended in 2014 and has served the Arkansas Department of Human Services since the company was founded in 1986.

The proposed pricing submitted in this bid reflects **no increase in pricing** compared to the bid the company submitted in 2014 even as Communication Plus+ faces rising costs of doing business such as the increase in rates paid to sign language interpreters.

Certified and qualified licensed interpreters are a precious resource in the state of Arkansas and are in high demand. The price differentials for evening, weekend, and holiday requests reflect the scarcity of interpreters while demand for these same certified and qualified licensed interpreters continues to rise. Communication Plus+ has filled 100% of requests submitted by DHS since January 01, 2018.

Over the past several years, Communication Plus+ has maintained the high quality of sign language interpreting services that DHS and DCFS have come to expect and we have also been able to offer other communication access services, all without increasing pricing to DHS. This allows DHS and DCFS to serve a greater portion of the state's population as Communication Plus+ strives to minimize costs to the agency by utilizing tools such as video remote interpreting to reduce and/or eliminate mileage costs. These services include:

- Sign Language Interpreting and Transliterating
- Oral Transliterating
- Video Remote Interpreting
- Real-Time Captioning and Speech-to-Text Transcribing

The proposed court/legal rates reflect the advanced skills that sign language interpreters must possess to meet the demands posed by high-stakes legal environments such as court room testimony or other situations that are legal in nature, such as investigations. This helps ensure the most effective outcome for all parties involved.

Communication Plus+ uses only nationally certified, highly qualified interpreters with specialized training in legal interpreting. Some of the interpreters we provide being listed on the Arkansas Administrative Office of the Courts Registry of Court Interpreters and/or hold court interpreter certification.

Communication Plus+ Interpreter Services, Inc. operates in strict compliance with Act 1314 of 2013, the state law that mandates licensure for sign language interpreters in the state of Arkansas.

## OFFICIAL BID PRICE SHEET

ITEM	CERTIFICATION LEVEL	ESTIMATED ANNUAL HOURS	UNIT PRICE PER HOUR	EXTENDED PRICE
1	RID, NAD (Level 3 and above) QAST (Level 2 and above)	<b>2,700 hours</b>  <b>Daytime:</b> Mon - Fri (8:00 am -5:pm CST)	\$ <u>50.00</u> Per hour	\$ <u>135,000.00</u>
2	RID, NAD (Level 3 and above) QAST (Level 2 and above)	<b>700 hours</b>  <b>Evenings:</b> Mon – Fri 5:01 am CST until 7:59 pm CST)  <b>Weekends:</b> Sat- Sun (24 hour each day)  <b>Holidays:</b> (Note the State's observed on page )	\$ <u>75.00</u> Per hour	\$ <u>52,500.00</u>
3	RID, NAD (Level 3 and above) QAST (Level 2 and above)	<b>50 hours</b>  <b>Emergency/Crisis:</b> Less than 24 hour notice	\$ <u>75.00</u> Per hour	\$ <u>3,750.00</u>
4	RID, NAD (Level 3 and above)	<b>50 hours</b>  <b>Court/Legal:</b> All Hours Daytime, Evenings, Weekends, Holidays & Emergency/Crisis	\$ <u>75.00</u> Per hour	\$ <u>3,750.00</u>
<b>TOTAL</b>				\$195,000.00