

EDUCATIONAL LITERACY



THE UTAH STATE BOARD OF EDUCATION
Report to the Education Interim
Committee

Education Language Services Report

School year 2022

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STATUTORY REQUIREMENT

53E-1-201(1)(s) in 63A-2-502(8) requires the Utah State Board of Education (USBE) to submit a report to the Education Interim Committee before November 1st.

This report marks the first year and provides an assessment of the use and effectiveness of all contracts, providing language services, available to local education agencies (LEAs).

This report includes the model policy provided to all LEAs, supporting family engagement based on access to language services in every school.

Education Languages Services Report

EXECUTIVE SUMMARY

During the 2021-2022 school year in 18 of the 41 school districts there are between 20 and 50 different languages spoken by students and their families. The data for each Local Education Agency (LEA) is located on the Utah State Board of Education Title III website, under [Legislation](#). This language diversity is not the norm in Utah's 142 Public Charter Schools where typically Spanish is the other language that is dominant. Charter schools enrollment is 12% of the total 675,000 students enrolled in Utah schools or approximately 78,000 students. There are available contracts from the Utah's Office of State Purchasing for the following services: three contracts for American Sign Language; three contracts for on-demand remote interpretation; and five contracts for in-person interpretation services. These contracts provide the estimated and actual costs for interpretation and translation services. The report will: 1) identify the availability of alternative procurement mechanisms that are independent of the division; and 2) include a description of the existing use of all state purchasing contracts.

TABLE OF CONTENTS

EXECUTIVE SUMMARY AND INTRODUCTION..... 2

PROCUREMENT ADVISORY COUNCIL MEMBERS 3

MODEL POLICY 4

AVAILABLE EDUCATION LANGUAGE SERVICES 9

USE AND EFFECTIVENESS OF AVAILABLE LANGUAGE SERVICES 10

APPENDIX A: COSTS FOR LANGUAGE SERVICES 11

APPENDIX B: COSTS FOR SIGN LANGUAGE BY REGIONS..... 16

ACKNOWLEDGEMENTS

The team from the Utah State Board of Education (USBE) would like to thank each member of the Educational Interpretation and Translation Services Procurement Advisory Council for their commitment to providing feedback and insight into the process required by HB302. USBE's appreciation also extends to Utah's Alternative Language Services Directors for their feedback and dedication for collaborative problem solving. The team at State Division of Purchasing has provided technical assistance that has been invaluable. The team includes Windy Aphayrath, Nick Hughes and Tara Eutsler. USBE also acknowledges the efforts of Representative Dan N. Johnson and Senator Daniel W. Thatcher and Olivia Whitely from the International Rescue Committee and her team.

EXECUTIVE SUMMARY

During the 2021-2022 school year in 18 of the 41 school districts there are between 20 and 50 different languages spoken by students and their families. The data for each Local Education Agency (LEA) is located on the Utah State Board of Education Title III website, under [Legislation](#). This language diversity is not the norm in Utah's 142 Public Charter Schools where typically Spanish is the other language that is dominant. Charter schools enrollment is 12% of the total 675,000 students enrolled in Utah schools or approximately 78,000 students. There are available contracts from the Utah's Office of State Purchasing for the following services: three contracts for American Sign Language; and five contracts for in-person interpretation services. These contracts provide the actual costs for interpretation and translation services. The report will: 1) provide a Model Policy sent to all Local Education Agencies; 2) include a description of the existing use and efficacy of all state purchasing contracts, 3) outline the availability of alternative procurement mechanisms that are independent of the division with an example for that process.

INTRODUCTION

The Utah legislature recognizes the importance of parental participation in the educational process in order for students to achieve and maintain high levels of performance. Consequently, HB302 focuses on the availability of language services to meet the needs of Local Education Agencies. Utah has a history of welcoming refugee families and as a result there are over 120 family heritage languages spoken, including languages in the eight Tribal Nations. Utah's Dual Language program and the Bi-literacy Seal awarded to over 1200 students in 2021 have both contributed to valuing multilingualism for students from English speaking families. The required policy for every Local Education Agency ensures that parents have the opportunity

to be actively involved in their children's education and to be informed of the importance of the involvement as well as all the educational opportunities available to their students.

EDUCATIONAL INTERPRETATION AND TRANSLATION SERVICES

PROCUREMENT ADVISORY COUNCIL

MEMBERS	NAME	Organization	EMAIL
Co-Chair	Christelle Estrada	Title III Education Specialist	Christelle.estrada@schools.utah.gov
Co-Chair	Windy Aphayrath	Chief Procurement Officer/Director of State Purchasing	waphayrath@utah.gov
USBE	Adam Herd	USBE Purchasing	adam.herd@schools.utah.gov
Teacher	Stephanie Hunt	Salt Lake District/West High School	Stephanie.hunt@slcschools.org
Teacher	Sydney Mitterling	Wasatch School District/Middle School	sydney.mitterling@wasatch.edu
Parent with Multiple Languages	Saliha Sayed	Canyons School District	Saliha.sayed@canyonsdistrict.org
Parent with a student learning English	Dr. Adhini Kuppuswamy	Post-Doctorate at the University of Utah	aksatheeshbabu@gmail.com
Local Education Agency	Beverly Herrmann	Canyons School District	beverly.herrmann@canyonsdistrict.org
Local Education Agency	Robin Williams	Murray School District	rwilliams@murrayschools.org
Community Agency	Wise Ng	English Language Learning Program Manager	wise@gsfutah.org
Multicultural Arts Division	Nubia Pena	Director of Utah Division of Multicultural Affairs	npena@utah.gov
College Student	Edith Molina	Eccles Business School, University of Utah	Edithmolina27d@gmail.com
Assistant Attorney General	Bryan Quesenberry	Utah State Board of Education	bquesenberry@agutah.gov ;
Refugee Liaison	Saige Palsson	International Rescue Committee	saige.palsson@rescue.org ;

Department of Cultural and Community Engagement	Rozanna Benally-Sagg	Representative from both CCE and MCA	rbenally-sagg@utah.gov ;
LEA Purchasing Agent	Kevin Crawford	Ogden Purchasing Agent	crawfordk@ogdensd.org ;
IRC Policy Advocate	Annie Healion	International Rescue Committee	annie.healion@rescue.org ;

MODEL POLICY

Utah State Board of Education (USBE) Model Language Access Plan

1.0 Guidance for each Local Education Agencies (LEA) to consider when creating a language access policy

- 1.1 LEA Administrators should ensure that educators and staff comply with the LEA-created policy written after consideration of the USBE model LAP policy.
- 1.2 An LEA shall adopt a policy addressing the LEA's communication and assistance to students learning English, their parent or guardian, and their families.
- 1.3 Each local school board shall adopt a policy on parental involvement for multilingual learners (MLs, students learning English) in the schools of the district.
- 1.4 The local school board shall design its policy to build consistent and meaningful communication in a language that a parent or guardian can understand among teachers, administrators, and parents.
- 1.5 The policy shall provide parents with the opportunity to be actively involved in their children's education and to be informed of the importance of the involvement of parents in directly affecting the success of their children's educational efforts; and groups and organizations that may provide instruction and training to parents to help improve their children's academic success and support their academic efforts.
- 1.6 The LEA shall review this language assistance plan for efficacy annually, consulting with community members: refugee resettlement agencies, immigration services organizations, ethnic based community organizations for the purpose of evaluating the effectiveness of the LAP policy.
- 1.7 LEA administrators and school staff are responsible for notifying each parent and student who require language assistance services of their right to free language assistance, including a complaint procedure. A model is available at the Title III website under [Legislation](#).

2.0 Purpose

The Utah State Board of Education (USBE) has prepared this model Language Access Plan (“LAP” or “Plan”) regarding access to agency services, programs, and activities for persons who have limited English proficiency and understand other languages other than English. This model Language Access Plan is mandated by [HB302](#).

3.0 Definitions

3.1 Primary language means the first language spoken by a student and a student’s parent or guardian.

3.2 Interpretation means simultaneous communication between a speaker of English and a speaker of another language.

3.3 Translation means the written communication wherein the written words of one person are communicated to others in writing in a different language.

4.0 Language Access Plan

4.1 Language Access Coordinator: A language access coordinator will be designated by an LEA and is responsible for implementing and updating this language access plan annually which includes relevant training.

4.2 LEAs will notify school personnel of this language access plan, the rights of parents and students to language assistance services, and the proper procedures to access language assistance services as outlined in this document.

4.3 Determination of Primary Language

4.3.1 Schools must determine within 30 (thirty) days of a student’s enrollment (or, re-enrollment) the primary language spoken by the student and the parent or guardian of each student enrolled in the school, and if such language is not English, whether the student and parent require language assistance to communicate effectively with the school.

4.3.2 The school shall maintain an appropriate and current record of the primary language of each parent.

5.0 Obligation to Provide Language Assistance Services

5.1 LEAs and office shall, consistent with this regulation, provide translation and interpretation services to students and parents who require language assistance in order to communicate

effectively with their school.

5.2 The school may provide translation and interpretation services beyond those outlined in this regulation.

6.0 Interpretation Services

6.1 The LEA shall provide interpretation services during regular business hours, to parents and students who require such services in order to communicate with the LEA regarding critical information about their child's education.

6.2 Depending upon availability, such interpretation services may be provided either at the location where the parent or student is seeking to communicate or virtually.

6.3 Interpretation shall be provided for, but not limited to, the following activities:

- (a) classroom activities;
- (b) impromptu and scheduled office visits or phone calls;
- (c) enrollment or registration processes;
- (d) the IEP process;
- (e) student educational and occupational planning processes;
- (f) fee waiver processes;
- (g) parent engagement activities;
- (h) student disciplinary meetings;
- (i) school community councils;
- (j) school board meetings;
- (k) other school or LEA activities; and
- (l) other interactions between the parents of a student learning English and educational

staff.

6.4 Qualifications of Interpreters and/or Translators

6.4.1 Interpreters and translators may be certified and, where possible, have education-specific experience for the following:

- (a) classroom activities;
- (b) impromptu and scheduled office visits or phone calls;
- (c) enrollment or registration processes;
- (d) the IEP process;
- (e) student educational and occupational planning processes;
- (f) fee waiver processes;
- (g) parent engagement activities;
- (h) student disciplinary meetings;
- (i) school community councils;
- (j) school board meetings;
- (k) other school or LEA activities; and
- (l) other interactions between the parents of a student learning English and (m) educational staff.

6.4.2 Translation Requirements

Translation shall be provided for, but not limited to:

- (a) registration or enrollment materials, including home language surveys and English learning program entrance and exit notifications;
- (b) assignments and accompanying materials;
- (c) report cards or other progress reports;

- (d) student discipline policies and procedures;
- (e) grievance procedures and notices of rights and nondiscrimination;
- (f) parent or family handbooks;
- (g) requests for parent permission; immunizations; and,
- (h) any other guidance, including guidance on when oral interpretation is preferable to written translation, to improve instruction and assistance by teachers, counselors, and administrators to a student learning English and the student's parents and family.

7.0 Centrally Produced Critical Communications

7.1 The LEA shall identify documents which are distributed or electronically communicated to guardians containing critical information regarding their child's education, including, but not limited to: registration, application, and selection; standards and performance (e.g., standard text on report cards); conduct, safety, and discipline; special education and related services; and transfers and discharges.

7.2 The LEA shall procure translations of critical communication in a timely manner, in each of the covered languages and (b) work with the office responsible for the critical communication to make such translations available to the schools.

7.3 Student Specific Critical Documents

Schools shall provide parents with a translation of any document that contains individual, student-specific information regarding, but not limited to, a student's: a. health; b. safety; c. legal or disciplinary matters; and d. entitlement to public education or placement in any special education, English language learner or non-standard academic program.

**Available Contracts from Utah’s Division of Purchasing with Price List for Services in
Appendices:**

CONTRACT	CONTACT FOR CLIENT FEEDBACK	DIVISION PURCHASING AGENT
ASIAN ASSOCIATION OF UTAH DBA REFUGEE AND IMMIGRANT CENTER	Tung Tran Tung.Tran@aau-slc.org (801)-990-9499	Neil Engel nengel@utah.gov (801)-957-7126
INSYNC INTERPRETERS LLC	Tim Ormond tim@insyncinterpreters.com (801)-838-8100	Neil Engel nengel@utah.gov (801)-957-7126
LINGUISTICA INTERNATIONAL	Sabrina Morales smorales@linguisticainternational.com (801)-842-2333	Neil Engel nengel@utah.gov (801)-957-7126
CRAIG ENTERPRISES INC DBA COMMGAP	Lelani Craig lelani@commgap.com (801)-944-4049	Neil Engel nengel@utah.gov (801)-957-7126
TELELANGUAGE, INC.	Hayley Emmons hemmons@telelanguage.com (503)-459-5683	Neil Engel nengel@utah.gov (801)-957-7126
AMERICAN SIGN LANGUAGE COMMUNICATION	Crystina Scott crystina@aslcomm.com (702)-808-6070	Neil Engel nengel@utah.gov (801)-957-7126
INTERWEST INTERPRETING INC	Jeff Born Schedule@iwterps.com (801)-224-7683	Neil Engel nengel@utah.gov (801)-957-7126
5 STAR INTERPRETING	Cody Simonsen cody@5starinterpreting.com (801)-406-3882	Neil Engel nengel@utah.gov (801)-957-7126

USE AND EFFECTIVENESS OF AVAILABLE STATE LANGUAGE SERVICES

The language services provided in contracts are an important aspect of how Local Education Agencies (LEAs) contact vendors to meet their needs. It is essential that contracts provide a range of services that include 1) interpretation and translation services for meeting every language in Utah; 2) oral interpretation services for those languages that are oral, like Utah's Tribal Languages; and 3) Over Phone Interpretation (OPI) and Video Remote Interpretation (VRI).

The Utah Division of State Purchasing cannot comment to the effectiveness as the contracts are put into place for all Eligible Users to be able to use. The usage reports submitted by the contractors to the Division of Purchasing do reflect usage from various entities throughout the state that provide support when an Eligible User has a need. These contracts are available to be called upon when the need arises. A support document, provided by State Purchasing, contains the details of the usage with breakdown by LEAs and is available on the Title III USBE website under [Legislation](#).

Definition of Eligible User:

As defined in the State's cooperative contract terms and conditions, "Eligible User(s)" means those authorized to use State Cooperative Contracts and includes the State of Utah's government departments, institutions, agencies, political subdivisions (e.g., colleges, school districts, counties, cities, etc.), and, as applicable, nonprofit organizations, agencies of the federal government, or any other entity authorized by the laws of the State of Utah to participate in State Cooperative Contracts.

Alternative Methods for Procurement:

There are LEAs that have success with effective translation and interpretation language services and have developed training for teachers and staff. These contracts are based on the research done by LEAs based on their specific needs. Virtual Title III meetings of the USBE Alternative Language Services Directors have been one venue for sharing these promising practices throughout the state.

One example is Ogden School District's purchasing process for contracting Translation and Interpretation Services because they track both use and effectiveness. Other districts are adopting this approach so that state funding can be used to better meet the needs of Utah's multilingual families in all Local Education Agencies (LEAs). The Advisory Council, established by HB302, will develop a method to better evaluate the contracts that provide Translation and Interpretation Services for Utah's Local Education Agencies. With these evaluation tools in place, it is our hope to continue to improve our services to Utah's students and their families.

APPENDIX A:

ASIAN ASSOCIATION OF UTAH DBA REFUGEE AND IMMIGRANT CENTER

ATTACHMENT C: PRICE LIST									
All in-person interpreting categories will have a 1 hour minimum charge. OPI and VRI for Medical or Emergency interpreting will be charged per minute with no minimum charge. In accordance with the Scope of Work all travel costs must be pre-approved (before services are rendered) by the Eligible User and Contractor will be reimbursed at then current State of Utah per diem rates. Weekend refers to Saturday and Sunday. After Hours refers to outside 8:00 a.m. to 5:00 p.m. Mountain Time.									
REGION: ALL/STATEWIDE									
Category 1: General In-person Interpreting (non-medical, non-legal)									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages
Standard Rate per hour	\$30.00	\$31.00	\$31.00	\$31.00	\$31.00	\$31.00	\$31.00	\$31.00	\$31.00
Weekend Rate per hour	\$34.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00
After Hours Rate per hour	\$31.00	\$32.00	\$32.00	\$32.00	\$32.00	\$32.00	\$32.00	\$32.00	\$32.00
Appointments that are canceled within 24 hours of the appointment time are charged as 'same day cancellation' and will be charged the standard rate.									
Category 2: Legal In-person Interpreting									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages
Standard Rate per hour	\$30.00	\$31.00	\$31.00	\$31.00	\$31.00	\$31.00	\$31.00	\$31.00	\$31.00
Weekend Rate per hour	\$34.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00
After Hours Rate per hour	\$31.00	\$32.00	\$32.00	\$32.00	\$32.00	\$32.00	\$32.00	\$32.00	\$32.00
Appointments that are canceled within 24 hours of the appointment time are charged as 'same day cancellation' and will be charged the standard rate.									
Category 3: Medical In-person Interpreting									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages
Standard Rate per hour	\$30.00	\$31.00	\$31.00	\$31.00	\$31.00	\$31.00	\$31.00	\$31.00	\$31.00
Weekend Rate per hour	\$34.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00
After Hours Rate per hour	\$31.00	\$32.00	\$32.00	\$32.00	\$32.00	\$32.00	\$32.00	\$32.00	\$32.00
Appointments that are canceled within 24 hours of the appointment time are charged as 'same day cancellation' and will be charged the standard rate.									
Category 4: OPI/VRI for Medical or Emergency Only - NOT AWARDED									
Category 5: Document Translation									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages
Rate per word	\$0.18	\$0.18	\$0.18	\$0.18	\$0.18	\$0.18	\$0.18	\$0.18	\$0.18
There are no additional fees or minimum charge for this category									

INSYNC INTERPRETERS LLC

ATTACHMENT C: PRICE LIST									
All in-person interpreting categories will have a 1 hour minimum charge. OPI and VRI for Medical or Emergency interpreting will be charged per minute with no minimum charge. In accordance with the Scope of Work all travel costs must be pre-approved (before services are rendered) by the Eligible User and Contractor will be reimbursed at then current State of Utah per diem rates. Weekend refers to Saturday and Sunday. After Hours refers to outside 8:00 a.m. to 5:00 p.m. Mountain Time.									
REGION: ALL/STATEWIDE									
Category 1: General In-person Interpreting (non-medical, non-legal)									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages
Standard Rate per hour	\$32.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00
Weekend Rate per hour	\$35.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00
After Hours Rate per hour	\$35.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00
Category 2: Legal In-person Interpreting									
Court Certified Interpreters									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages
Standard Rate per hour	\$65.00	\$80.00	\$80.00	\$80.00	\$80.00	\$80.00	\$80.00	\$80.00	\$80.00
Weekend Rate per hour	\$75.00	\$90.00	\$90.00	\$90.00	\$90.00	\$90.00	\$90.00	\$90.00	\$90.00
After Hours Rate per hour	\$75.00	\$90.00	\$90.00	\$90.00	\$90.00	\$90.00	\$90.00	\$90.00	\$90.00
Court Approved Interpreters									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages
Standard Rate per hour	\$60.00	\$75.00	\$75.00	\$75.00	\$75.00	\$75.00	\$75.00	\$75.00	\$80.00
Weekend Rate per hour	\$70.00	\$85.00	\$85.00	\$85.00	\$85.00	\$85.00	\$85.00	\$85.00	\$90.00
After Hours Rate per hour	\$70.00	\$85.00	\$85.00	\$85.00	\$85.00	\$85.00	\$85.00	\$85.00	\$90.00
Court Registered Interpreters									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages
Standard Rate per hour	\$55.00	\$70.00	\$70.00	\$70.00	\$70.00	\$70.00	\$70.00	\$70.00	\$75.00
Weekend Rate per hour	\$65.00	\$75.00	\$75.00	\$75.00	\$75.00	\$75.00	\$75.00	\$75.00	\$80.00
After Hours Rate per hour	\$65.00	\$75.00	\$75.00	\$75.00	\$75.00	\$75.00	\$75.00	\$75.00	\$80.00
Minimum order of 2 hours for Legal Interpreting.									
Category 3: Medical In-person Interpreting									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages
Standard Rate per hour	\$32.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00
Weekend Rate per hour	\$35.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00
After Hours Rate per hour	\$35.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00
Category 4: OPI/VRI for Medical or Emergency Only									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages
OPI - Rate per Minute	\$1.10	\$1.10	\$1.10	\$1.10	\$1.10	\$1.10	\$1.10	\$1.10	\$1.10
VRI - Rate per Minute	\$1.25	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35	\$1.35
Category 5: Document Translation									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages
Rate per word	\$0.18	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25	\$0.25
\$50 minimum for all projects. \$3 per page for Desktop Publishing									

LINGUISTICA INTERNATIONAL

ATTACHMENT C: PRICE LIST									
All in-person interpreting categories will have a 1 hour minimum charge. OPI and VRI for Medical or Emergency interpreting will be charged per minute with no minimum charge. In accordance with the Scope of Work all travel costs must be pre-approved (before services are rendered) by the Eligible User and Contractor will be reimbursed at then current State of Utah per diem rates. Weekend refers to Saturday and Sunday. After Hours refers to outside 8:00 a.m. to 5:00 p.m. Mountain Time.									
REGION: ALL/STATEWIDE									
Category 1: General In-person Interpreting (non-medical, non-legal)									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages
Standard Rate per hour	\$35.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00
Weekend Rate per hour	\$35.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00
After Hours Rate per hour	\$35.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00	\$36.00
Category 2: Legal In-person Interpreting									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages
Standard Rate per hour	\$50.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00
Weekend Rate per hour	\$50.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00
After Hours Rate per hour	\$50.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00
Category 3: Medical In-person Interpreting									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages
Standard Rate per hour	\$50.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00
Weekend Rate per hour	\$50.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00
After Hours Rate per hour	\$50.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00
Category 4: OPI/VRI for Medical or Emergency Only (Offeror must respond to and receive a Category 3 award to be considered)									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages
OPI - Rate per Minute	\$0.60	\$0.60	\$0.60	\$0.60	\$0.60	\$0.60	\$0.60	\$0.60	\$0.60
VRI - Rate per Minute	\$1.15	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25	\$1.25
Category 5: Document Translation (Offeror must respond to and receive an award for an In-person Category 1, 2 and/or 3 to be considered)									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages
Rate per word	\$0.11	\$0.13	\$0.13	\$0.13	\$0.13	\$0.13	\$0.13	\$0.13	\$0.13

CRAIG ENTERPRISES INC DBA COMM GAP

ATTACHMENT C: PRICE LIST										
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REGION: ALL/STATEWIDE										
Category 1: General In-person Interpreting (non-medical, non-legal)										
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages	
Standard Rate per hour	\$31.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00	\$35.00
Weekend Rate per hour	\$41.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00
After Hours Rate per hour	\$41.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00	\$45.00
24hrs cancellation. Travel may apply but CommGap will get pre-approval at the time services are scheduled and will utilize State per diem rates.)										
Category 2: Legal In-person Interpreting										
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages	
Standard Rate per hour	\$48.00	\$55.00	\$55.00	\$59.00	\$59.00	\$59.00	\$59.00	\$59.00	\$59.00	\$55.00
Weekend Rate per hour	\$53.00	\$60.00	\$60.00	\$64.00	\$64.00	\$64.00	\$64.00	\$64.00	\$64.00	\$60.00
After Hours Rate per hour	\$53.00	\$60.00	\$60.00	\$64.00	\$64.00	\$64.00	\$64.00	\$64.00	\$64.00	\$60.00
24hrs cancellation plus 2 hour minimum. Travel may apply but CommGap will get pre-approval at the time services are scheduled and will utilize State per diem rates.										
Category 3: Medical In-person Interpreting										
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages	
Standard Rate per hour	\$33.00	\$38.00	\$38.00	\$38.00	\$38.00	\$38.00	\$38.00	\$38.00	\$38.00	\$38.00
Weekend Rate per hour	\$43.00	\$48.00	\$48.00	\$48.00	\$48.00	\$48.00	\$48.00	\$48.00	\$48.00	\$48.00
After Hours Rate per hour	\$43.00	\$48.00	\$48.00	\$48.00	\$48.00	\$48.00	\$48.00	\$48.00	\$48.00	\$48.00
24hrs cancellation. Travel may apply but CommGap will get pre-approval at the time services are scheduled and will utilize State per diem rates.										
Category 4: OPI/VRI for Medical or Emergency Only										
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages	
OPI - Rate per Minute	\$1.10	\$1.10	\$1.10	\$1.10	\$1.10	\$1.10	\$1.10	\$1.10	\$1.10	\$1.10
VRI - Rate per Minute	\$1.35	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45	\$1.45
Prescheduled appointment with less than 2hrs cancellation, there is a 15mins charge.										
Category 5: Document Translation (Offeror must respond to and receive an award for an In-person Category 1, 2 and/or 3 to be considered)										
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other Languages	
Rate per word	\$0.12	\$0.15	\$0.19	\$0.21	\$0.21	\$0.21	\$0.21	\$0.21	\$0.28	\$0.24
Min fee for Spanish: \$75.00. Min fee for other languages: \$100.00. Rare or obscure languages: \$120.00. Navajo requires individual estimates based on document type. Desktop publishing available for all languages.										

TELELANGUAGE, INC.

ATTACHMENT C: PRICE LIST									
All in-person interpreting categories will have a 1 hour minimum charge. OPI and VRI for Medical or Emergency interpreting will be charged per minute with no minimum charge. In accordance with the Scope of Work all travel costs must be pre-approved (before services are rendered) by the Eligible User and Contractor will be reimbursed at then current State of Utah per diem rates. Weekend refers to Saturday and Sunday. After Hours refers to outside 8:00 a.m. to 5:00 p.m. Mountain Time.									
REGION: ALL/STATEWIDE									
Category 1: General In-person Interpreting (non-medical, non-legal)									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other
Standard Rate per hour	\$39.99	\$49.99	\$39.99	\$49.99	\$49.99	\$49.99	\$49.99	\$49.99	\$49.99
Weekend Rate per hour	\$44.99	\$54.99	\$44.99	\$54.99	\$54.99	\$54.99	\$54.99	\$54.99	\$54.99
After Hours Rate per hour	\$44.99	\$54.99	\$44.99	\$54.99	\$54.99	\$54.99	\$54.99	\$54.99	\$54.99
24 hours notice is required for cancellation purposes. Appointments canceled within 24 hours of the appointment time will incur the cost of the appointment.									
Category 2: Legal In-person Interpreting									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other
Standard Rate per hour	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00
Weekend Rate per hour	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00
After Hours Rate per hour	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00
24 hours notice is required for cancellation purposes. Appointments canceled within 24 hours of the appointment time will incur the cost of the appointment.									
Category 3: Medical In-person Interpreting									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other
Standard Rate per hour	\$39.99	\$49.99	\$39.99	\$49.99	\$49.99	\$49.99	\$49.99	\$49.99	\$49.99
Weekend Rate per hour	\$44.99	\$54.99	\$44.99	\$54.99	\$54.99	\$54.99	\$54.99	\$54.99	\$54.99
After Hours Rate per hour	\$44.99	\$54.99	\$44.99	\$54.99	\$54.99	\$54.99	\$54.99	\$54.99	\$54.99
24 hours notice is required for cancellation purposes. Appointments canceled within 24 hours of the appointment time will incur the cost of the appointment.									
Category 4: OPI/VRI for Medical or Emergency Only (Offeror must respond to and receive a Category 3 award to be considered)									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other
OPI - Rate per Minute	\$0.58	\$0.78	\$0.78	\$0.78	\$0.78	\$0.78	\$0.78	\$0.78	\$0.78
VRI - Rate per Minute	\$0.99	\$1.29	\$1.29	\$1.29	\$1.29	\$1.29	\$1.29	\$1.29	\$1.29
Category 5: Document Translation (Offeror must respond to and receive an award for an In-person Category 1, 2 and/or 3 to be considered)									
	Spanish	Arabic	Russian	Somali	Kinyarwanda	Nepalese	Swahili	Karen	All Other
Rate per word	\$0.19	\$0.25	\$0.20	\$0.27	\$0.32	\$0.32	\$0.32	\$0.32	\$0.32
Rush requests incur a 20% upcharge. Services such as proofreading, formatting and transcription are \$40/hour.									

STANDARD REGIONAL SOLICITATION MAP



Attachment C: Price List	
Contractor Name:	American Sign Language Communication

Region 1	Price Per Hour Per Interpreter
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 57.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 85.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 85.50
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 57.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 85.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 85.50

Region 2	Price Per Hour Per Interpreter
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 57.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 85.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 85.50
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 57.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 85.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting..	\$ 85.50

Region 3	Price Per Hour Per Interpreter
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 57.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 85.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 85.50

Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 57.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 85.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 85.50

Region 4	Price Per Hour Per Interpreter
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 57.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 85.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 85.50
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 57.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 85.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting..	\$ 85.50

Region 5	Price Per Hour Per Interpreter
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 57.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 85.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 85.50
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 57.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 85.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 85.50

Attachment C: Price List

Contractor Name: 5 Star Interpreting, LLC

Region 1	Price Per Hour Per Interpreter
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 53.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 79.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 79.50
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 53.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 79.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 79.50

Region 2	Price Per Hour Per Interpreter
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 53.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 79.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 79.50
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 53.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 79.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting..	\$ 79.50

Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 53.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 79.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 79.50

Region 4	Price Per Hour Per Interpreter
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 53.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 79.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 79.50
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 53.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 79.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting..	\$ 79.50

Region 5	Price Per Hour Per Interpreter
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 53.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 79.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 79.50
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 53.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 79.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 79.50

Attachment C: Price List

Contractor Name:	InterWest Interpreting, Inc.
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Region 1	Price Per Hour Per Interpreter
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 60.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 90.00
Weekend Sat-Sun (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 90.00
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 60.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 90.00
Weekend Sat-Sun (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 90.00

Region 2	Price Per Hour Per Interpreter
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 53.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 79.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 79.50
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 53.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 79.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting..	\$ 79.50

Region 3	Price Per Hour Per Interpreter
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 53.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 79.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 79.50

Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 53.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 79.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 79.50

Region 4	Price Per Hour Per Interpreter
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 53.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 79.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 79.50
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 53.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 79.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting..	\$ 79.50

Region 5	Price Per Hour Per Interpreter
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 53.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 79.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour for one interpreter for up to 90 minutes.	\$ 79.50
Weekday M-F 8:00 a.m. - 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 53.00
Evening M-F after 5:00 p.m. (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 79.50
Weekend Sat-Sun (2 hour minimum charge) Price per hour per interpreter for multiple/team interpreting.	\$ 79.50