

Cost Proposal Narrative (Propio)

Interpretation Services – Telephonic Language

The costs shown on the Cost Proposal Template (Attachment D), are determined by adding together the following expenses we incur in order to provide this service:

- Interpreter cost (which varies by language)
- Toll-free long distance cost
- IVR programming costs
- IVR hardware costs
- IVR data center costs
- Customer Service costs
- Interpreter recruiting costs
- Interpreter evaluation costs
- Allocated portion of rent cost
- Allocated portion of support staff cost (e.g. – HR, Legal, Accounting, etc.)

A modest markup is then added to these costs in order to allow for a profit.

Interpretation Services – Written Language

The costs shown on the Cost Proposal Template (Attachment D), are determined by adding together the following expenses we incur in order to provide this service:

- Translator cost (which varies by language)
- Customer Service costs
- Translator recruiting costs
- Translator evaluation costs
- Allocated portion of rent cost
- Allocated portion of support staff cost (e.g. – HR, Legal, Accounting, etc.)

A modest markup is then added to these costs in order to allow for a profit.

Cost Assumptions, Conditions and Constraints

Not applicable because there were no special cost assumptions, conditions, or constraints which impact the prices presented on the Cost Schedules.