

Cost Proposal Narrative

In conjunction with the State of Indiana's RFP 20-1311, and acting as a single-source language resource for the state of Indiana, LUNA Language Services proposes to provide the following interpretation and translation services across the entire state (all five regions) of Indiana:

A. Interpretation Services, In-Person Language

- Rates, Per Hour – Business Day and After-Hours:
(See Attachment D Cost Proposal for further pricing breakdown)
 - Spanish = \$45.00-\$75.00 per hour; Core Languages = \$55.00-\$100.00 per hour; Non-Core Languages = \$60.00-\$105.00 per hour
 - Beyond the first hour, in-person interpretation services will be billed in 15-minute increments.
 - LUNA proposes no increased pricing in the offering of after-hours in-person interpretation services.
 - The above range in rates will enable us to ensure the proper interpreter has been matched to each appointment across the state; additionally, the above range in rates will enable us to honor the language industry's standard practice of paying interpreters a two-hour minimum.
- High Quality Interpreters: Under the terms of this response, LUNA will be able to successfully match high quality interpreters, meeting or exceeding the State's requirements, for state agency specific needs.
- Sub-Contractors: In conjunction with the Interpretation Services, In-Person Language section of this contract, LUNA will pay \$55,311.00 (or 19%) to partnering Indiana MBE, WBE, and IVOSB sub-contractors per year. (See RFP 20-1311 MWBE Vet Proposed Plan for further sub-contractor payment breakdown)

B. Interpretation Services, Telephonic Language

- Rates, Per Minute:
(See Attachment D Cost Proposal for further pricing breakdown):
 - Spanish = \$0.85 per minute; Core Languages = \$1.10 per minute; Non-Core Languages = \$1.10 per minute
 - The above range in rates will enable us to ensure the proper interpreter has been matched to each telephonic appointment across the state.
- High Quality Interpreters: Under the terms of this response, LUNA will be able to successfully match high quality interpreters, meeting or exceeding the State's requirements, for state agency specific needs; all telephonic interpreters will be U.S. location based.
- Sub-Contractors: In conjunction with the Interpretation Services, Telephonic Language section of this contract, LUNA will pay \$20,445.00 (or 3%) to partnering Indiana MBE, WBE, and IVOSB sub-contractors per year. (See RFP 20-1311 MWBE Vet Proposed Plan for further sub-contractor payment breakdown)



C. Interpretation Services, In-Person Communication Accommodation Services (CAS) for Individuals who are Deaf or Hard of Hearing

- Rates, Per Hour – Business Day and After-Hours:
(See Attachment D Cost Proposal for further pricing breakdown):
 - ASL = \$30.00-\$60.00 per hour, depending on interpreter credentials; VRI = \$65.00 per hour; Audio Description and Captioning = \$360.00 per hour; CART = \$50.00-\$110.00, depending on CART writer credentials
 - Beyond the first two hours, in-person interpretation services will be billed in 15-minute increments.
 - LUNA proposes no increased pricing in the offering of after-hours in-person interpretation services.
 - The above range in rates will enable us to ensure the proper interpreter has been matched to each appointment across the state.
- High Quality Interpreters: Under the terms of this response, LUNA will be able to successfully match high quality interpreters, meeting or exceeding the State's requirements, for state agency specific needs.
- Sub-Contractors: In conjunction with the Interpretation Services, In-Person Communication Accommodation Services (CAS) for Individuals who are Deaf or Hard of Hearing section of this contract, LUNA will pay \$47,274.00 (or 19%) to partnering Indiana MBE, WBE, and IVOSB sub-contractors per year. (See RFP 20-1311 MWBE Vet Proposed Plan for further sub-contractor payment breakdown)

D. Translation Services, Written Language

- Rates, Per Word:
(See Attachment D Cost Proposal for further pricing breakdown):
 - Written Translation = \$0.12-\$0.33 per word, depending on language; Written Translation, Expedited Service Requested = \$0.14-\$0.40 per word, depending on language; Desktop Publishing and Formatting = \$50.00 per hour
 - The above range in rates will enable us to ensure the proper translator has been matched to each translation project across the state.
- High Quality Translators: Under the terms of this response, LUNA will be able to successfully match high quality translators, meeting or exceeding the State's requirements, for state agency specific needs.
- Sub-Contractors: In conjunction with the Translation Services, Written Language section of this contract, LUNA will pay \$1,872.00 (or 19%) to partnering Indiana MBE, WBE, and IVOSB sub-contractors per year. (See RFP 20-1311 MWBE Vet Proposed Plan for further sub-contractor payment breakdown)