



WICHITA STATE
UNIVERSITY

CONTRACT AWARD

Award Date: April 7th, 2025

Contract Number: W0001854

Procurement Officer: Robby Murray
Telephone: (316)978-5185
E-mail Address: robby.murray@wichita.edu

Item: On-Call Sign Language Interpretation Services

Department: Wichita State University, All Departments
1845 Fairmount
Wichita, KS 67260

Period of Contract: **Date of signed contract through 06/30/2028
(option to renew two (2) additional one (1) year periods)**

Purpose of the Contract:

To establish a contract with a pool of “approved contractors” authorized for the Faculty/Staff/Students/Guests of WSU to utilize for On-Call Sign Language Interpretation Services.

Purchasing Procedure:

When a department identifies a need for Sign Language Services, they must first determine who to contact regarding scheduling the services.

Services shall be scheduled by the designated department contact for WSU:

- **Employee Related Requests Only: Human Resources**
- **Student Academic (course required events): Office of Student Accommodations and Testing**
- **All other student/visitor related needs: Scheduled through the hosting department.**

The chart below, includes a list of approved contracted vendors. Each contractor listed includes their company name, sales contact name, phone number, and email address.

Schedule of Services: All Services shall typically be performed between the hours of 7:00 AM and 5:00 PM CST, Monday through Friday. Emergency, weekend or after regular hours may be required. Contractors must be able to have the capacity for effective collaboration with various individuals from multiple departments.

For questions concerning contract/contact information reach out to the Office of Purchasing.

Supplier Name	Address	Contact Name	Phone Number	Email Address	Website	Modes of transmission of services	Normal Hours Of Operation	Emergency after hours support	Mileage
Boklund Interpreting Services LLC	4302 W. Westport St. Wichita, KS 67212	Peter Boklund Jr.	316-258-1693	info@boklundinterpreting.com	boklundinterpreting.com	Local on-site	Mon-Fri 7am-5pm CST	Y	Y
Sign Language Interpreting Services Inc.	607 N. Stratford Wichita, KS 67260	Juliet Bennett	316-399-5363	requestasinterpreters@gmail.com	N/A	Local on-site	Mon-Friday 8am-5pm CST	Y	N
SignGlasses LLC	159 W. Broadway Ste. 200 Salt Lake City, UT 84101	Karla Ebert	210-248-7026	karla@signglasses.com	www.signglasses.com	Video Remote Interpreting	Mon-Fri 8am-6pm CST	Y	Online only
Dovetail Communication Group Inc.	1201 Orlando Rd. Austin, TX 78733	Meredith Skogman	512-400-4238	info@dovetailcommunicationgroup.com	www.dovetailcommunicationgroup.com	Video Remote Interpreting	Mon-Fri 7am-5pm CST	Y	Online only

	Boklund	SLIS	SignGlasses	Dovetail
Onsite Sign Language Interpretation				
Normal Business Hours	\$60/hr	\$47/hr	N/A	\$120/hr
After Hours	\$70/hr	\$52/hr	N/A	\$150/hr
Weekends/Holidays	\$70/hr	\$52/hr	N/A	\$150/hr
Emergencies	\$75/hr	\$52/hr	N/A	\$150.00 plus \$30 additional fee
Minimum # of hours	2 hrs	2 hrs	N/A	2 hrs
Video Remote Sign Language Interpretations				
Normal Business Hours	\$60/hr	\$47/hr	\$80/hr	\$120/hr
After Hours	\$70/hr	\$52/hr	\$80/hr	\$150/hr
Weekends/Holidays	\$70/hr	\$52/hr	\$80/hr	\$150/hr
Emergencies	\$75/hr	\$52/hr	\$80/hr	\$150.00 plus \$30 additional fee
Minimum # of hours	2 hrs	2 hrs	1hr	2 hrs
Travel Expenses	\$ 0.70	N/A	N/A	\$ 0.70
Additional fees	add \$10/hr if less than 48 hr notice given			
Performance Requests	\$375/3-hr Performance			
	\$440/4-hr Performance			
	\$505/5-hr Performance			
Additional Performance Interpreter	\$195/3-hr Performance			
	\$260/4-hr Performance			
	\$325/5-hr Performance			

B0001854 - Contracted Sign Language Services

SERVICES PROVIDED					CERTIFICATIONS						
	Local Resource	Performance Interpretation Requests	Onsite	Video Remote Intpreting VRI	Protactile	KCDHH (Per K.S.A. 75-4355b)	KQAS	NIC	BEI	EIPA	WSU Parking Directions
Boklund Interpreting	Y	Y	Y	Y	N	Y	Y	Y	Y	Y	Y
Sgn Language Interpreting Services SLIS	Y	N	Y	Y	N						Y
SignGlasses	N	N	N	Y	N	Y					Y
Dovetail Communication Group	N	N	Y	Y	Y				Y		

Department Comparison Evaluation

Agency	Certification	Service	Modalities	Same Day Service	Local	Hourly Minimum	Mileage Charge	Discount	M-F 8a-5p	M-F 5p-10p	Weekend/Holiday	Emergency	Cancellation Policy
SLIS	Yes-KQAS	onsite & VRI	ASL/SEE	Yes	Yes	2-hr	No	case by case	\$47/hr	\$52/hr	\$52/hr	\$52/hr	24 hour, no charge
Boklund	Yes- KQAS	onsite & VRI	ASL	Yes	Yes	2-hr	Yes	No	\$60/hr	\$70/hr	\$70/hr	\$85/hr	1 business day
SignGlasses	Yes- KQAS	VRI	ASL	Yes	No	1-hr	N/A	No	\$80/hr	\$80/hr	\$80/hr	\$80/hr	24 hour, no charge
			ASL, PSE, CASE, Protactile/ Tactile, Trilingual										
Dovetail Communication Group	Yes	VRI		Yes	No	1-hr + admin fee	N/A	No	\$120/hr	\$150/hr	\$150/hr	Additional \$30	24 hour, no charge

Appendix D
Contractor Questionnaire and Cost Sheet

Continued...

Bidders Name: **Boklund Interpreting Services LLC**

On-Site Sign Language Interpretation	Fee Per Hour	Minimum # of Hours
Normal Business Hours Mon-Friday 7a-5p	8a-5p: \$60/hr* - Performances are fixed rates, see attached.* (+ \$10/hr if less than 48hrs notice)	2hrs
After Hours Mon-Friday 5pm-10pm	5a-8a/5p-10p: \$70/hr (+ \$10/hr if less than 48hrs notice)	2hrs
Weekends/Holidays	\$70/hr (+ \$10/hr if less than 48hrs notice)	2hrs
Emergencies:	\$75/hr (+ \$10/hr if less than 48hrs notice)	2hrs

Video Remote-Sign Language Interpretation	Fee Per Hour	Minimum # of Hours
Normal Business Hours Mon-Friday 7a-5p	8a-5p: \$60/hr* - Performances are fixed rates, see attached.*	2hrs
After Hours Mon-Friday 5pm-10pm	5a-8a/5p-10p: \$70/hr (+ \$10/hr if less than 48hrs notice)	2hrs
Weekends/Holidays	\$70/hr (+ \$10/hr if less than 48hrs notice)	2hrs
Emergencies:	\$75/hr (+ \$10/hr if less than 48hrs notice)	2hrs

Travel Expenses:		
Mileage rate:	At IRS rate (2025): \$0.70	*See attached supplemental information
Example of mileage documentation included:		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Cost Sheet

Community/Educational Requests

Sign Language Interpreting Services

Sign Language Interpreter	\$60/hr with a 2-hour minimum*
Deaf Interpreter	\$60/hr with a 2-hour minimum*

- All services have a 1 (one) full business day cancellation policy, and will be billed for full time scheduled if notification to Boklund Interpreting Services does not happen in that time frame.
- Services that require a period of longer than one hour of interpreting may require two interpreters.
- Services rendered for a Deaf or Hard of Hearing minor may require a team of a Sign Language Interpreter and a Deaf Interpreter.
- If the need for interpreting services is completed before the requested end time, services will be charged for the full time scheduled.
- If the need for interpreting services is extended past the end time and the Sign Language interpreter and/or Deaf interpreter is able to continue providing services, services will be billed in fifteen-minute increments.
- If any clients fail to appear for the scheduled assignment, services will be charged for the full time scheduled.
- Travel will be charged as follows: Mileage will be charged for a round trip at the current IRS mileage rate (rounded to the nearest cent) of the assignment for interpreters traveling 30 miles or more in one direction. If travel exceeds over 90 minutes in one direction, travel time will be charged at the hourly base rate. If an assignment location is more than one hour away from the main WSU campus and the interpreter's travel time is an hour or more, travel time will be charged at the hourly base rate.
- For longer interpreting requests where clients are required to take a lunch break, a lunch break will also be provided for the interpreter(s) and be paid at the rate and time services are provided.
- A one-week notice is preferred (but not required) for services.
- Services will be billed at the beginning of the following month for any services rendered and are due upon request.
- Late fees will be applied if payment is not received within 30 days. Fees will be 10% of the original invoice amount for every month payment is delayed.
- If interpreting services are requested after business hours or with less than 48-hour notice, services will be charged for a Sign Language interpreter and/or Deaf interpreter as follows:

5 am - 8 am and 5 pm - 10 pm	+ \$10/hr
10 pm - 5 am	+ \$15/hr
Weekend Requests (8 am - 5 pm)	+ \$10/hr

Less than 48-hour notice will be an additional \$10 per hour charge.



Performance Requests

Sign Language Interpreting Services (Rates are per Interpreter)

3-Hour Performance	\$375 Flat Fee
4-Hour Performance	\$440 Flat Fee
5-Hour Performance	\$505 Flat Fee

Additional Request for Same Performances

* If the original interpreters are available

3-Hour Performance	\$195 Flat Fee*
4-Hour Performance	\$260 Flat Fee*
5-Hour Performance	\$325 Flat Fee*

Cancellation Policy

Less than One Business Day Notice	100% Charge
Less than a Week Notice	50% Charge
More than a Week Notice	0% Charge

- Rates are a flat rate that will include travel, prep time, and time allocated for interpreting the show.
- Shows will require a team of two interpreters.
- If the need for interpreting services is completed before the requested end time, services will be charged for the full time scheduled.
- If the need for interpreting services is extended past the end time and the interpreter is able to continue providing services, services will be billed at the next hourly interval listed.
- If any clients fail to appear for the performance, services will be charged in full.
- A one week notice is preferred (but not required) for services.
- Services will be billed at the beginning of the following month for any services rendered and are due upon request.
- Late fees will be applied if payment is not received within 30 days. Fees will be 10% of the original invoice amount for every month payment is delayed.



Appendix D
Contractor Questionnaire and Cost Sheet

Continued...

Bidders Name: Juliet J. Bennett

On-Site Sign Language Interpretation	Fee Per Hour	Minimum # of Hours
Normal Business Hours Mon-Friday 7a-5p	\$47.00	2
After Hours Mon-Friday 5pm-10pm	\$52.00	2
Weekends/Holidays	\$52.00	2
Emergencies:	\$52.00	2

Video Remote-Sign Language Interpretation	Fee Per Hour	Minimum # of Hours
Normal Business Hours Mon-Friday 7a-5p	\$47.00	2
After Hours Mon-Friday 5pm-10pm	\$52.00	2
Weekends/Holidays	\$52.00	2
Emergencies:	\$52.00	2

Travel Expenses:		
Mileage rate:	N/A	
Example of mileage documentation included:	Yes	<input checked="" type="checkbox"/> No

Appendix D
Contractor Questionnaire and Cost Sheet

Continued...

Bidders Name: SignGlasses, LLC

On-Site Sign Language Interpretation	Fee Per Hour	Minimum # of Hours
Normal Business Hours Mon-Friday 7a-5p	N/A	
After Hours Mon-Friday 5pm-10pm	N/A	
Weekends/Holidays	N/A	
Emergencies:	N/A	

Video Remote-Sign Language Interpretation	Fee Per Hour	Minimum # of Hours
Normal Business Hours Mon-Friday 7a-5p	\$80.00	1 hour
After Hours Mon-Friday 5pm-10pm	\$80.00	1 hour
Weekends/Holidays	\$80.00	1 hour
Emergencies:	\$80.00	1 hour

Travel Expenses:		
Mileage rate:	N/A	
Example of mileage documentation included:	<u> </u> Yes <u> x </u> No	

SignGlasses
Virtual Remote Interpreting
On Call Sign Language Interpreting Services

Service Terms

- Because our services are remote, we do not charge for travel expenses or travel time.
- We do not charge extra for after-hours services.
- We do not charge extra for weekends or holidays. Our weekend and holiday rates are the same.
- We recommend 24 hours in advance for requests and can often accommodate last minute requests that are less than 24 hours in advance.
- All service sessions are subject to a 60-minute minimum. After which, billing will be incurred in 15-minute increments.
- All service sessions are subject to a 24 business-hour late cancellation policy per scheduled practitioner.
- Sessions scheduled for a period exceeding 4 weeks are subject to a 2 full week cancellation policy per scheduled practitioner.
- Sessions scheduled for more than 80 minutes for sign language interpreters will require two practitioners.
- Technical assignments that cover advanced content may require two practitioners.



**Appendix D
Contractor Questionnaire and Cost Sheet**

Continued...

Bidders Name: Dovetail Communication Group

On-Site Sign Language Interpretation	Fee Per Hour	Minimum # of Hours
Normal Business Hours Mon-Friday 7a-5p	\$120.00	*See Below
After Hours Mon-Friday 5pm-10pm	\$150	*See Below
Weekends/Holidays	\$150	* See below
Emergencies:	Additional \$30 fee per hr.	* See below.

Video Remote-Sign Language Interpretation	Fee Per Hour	Minimum # of Hours
Normal Business Hours Mon-Friday 7a-5p	\$120.00	*See Below
After Hours Mon-Friday 5pm-10pm	\$150.00	* See below
Weekends/Holidays	\$150.00	* See below
Emergencies:	Additional \$30 fee per hr.	* See below

Travel Expenses:		
Mileage rate:	.70 per mile**	
Example of mileage documentation included:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

** per IRS mileage rate

- **Hourly Rates:** All rates and fees are charged per service provider. The minimum charge for each request is one hour, plus an administration fee equivalent to 1 hour of the hourly rate. Time worked beyond the initial hour is billed in 15-minute increments across all assignment types.
- **Short-Notice Assignments:** Assignments requested with less than 24 business hours' notice will incur an additional fee of \$30 per hour.
- **Transportation and Travel:** Interpreters are responsible for their own transportation to and from assignments. Billable hours begin when the interpreter reports to the assigned University location. Travel time to and from the assigned work location is not charged. Mileage is charged the current IRS rate to and from the assigned work location as verified on the example of mileage documentation below.

3.4 Fees for Services. Provide an explanation and detailed breakdown of Bidder's fee proposal and any other expenses that are charged for the requested services and/or goods, including reimbursable expenses using Attachment D Contractor Questionnaire and Cost Sheet. Bidder's fees are assumed to include the firm's cost of doing business such as overhead, management, postage, shipping, telephone, internet, fax, photocopying, research, and general office expenses, unless expressly set out as an additional fee.

Dovetail Communications Group
Virtual Remote Services
On-Call Sign Language Interpretation Services

Service Request Policies/Notice Requirements

DCG provides a user-friendly and flexible service delivery process for the University. Requests can be made through multiple channels, allowing for efficient handling of changes and last-minute requests. We strive to accommodate urgent assignments whenever possible. Once a request is entered and processed, the provider will accept or decline the assignment, and the University will receive a confirmation promptly.

While advanced notice makes it easier to manage assignments and schedules, DCG is committed to filling all requests, regardless of the length of notice provided. This dedication ensures that the University's needs are met with consistency and reliability.

5.7 Schedule of Services: All Services shall typically be performed between the hours of 7:00 AM and 10:00 PM CST, Monday through Friday. Emergency, weekend or after regular hours may be required. Contractors must be able to have the capacity for effective collaboration with various individuals from multiple departments.

How to Submit a Request

DCG will effectively collaborate with various individuals from multiple departments including Human Resources, Office of Student Accommodations and Testing, or through the hosting department.

The University can submit service requests through any of the following methods:

- Email
- Phone call
- Interpreter Scheduling and Report Platform

Hours of Operation

DCG ensures timely responses to all requests:

- **Regular Office Hours:** 7:00 AM to 6:00 PM CT, Monday through Friday.
- **Emergency Support:** A live representative is available 24/7 for emergencies or immediate assistance, ensuring you always have access to support.

Non-emergency inquiries received outside regular business hours will be addressed promptly, typically within a few hours.

6.7. The requirement for in-person interpreters will be scheduled in advance and the Contractor will provide services within forty-eight (48) hours unless otherwise scheduled at a later date and time.

Confirmations

DCG will provide confirmation of the assigned interpreter within one business day prior to the request or sooner, adhering to industry best practices. Our team maintains frequent communication to keep you updated on the status of your requests.

Advance Notice

While we recommend placing service requests at least two weeks in advance, we understand that this may not always be feasible. DCG is committed to honoring your schedule and making every effort to fulfill assignments, achieving a 96.5% fulfillment rate.

Emergency & Short Notice Requests

Requests made with less than 24 business hours' notice are considered short-notice or emergency requests. DCG strives to accommodate these requests while maintaining the highest standards of service.

Minimum Engagement

DCG's minimum engagement policy includes a one-hour minimum charge plus an administration fee equivalent to the hourly rate.

6.9 Cancellation Policy: The sign language interpreting industry standard for appointment cancellation is 24 hours/1 business days' notice; this means requests cancelled less than 24 hours/1 business day of the scheduled appointment time are billed at 100%. **If the interpreting request is cancelled by the university within 24 hours prior to the assignment, the university will not be billed.** If the agency has accepted an assignment and the interpreter calls in sick or can't cover, the

agency is responsible for finding an alternative interpreter to cover the assignment. If the sign language user/client does not arrive at the scheduled class/event within 30 minutes of the start time, the interpreter is free to leave the assignment.

Cancellations

- **Interpreter Cancellations:** If a scheduled interpreter cancels due to illness or other reasons, DCG's emergency policy ensures a prompt replacement at no additional cost to the University.
- **University Cancellations:** If the University cancels a request with less than 24 business hours' notice, DCG will bill for the full scheduled time.

Customer Service/Dispute Resolution

DCG is committed to delivering exceptional service and ensuring satisfaction for all stakeholders, including Deaf consumers and service providers. In the event of any complaints or grievances, DCG will address the issue promptly to ensure a positive and equitable resolution for all parties involved.

We value open, ongoing dialogue with the University to proactively address questions or concerns as they arise. Feedback is an essential part of our commitment to continuous improvement, and we encourage the University to share comments about our service quality.

To maintain the highest standards of service, DCG actively monitors the quality of work provided and the performance of our interpreters. Through effective communication and collaboration with the University, we aim to ensure a seamless experience and exceed expectations at every opportunity.

6.7. If it is anticipated that interpreter services will be needed in excess of two (2) hours for a single session, WSU and the Contractor will mutually determine if more than one interpreter shall be required.