

***BID RESPONSE PACKET***  
**710-21-0024**

## BID SIGNATURE PAGE

Type or Print the following information.

PROSPECTIVE CONTRACTOR'S INFORMATION			
Company:	Communication Plus+ Interpreter Services, Inc.		
Address:	8615 Cantrell Road		
City:	Little Rock	State: AR	Zip Code: 72227
Business Designation:	<input type="checkbox"/> Individual <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Public Service Corp <input type="checkbox"/> Partnership <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Nonprofit		
Minority and Women-Owned Designation*:	<input checked="" type="checkbox"/> Not Applicable <input type="checkbox"/> American Indian <input type="checkbox"/> Service Disabled Veteran <input type="checkbox"/> African American <input type="checkbox"/> Hispanic American <input type="checkbox"/> Women-Owned <input type="checkbox"/> Asian American <input type="checkbox"/> Pacific Islander American		
	AR Certification #: _____		* See Minority and Women-Owned Business Policy in Solicitation Terms and Conditions

PROSPECTIVE CONTRACTOR CONTACT INFORMATION			
<i>Provide contact information to be used for bid solicitation-related matters.</i>			
Contact Person:	William Gorum	Title:	President/CEO
Phone:	501-224-2521	Alternate Phone:	501-258-0534
Email:	billing@cplusinterpreting.com		

CONFIRMATION OF REDACTED COPY
<input checked="" type="checkbox"/> YES, a redacted copy of submission documents is enclosed. <input type="checkbox"/> NO, a redacted copy of submission documents is <u>not</u> enclosed. I understand a full copy of non-redacted submission documents will be released if requested.
<i>Note: If a redacted copy of the submission documents is not provided with Prospective Contractor's response packet, and neither box is checked, a copy of the non-redacted documents, with the exception of financial data (other than pricing), will be released in response to any request made under the Arkansas Freedom of Information Act (FOIA). See Solicitation Terms and Conditions for additional information.</i>

ILLEGAL IMMIGRANT CONFIRMATION
By signing and submitting a response to this <i>Bid Solicitation</i> , Prospective Contractor agrees and certifies that they do not employ or contract with illegal immigrants and shall not employ or contract with illegal immigrants during the term of a contract awarded as a result of this bid solicitation.

ISRAEL BOYCOTT RESTRICTION CONFIRMATION
By checking the box below, Prospective Contractor agrees and certifies that they do not boycott Israel and shall not during the aggregate term of a contract awarded as a result of this bid solicitation.
<input checked="" type="checkbox"/> Prospective Contractor does not and shall not boycott Israel.

**An official authorized to legally bind the Prospective Contractor must sign below.**

The signature below signifies agreement that any exception that conflicts with a Requirement of this *Bid Solicitation* may cause the Prospective Contractor's proposal to be rejected.

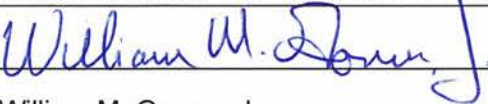
Authorized Signature: William M. Gorum, Jr. Title: President/CEO  
*Use Ink Only.*

Printed/Typed Name: William M. Gorum, Jr. Date: January 18, 2021

## SECTION 1 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

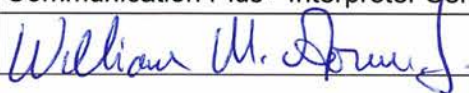
By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

<b>Vendor Name:</b>	Communication Plus+ Interpreter Services, Inc.	<b>Date:</b>	January 18, 2021
<b>Authorized Signature:</b>		<b>Title:</b>	President/CEO
<b>Print/Type Name:</b>	William M. Gorum, Jr.		

## SECTION 2 - VENDOR AGREEMENT AND COMPLIANCE

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

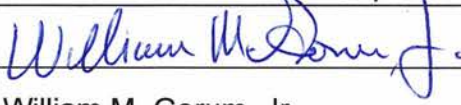
By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

<b>Vendor Name:</b>	Communication Plus+ Interpreter Services, Inc.	<b>Date:</b>	January 18, 2021
<b>Authorized Signature:</b>		<b>Title:</b>	President/CEO
<b>Print/Type Name:</b>	William M. Gorum, Jr.		

## **SECTION 3 - VENDOR AGREEMENT AND COMPLIANCE**

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

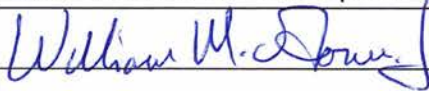
By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

Vendor Name:	Communication Plus+ Interpreter Services, Inc.	Date:	January 18, 2021
Authorized Signature:		Title:	President/CEO
Print/Type Name:	William M. Gorum, Jr.		

## **SECTION 4 - VENDOR AGREEMENT AND COMPLIANCE**

- Any requested exceptions to items in this section which are NON-mandatory **must** be declared below or as an attachment to this page. Vendor **must** clearly explain the requested exception, and should label the request to reference the specific solicitation item number to which the exception applies.
- Exceptions to Requirements **shall** cause the vendor's proposal to be disqualified.

By signature below, vendor agrees to and **shall** fully comply with all Requirements as shown in this section of the bid solicitation. **Use Ink Only**

<b>Vendor Name:</b>	Communication Plus+ Interpreter Services, Inc.	<b>Date:</b>	January 18, 2021
<b>Authorized Signature:</b>		<b>Title:</b>	President/CEO
<b>Print/Type Name:</b>	William M. Gorum, Jr.		



Contract Number \_\_\_\_\_  
 Attachment Number \_\_\_\_\_  
 Action Number \_\_\_\_\_

**CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**

Failure to complete all of the following information may result in a delay in obtaining a contract, lease, purchase agreement, or grant award with any Arkansas State Agency.

SUBCONTRACTOR: \_\_\_\_\_ SUBCONTRACTOR NAME: \_\_\_\_\_  
 Yes  No

TAXPAYER ID NAME: Communication Plus+ Interpreter Services, Inc. IS THIS FOR:  Goods?  Services?  Both?

YOUR LAST NAME: Gorum FIRST NAME: William M.I.: M

ADDRESS: 8615 Cantrell Road

CITY: Little Rock STATE: AR ZIP CODE: 72227 COUNTRY: USA

**AS A CONDITION OF OBTAINING, EXTENDING, AMENDING, OR RENEWING A CONTRACT, LEASE, PURCHASE AGREEMENT, OR GRANT AWARD WITH ANY ARKANSAS STATE AGENCY, THE FOLLOWING INFORMATION MUST BE DISCLOSED:**

**F O R I N D I V I D U A L S \***

Indicate below if: you, your spouse or the brother, sister, parent, or child of you or your spouse is a current or former: member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee:

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and how are they related to you? [i.e., Jane Q. Public, spouse, John Q. Public, Jr., child, etc.]	Person's Name(s)	Relation
	Current	Former		From MM/YY	To MM/YY			
General Assembly								
Constitutional Officer								
State Board or Commission Member								
State Employee								

None of the above applies

**F O R A N E N T I T Y ( B U S I N E S S ) \***

Indicate below if any of the following persons, current or former, hold any position of control or hold any ownership interest of 10% or greater in the entity: member of the General Assembly, Constitutional Officer, State Board or Commission Member, State Employee, or the spouse, brother, sister, parent, or child of a member of the General Assembly, Constitutional Officer, State Board or Commission Member, or State Employee. Position of control means the power to direct the purchasing policies or influence the management of the entity.

Position Held	Mark (✓)		Name of Position of Job Held [senator, representative, name of board/ commission, data entry, etc.]	For How Long?		What is the person(s) name and what is his/her % of ownership interest and/or what is his/her position of control?	Person's Name(s)	Ownership Interest (%)	Position of Control
	Current	Former		From MM/YY	To MM/YY				
General Assembly									
Constitutional Officer									
State Board or Commission Member									
State Employee									

None of the above applies



Contract Number \_\_\_\_\_  
Attachment Number \_\_\_\_\_  
Action Number \_\_\_\_\_

**Contract and Grant Disclosure and Certification Form**

*Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this contract. Any contractor, whether an individual or entity, who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the agency.*

**As an additional condition of obtaining, extending, amending, or renewing a contract with a state agency I agree as follows:**

1. Prior to entering into any agreement with any subcontractor, prior or subsequent to the contract date, I will require the subcontractor to complete a **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM**. Subcontractor shall mean any person or entity with whom I enter an agreement whereby I assign or otherwise delegate to the person or entity, for consideration, all, or any part, of the performance required of me under the terms of my contract with the state agency.
2. I will include the following language as a part of any agreement with a subcontractor:  
*Failure to make any disclosure required by Governor's Executive Order 98-04, or any violation of any rule, regulation, or policy adopted pursuant to that Order, shall be a material breach of the terms of this subcontract. The party who fails to make the required disclosure or who violates any rule, regulation, or policy shall be subject to all legal remedies available to the contractor.*
3. No later than ten (10) days after entering into any agreement with a subcontractor, whether prior or subsequent to the contract date, I will mail a copy of the **CONTRACT AND GRANT DISCLOSURE AND CERTIFICATION FORM** completed by the subcontractor and a statement containing the dollar amount of the subcontract to the state agency.

**I certify under penalty of perjury, to the best of my knowledge and belief, all of the above information is true and correct and that I agree to the subcontractor disclosure conditions stated herein.**

Signature William M. Gorum, Jr. Digitally signed by William M. Gorum, Jr.  
Date: 2021.01.18 11:35:01 -08'00' Title President/CEO Date January 18, 2021

Vendor Contact Person William Gorum Title President/CEO Phone No. (501) 224-2521

*Agency use only*  
Agency Number 0710 Agency Name Department of Human Services Agency Contact Person \_\_\_\_\_ Contact Phone No. \_\_\_\_\_ Contract or Grant No. \_\_\_\_\_



## 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

### **Equal Employment Opportunity and Affirmative Action Policy**

In order to comply with Title VI and VII of the Civil Rights Act of 1964 (as amended), Executive Order 11246, Title IX of the Educational Amendments of 1972, the Rehabilitation Act of 1973 (sections 503 and 504), the Age Discrimination in Employment Act, the American with Disabilities Act of 1991, the ADA Amendments Act (ADAAA) of 2008, the US. Federal Court Decree in the Adams Cases of 1973; and Acts 99, 954, and 962 of the Arkansas General Assembly, the Contractor agrees as follows: (a) the Contractor will not discriminate against any employee or applicant for employment on the basis of race, color, religion, national origin, creed, service in the uniformed services (as defined in state and federal law), veteran status, sex, age, marital or family status, pregnancy, physical or mental disability, genetic information, gender identity, gender expression, or sexual orientation; (b) in all solicitations or advertisements for employees, the Contractor will state that all qualified applicants will receive consideration without regard to race, color, religion, national origin, creed, service in the uniformed services (as defined in state and federal law), veteran status, sex, age, marital or family status, pregnancy, physical or mental disability, genetic information, gender identity, gender expression or sexual orientation; (c) the Contractor will furnish such relevant information and reports as requested by the Human Resources Commission for the purpose of determining compliance with Act 954 of 1977; (d) failure of the Contractor to comply with these statutes, the rules and regulations promulgated thereunder and this nondiscrimination clause shall be deemed a breach of contract and it may be cancelled, terminated or suspended in whole or in part; (e) the Contractor will include the provisions of items (a) through (d) in every subcontract so that such provisions will be binding upon such subcontractor or vendor.

Communication Plus+ Inc. hires a diversity of interpreters, Hearing and Deaf, currently 24-75 years of age, interpreters from diverse cultural backgrounds, and interpreters with alternative life styles/sexual orientation (male and female) and interpreters with disabilities that do not alter the essential job functions of an interpreter. Communication Plus+ Inc. mentors novice interpreters, and actively seeks, mentors and contracts with interpreters from culturally diverse backgrounds.



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### Narrative

Bid Number: 710-21-0024

#### Introduction

Communication Plus+ Interpreter Services, Inc. of Arkansas was founded in 1986 by Myra Taff-Watson, MA, CSC, and Dr. Douglas Watson, Ph.D., a Hearing/Deaf wife and husband team with strong roots in the Deaf Community, the Interpreting Community, and the community at large. In 2018, Mrs. Taff-Watson and Dr. Douglas Watson retired and direction of Communication Plus+ was assumed by Mr. William M. Gorum, Jr. and Mr. Charles D. McFarlan. Mr. Gorum, much like the Watsons, has strong roots in the Deaf and Interpreting communities and has been affiliated with the company as an independent contractor since 2001. Mr. Gorum was a student of Mrs. Taff-Watson's during her tenure as Program Coordinator at the University of Arkansas at Little Rock's Interpreter Education Program. Mr. McFarlan, an Arkansas native and a graduate of the University of Central Arkansas, also had familiarity with the Deaf and Interpreting Communities. Mr. Gorum and Mr. McFarlan respectively assumed the positions of President/Chief Executive Office and Chief Financial Officer upon the Watsons' retirement while the Watsons served as consultants during the first year after their retirement to provide support and continued smooth and efficient operation of the business.

Communication Plus+ is proud to celebrate 35 years in excellence as the state's premier provider of sign language interpreting and related services and deafness specialists. We have a strong commitment to providing the highest-quality professionally trained and university-educated sign language interpreters. We value each customer and client, and our goal is complete satisfaction and the forging of positive long-term relationships and partnerships.

Communication Plus+ tailors each request to fit our customers' and clients' interpreting needs. Communication Plus+ Interpreter Services, Inc. is available to provide interpreters 24 hours a day, 7 days a week, 365 days a year. Services we provide include sign language interpreting and signed English transliterators, oral transliterators for individuals who are deaf that prefer to use listening and spoken language as opposed to signed language, tactile interpreters for individuals who are Deaf-blind, and speech-to-text captioners and transcribers.

Communication Plus+ strongly supports the Interpreting Community and Deaf Community views that any contract within the state of Arkansas should be through an Arkansas company that knows the interpreters and Deaf Community which allows the company to schedule an interpreter that best meets the needs of the consumers and clients involved. This can only be done by those who have a strong working knowledge of the local Deaf and Interpreting Communities. The company should also exhibit a strong understanding of the complexities of working with DHS divisions on a 24/7/365 basis and is familiar with the DHS terms and conditions, required written reports, and forms and tracking of service hours. Spoken language companies and Video Relay Service/Video Remote Interpreting Service companies attempt to expand their business with sign language interpreting services; however, many of these companies do not have the necessary expertise regarding the field of sign language interpreting, evaluation, certification, and licensure of interpreters, and provision of services to DHS.

Giving back and paying it forward are core values espoused by Communication Plus+ Interpreter Services. Will Gorum, as the company's President/CEO and as an individual, has given back to the Deaf, Deaf-blind, and

Interpreting Communities over the span of his 25-year career as an interpreter and in his 20 years as an Arkansas resident. Communication Plus+ has sponsored, supported, and donated to the Arkansas Registry of Interpreters for the Deaf (ARID), the Arkansas Association of the Deaf (AAD), the Arkansas Deaf-Blind Community (ADBC), the Arkansas School for the Blind and Visually Impaired (ASBVI), and the Arkansas School for the Deaf (ASD), Deaf pageants, and other such celebrations in the Deaf and Deaf-blind communities. Communication Plus+ will continue to give back to the community while efficiently providing excellent service with integrity and professionalism. Communication Plus+ is recognized as having “Deaf Heart” in its care of Deaf, Deaf-blind, and Hard-of-Hearing Arkansans in need of interpreting services.

### **Business Structure**

The overall business structure has not changed since the business was founded in 1986. Communication Plus+ receives calls for services, interpreters are scheduled and assigned, and contact is made back to the requester with confirmation and any other information that may have been requested. The 24/7 operation of the business is efficient and responsive to the needs of customers.

Since 2018, Will Gorum, CI and CT, OTC, NIC Master, Ed: K-12, BEI CIC is the lead person in charge of large, small, and individual and/or one-time projects, whether they are planned and ongoing assignments or are on call/as needed projects. Primary administrative duties related to the operation include but are not limited to:

- Contracts and/or letters of agreement and negotiations
- Proposal submissions
- Consultation, training, and research for the public and private sector
- HIPAA Business Associate Agreements
- Marketing and Advertising
- All correspondence with purchasers of services, including billing and invoicing (in conjunction with Dwayne McFarlan, CFO of Communication Plus+)
- Financial record keeping (in conjunction with Dwayne McFarlan, CFO of Communication Plus+)
- Scheduling interpreters

Since 2018, the Scheduling Manager is responsible for day-to-day operations of accepting telephone requests, email requests, and daily recordkeeping. Primary managerial duties related to the operation of the business include, but not limited to:

- Manage day-to-day requests of interpreters
- Enters requests into the company’s electronic scheduling system
- Log each day’s completed assignment hours, and as applicable, mileage and travel
- Refer new customer contacts to Will Gorum for rates, letters of agreement/contracts, and negotiations.
- Provide speech-to-text captioning/transcribing services, both on-site and remote

### **Quality Statement**

Communication Plus+ consistently performs its work with the highest quality to provide customers and Deaf, Deaf-blind, and Hard-of-Hearing Arkansans with value-added excellence in service with expertly trained and educated certified/credentialed (RID, NAD, EIPA, QAST) interpreters that are licensed by the Arkansas Department of Health.

Fundamental elements of our services include quick and courteous attention each time you contact us, timely responsiveness to your needs, questions answered in an honest and helpful manner, and rapid responses to telephone, text, and e-mail communication.

Communication Plus+ is proud to continue to consistently receive A+ ratings from the Better Business Bureau.

## **Our Mission**

Our principal mission is to provide the highest quality interpreting expertise to the citizens of Arkansas. We believe that bridging the communication gap between Deaf and Hearing people, and between languages and cultures, enhances the overall quality of life for each us in all walks of life.

## **Our Affiliations**

Industry associations include, but are not limited to:

- Registry of Interpreters for the Deaf (RID)
- National Association of the Deaf (NAD)
- Conference of Interpreter Trainers (CIT)
- Arkansas Registry of Interpreters for the Deaf (ARID)
- Arkansas Association of the Deaf (AAD)
- Arkansas Deaf-Blind Community (ADBC)
- Better Business Bureau (BBB)

## **Insurance Requirements**

Communication Plus+, if awarded, will submit the Certificate of Insurance that policies are in full force and effect.

## **Minimum Qualifications**

Communication Plus+ exceeds all minimum qualifications. Please see below.

## **Staff Qualifications and Credentials**

Mr. William M. Gorum, Jr., B.A., CI and CT, OTC, NIC Master, Ed: K-12, BEI CIC, is the current President/CEO of Communication Plus+ and will be the lead person in charge of the project for sign language interpreting services for the Arkansas Department of Human Services (DHS). Mr. Gorum has 25+ years of professional and personal experience (d/Deaf family members on both maternal and paternal sides of his family) in deafness, deaf-blindness, interpreting, interpreter training, and interpreter evaluation. He is a nationally certified interpreter holding the following certifications from the Registry of Interpreters for the Deaf:

- Certificate of Interpretation (CI)
- Certificate of Transliteration (CT)
- Oral Transliteration Certificate (OTC)
- National Interpreter Certification: Master (NIC Master)
- Educational Interpreter: K-12 (Ed: K-12)

Mr. Gorum also holds a Court Interpreter Certificate from the Texas Board for Evaluation of Interpreters has was trained as a speech-to-text captioner/transcriber (C-Print/TypeWell®). He is licensed as an interpreter by the Arkansas Department of Health (License Number: 0928160).

Mr. Gorum is a graduate of the Interpreter Education Program at the University of Arkansas at Little Rock with a BA degree in Interpretation: ASL/English and a minor in Educational Interpreting (K-12). Mr. Gorum has presented at local, state, national, and international conferences on interpreting and communication access related issues and provides mentoring, training, and professional development opportunities to both working interpreters and interpreting students. He continues to serve in leadership positions for interpreting related organizations and also

serves as a rater/evaluator for individuals wishing to become credentialed as an interpreter through the state of Arkansas' Quality Assurance Screening Test (QAST).

Please see proof of certification and licensure, attached.

### **Scope of Work**

Communication Plus+ has a long, 30+ year history and experience and familiarity with the scope of work and the type of service contract through DHS, as well as the reputation to continue to successfully handle this challenging project. Since 1986, Communication Plus+ has worked closely with DHS and the passage of the Americans with Disability Act (ADA) in 1990 prompted the first formal contractual agreement with DHS in 1991.

Our extensive 30+ years of experience providing interpreting services in the public and private sectors include interpreters for all settings and occasions. We provide consultation and training opportunities regarding the Americans with Disabilities Act (ADA), simultaneous and consecutive interpreting protocols, sight translation protocol, and cross-cultural interactions.

Communication Plus+ priority and standard operating procedure is to match the qualifications of interpreters for each assignment or event requested based on the setting and needs of the consumers involved. Communication Plus+'s familiarity with DHS and its clients allows for the gathering of relevant information for each request from the contact person in order to assure a good match according to these standard procedures. Interpreters are recruited and selected, and subsequently assigned subject to their availability and acceptance of the assignment(s).

All services properly requested will be performed as required. Under standard procedures, a call is received for services and each request is handled on an individual basis to gain information regarding the service date and time, length of the assignment or event, location, name of consumers, purpose, number of interpreters needed, and name and contact information of the contact person and on-site contact person. This information is used to select and assign interpreters, provide interpreters with all the necessary details to perform the service, inform the initial contact person that an interpreter has been scheduled, and invoice DHS upon completion of the assignment.

Over the years, Communication plus has exceeded DHS expectations and Performance Indicators and has demonstrated capability in providing services 100% of the time for all DHS divisions. All requests were fulfilled, regardless of the length of time it required to work out schedules to fill job requests, including those considered Emergency/Crisis with less than 24 hours' notice. Our 100% fill rate demonstrates that we are able to provide a sufficient number of interpreters to service all 75 Arkansas counties 24 hours a day, 7 days a week, and 365 days a year. Our 100% fill rate for both on-site and video interpreting requests also demonstrates that we are able to provide qualified substitute interpreters as appropriate.

Total number of Service Hours Per Calendar Year:



Communication Plus+ understands the need to safeguard Protected Health Information (PHI) under HIPAA and will execute Business Associate Agreements as needed. Communication Plus+ can provide Video Remote Interpreting (VRI) services through our own platform that is HIPAA-compliant and encrypted end-to-end or we can utilize a platform provided by DHS if the agency prefers to do so. Communication Plus+ has been providing video remote interpreting services since 2018 while Mr. Gorum personally began providing video interpreting services in 2005.

Communication Plus+, unlike many other interpreting services agencies, does not utilize “email blasts” to offer interpreting assignments to service providers. Instead, we look at the demands for each request including content, division involved, the client’s preferred language or mode of communication, etc. and match the service provider who can best meet those demands. We operate in strict compliance with Arkansas’ interpreter licensure law which provides guidance as to what certification or credential an interpreter must hold in order to provide service in a particular setting. Many of the interpreters utilized by Communication Plus+ have training in specialized settings such as mental health interpreting or legal interpreting, making them ideal for interpreting in situations such as the Arkansas State Hospital or DCFS staffings.

Communication Plus+ verifies and maintains records of all interpreters’ resumes, licenses, and certification/credentials. Licenses issued by the Arkansas Department of Health must be renewed each calendar year. Quality Assurance Screening Test (QAST) credentials must also be renewed each calendar year while Registry of Interpreters for the Deaf certifications must be renewed annually with the expiration date being June 30<sup>th</sup> annually.

Communication Plus+ Interpreter Services, Inc. has handled similarly sized projects over its 30+ year history of providing sign language interpreters for the state of Arkansas. A list of projects with contact information follows:

1. [REDACTED]
2. [REDACTED]
3. [REDACTED]

**Other Contract Requirements**

Interpreters assigned by Communication Plus+ are of the highest quality, professionally trained, operate in full compliance with the Arkansas interpreter licensure law, and adhere to the RID/NAD Code of Professional Conduct.

RID/NAD certified and or QAST credentialed interpreters are qualified to interpret effectively, accurately, impartially, exercise discretion, and always adhere to the NAD-RID Code of Professional Conduct. Additionally, these interpreters sign confidentiality statements annually.

Interpreters holding an Arkansas interpreter license must maintain their certifications or credentials and must provide proof of said maintenance when applying for annual license renewal. RID/NAD certified interpreters must complete 8.0 CEUS (80 clock hours) of RID-approved professional development every four years while QAST-credentialed interpreters must earn 1.0 CEUS (10 clock hours) of Arkansas Rehabilitation Services-approved professional development every year. Interpreters holding a QAST level 1 through 3 must be reevaluated/retested every two years. Interpreters holding a QAST Level 4 must be reevaluated/retested every five years. Interpreters holding a QAST level 5 do not have to be regularly reevaluated/retested but must abide by the requirement to earn 1.0 CEUS (10 clock hours) annually to maintain their credential.

By virtue of their respective certifications and credentials, these interpreters possess the ability to use sign language, both American Sign Language and signed English systems, and spoken English fluently, speak and behave

in a professional manner, and have the educational level equivalent to or surpasses the education level of the consumers needing the services.

Communication Plus+ regularly reviews the competence and status of sign language interpreters, oral transliterators, and interpreters for individuals who are Deaf-blind to ensure excellence in delivery of interpretation services between DHS and its clients. Mr. Gorum, as an RID certified interpreter and trained and experienced interpreter evaluator conducts on-site evaluations of interpreters, as they work in real time, as appropriate and allowable by the situation and environment. This is done as part of our quality assurance process to help ensure that our customers and clients are receiving the highest quality services.

Communication Plus+ assures that any information exchanged before, during, and after the interpreting process is held in the strictest confidence by interpreters and Communication Plus+. As with other professional field with standards of ethical behavior, all interpreters sign statements that they are bound by and adhere to the NAD-RID Code of Professional Conduct. This code sets forth the profession's standards and includes privileged communication and issues of confidentiality whereby interpreters maintain confidentiality regarding location, any identifying information of persons involved, and the content of the communication that may have transpired during the interpreting assignment(s).

Communication Plus+ assures that interpreters exercise impartiality to any issues or parties involved and that the continual exercise of discretion by interpreters allows each party to communicate freely in his or her own natural language. Interpreters disclose any conflict(s) of interest issues and or any potential inability to be impartial with respect to any particular clients, situations, or settings so that he or she will not be assigned to that particular interpreting event.

#### **Equal Employment Opportunity and Affirmative Action Policy**

Communication Plus+ is an equal opportunity employer and does not discriminate against any interpreter, applicant, employee, contractor, or intern/apprentice because of race, color, religion, sex, sexual orientation, gender identity, national origin, age, marital status, political affiliation, or disability with respect to employment, promotion, demotion or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation, and selection for training, including internship and/or apprentice.

Communication Plus+ hires a diversity of Hearing interpreters, currently 24 – 75 years of age, interpreters who are Deaf for assignments that require a Deaf Interpreter (DI) or Certified Deaf Interpreter (CDI), interpreters from diverse cultural background, and interpreters regardless of sexual orientation or gender expression. Communication Plus+ mentors and trains novice interpreters and actively seeks, mentors, and contracts with interpreters from culturally diverse backgrounds.

A copy of the company's Equal Employment Opportunity and Affirmative Action Policy is included with this bid.

#### **Sole Point of Contact, Fiscal Soundness with No Tax Liabilities**

Communication Plus+ has operated as an independent business for 35 years. The company does not subcontract with any other entities in the operation of its service contracts, is the sole point of contact, is financially sound with no tax liabilities, has liability insurance, and keeps sufficient reserves to pay interpreters at the end of each month for that month's work, regardless of whether payment has been received and/or if purchasers of services default.



## **William M. Gorum, Jr.**

**B.A., CI and CT, OTC, NIC Master, Ed: K – 12, BEI CIC**

8615 Cantrell Road, Little Rock, AR 72227 • Voice/Text: 501-258-0534 •

E-mail: will.gorum@cplusinterpreting.com

**Objective** To provide information about my extensive training, work experience, and credentials as a sign language interpreter, oral transliterator, speech-to-text transcriber, and interpreter trainer.

**Experience** 2018 – Present Communication Plus+ Interpreter Services, Inc.

**President/Chief Executive Officer**

- Manage the operation of the state's premier statewide provider of diversified sign language interpreting and transliteration services which has been in operation for since 1986

1996 – Present Private Practice

**Interpreter / TypeWell Transcriber**

- Provide interpreting services in a variety of settings including but not limited to: medical, educational (elementary, secondary, and post-secondary settings), religious, mental health, platform, artistic, legal, conference, tactile and low-vision, and video relay service
- Provide TypeWell transcribing services in a variety of settings, including but not limited to: post-secondary educational, conference, and community
- Provide mentorship opportunities for students enrolled in interpreter education programs and also working interpreters
- Present at local, state, national, and international levels about interpreting and transcribing issues
- Provide consultation services and support for individuals and entities looking to hire communication access providers
- Teach sign language classes for both ASL and signed English systems
- Experience working as a Deaf/hearing team with both Certified Deaf Interpreters (RID CDI) and non-certified Deaf Interpreters
- Evaluate candidates' interpreting and transliterating skills and score both interview and performance portions of the Arkansas Quality Assurance Screening Test in live panel and recorded formats

2009 – 2013 Sorenson Communications, Inc.

Little Rock, AR

**Manager/Trainer**

- Provide interpreting services in video relay service and video remote interpreting settings
- Compile and maintain reports on individual VI performance and overall center performance
- Provide training for newly hired employees as well as ongoing training and professional development for current employees both in the Little Rock interpreting center and nationwide as part of the New Hire Training Team workgroup
- Serve as interim manager to provide support for other interpreting centers facing management team transitions
- Provide coaching and counseling as needed for employees
- Develop and implement morale-building and teambuilding activities
- Coordinate interpreter schedules to ensure sufficient coverage for company needs
- Provide mentoring to Video Interpreters employed at Sorenson's Little Rock location

2005 – 2014 Sorenson Communications, Inc. Little Rock, AR

**Video Interpreter**

- Provide interpreting services in a video relay service setting
- Coordinate VI-P program and professional development
- Coordinate other professional development opportunities
- Work with Little Rock training team to train new Video Interpreters for Sorenson VRS

2002 – 2005 University of Arkansas at Little Rock Little Rock, AR

**Staff Interpreter / TypeWell Transcriber**

- Provide interpreting and transcribing services for students, faculty, and staff who are d/Deaf, Deaf-Blind, or hard of hearing
- Assist with coordinating of interpreting and transcribing services
- Coordinate UALR's on-campus captioning project
- Coordinate payroll for contract service providers and manage funds from Arkansas Rehabilitation Services
- Present at local, state, national, and international conferences on interpreting and transcribing issues
- Provide mentorship experiences for students enrolled in the UALR Interpreter Education Program

1996 – 2001 Caddo Parish Public Schools Shreveport, LA

**Staff Interpreter**

- Provide interpreting services for students, faculty, and staff who are d/Deaf or hard of hearing

**Education** 2002 – 2006 University of Arkansas at Little Rock Little Rock, AR

- Graduated with Bachelor of Arts in Interpretation: ASL/English with a minor in Educational Interpreting

2001 – 2002 University of Arkansas at Little Rock Little Rock, AR

- Graduated with Associate of Arts in Interpretation: ASL/English

**Credentials** Certificate of Interpretation, Registry of Interpreters for the Deaf  
Certificate of Transliteration, Registry of Interpreters for the Deaf  
National Interpreter Certification: Master, Registry of Interpreters for the Deaf  
Oral Transliteration Certificate, Registry of Interpreters for the Deaf  
Education: K – 12 (EIPA 4.5), Registry of Interpreters for the Deaf  
Court Interpreter Certification, Texas Board for Evaluation of Interpreters  
TypeWell Basic Skills Course (awarded Sept. 14, 2001 and renewed Sept. 23, 2013)

**Professional Affiliations** Registry of Interpreters for the Deaf  
National Association of the Deaf  
Conference of Interpreter Trainers  
Arkansas Registry of Interpreters for the Deaf (2003 – 2005, Vice-President)  
Arkansas Association of the Deaf

- Presentations** Association of Higher Education And Disability (AHEAD) – 2003  
Arkansas Chapter of Self Help for Hard of Hearing People (AR SHHH)  
Arkansas Rehabilitation Services In-Service Trainings  
University of Arkansas at Little Rock In-Service Trainings  
Texas Association of Higher Education and Disability – 2004  
Arkansas Registry of Interpreters for the Deaf – 2005
- Conferences** Arkansas Association of the Deaf – 2005, 2011, 2013, 2015 (Interpreting)  
Arkansas Registry of Interpreters for the Deaf – 2003, 2005, 2011, 2013, 2015 (Interpreting)  
Association of Higher Education And Disability (AHEAD) – 2003, 2004 (Transcribing)  
Louisiana Registry of Interpreters for the Deaf – 2003, 2004, 2012 (Interpreting)  
Postsecondary Education Programs Network (PEPNet) – 2004, 2006 (Transcribing)  
SouthEast Regional Institute on Deafness (SERID) – 2004, 2017(Interpreting)  
Texas Association of Higher Education and Disability – 2004 (Interpreting)  
USDA Self-Help Housing Conference – 2005 (Oral Interpreting)  
Deaf and Hard-of-Hearing Adolescents Conference – 2006 (Interpreting)
- Workshops** *Oral Transliteration*  
*Communication Access Services and Working with Service Providers*  
*A Closer Look at Gender* – first presented December 2012  
*The Impact of Technology on the Interpreting Profession* – first presented Nov. 2009  
*An Introduction to Interpreting in Arkansas* – first presented July 2007  
*Interpreting in Legal Settings*  
*Communication Plus+ Skills Development Series: Transliteration I* – first taught 2019



ARKANSAS DEPARTMENT OF HEALTH  
 THIS CERTIFIES THAT  
**WILLIAM GORUM**  
 CI/CT, OTC, NIC-M, Ed: K-12  
 IS DULY  
**Licensed**  
 IN THE STATE OF ARKANSAS AS A/  
**Interpreter**  
 License No. **0928160** Expires **12/31/2021**  
 Rec No. **23966575**



## Board for Evaluation of Interpreters (BEI) Registry

**Public Interpreter Registry**

First Name:

Last Name:

County:

Zip Code:

Certificate Type:

Status:

Records Returned: 1

Interpreter Name	Phone Number	Level(s)		
Certificate Issuance Date	City	State	Status	Expiration Date
William Gorum, Jr. 5/16/2016	(501)258-0534 LITTLE ROCK	AR	Court Interpreter Active	5/16/2021

# TSS Illegal Immigrant Contractor Disclosure Certification

## TSS Illegal Immigrant Contractor Disclosure Certification View Submission Details

**Disclosure forms are valid for one year.**

**Vendor:** Communication Plus+ Interpreter Services, Inc

**Tax ID:** 2394

**Disclosure Statement:** I certify that I **DO NOT** employ or contract with an illegal immigrant.

**Contact E-mail:** [billing@cplusinterpreting.com](mailto:billing@cplusinterpreting.com)

**Submitted on:** 04-28-20

**Valid through:** 04-27-21



**Arkansas Secretary of State  
John Thurston**

State Capitol Building ♦ Little Rock, Arkansas 72201-1094 ♦ 501-682-3409

**Certificate of Good Standing**

I, John Thurston, Secretary of State of the State of Arkansas, and as such, keeper of the records of domestic and foreign corporations, do hereby certify that the records of this office show


**COMMUNICATION PLUS+ INTERPRETER SERVICES, INC.**

authorized to transact business in the State of Arkansas as a For Profit Corporation, filed Articles of Incorporation in this office November 10, 2008.

Our records reflect that said entity, having complied with all statutory requirements in the State of Arkansas, is qualified to transact business in this State.

**In Testimony Whereof**, I have hereunto set my hand and affixed my official Seal. Done at my office in the City of Little Rock, this 9th day of April 2020.



  
\_\_\_\_\_  
John Thurston  
Secretary of State  
Online Certificate Authorization Code: 9d2fcc4fba11622  
To verify the Authorization Code, visit [sos.arkansas.gov](http://sos.arkansas.gov)