

Submitted Questions and Answers RFP 2021.07 Interpreter Services

- Who is the current vendor for sign language interpreting at Brazosport College?
 - Sorenson Communication, LLC
- How long have they been on contract with the college?
 - CAAG had contracted with Brazosport College since 2006 or 2007. Sorenson took over the contract in 2019
- What has been the hourly rate charged by the vendor or on-site interpreting services?
 - \$67 per hour from 7am-6pm and \$90 hour from 6pm-Midnight
- The last fall semester prior to the COVID closures (Fall 2019) how many hours per week did the college provide for on-site interpreting services?
 - They did not provide interpreter services for Fall 2019, but they provided CART
 - Fall 2019 – weekly hours
 - CART 9 hours (3 classes)
- Since the COVID closures how many hours of interpreting over video did the college provide per week?
 - Spring 2020 – weekly hours
 - Interpreting 22 hours (4 classes)
 - CART 13.5 hours (5 classes)
- Does the college provide students with captioning services, Typewell, C-Print or CART?
 - Yes, CART. (\$130 per hour) on an as needed basis for students taking online classes of if a face-to-face interpreter is not available.
- On page 4 the RFP Requires vendor to provide a list of names of sign language interpreters who are 1. Nationally or state certified/credentialed and 2. are graduates of an Accredited Interpreter Training Program. The second requirement limits the pool of interpreters to individuals who have graduated from only 21 institutions since accreditation of ITPs began in 2006: <http://www.ccie-accreditation.org/accredited-programs.html>. As an example, this requirement would exclude me to interpret for Brazosport. I am nationally certified with more than 40 years interpreting experience and 35 years teaching experience at an interpreter training program. However, neither my BS or MS degrees (from later Johns Hopkins University) are in interpreting. Is this standard either/or (either 1 or 2) or is it an ‘and’?
 - OR not and

- The list of acceptable certifications does not include the Board For Evaluation of Interpreters (BEI) created and used extensively in Texas and is maintained by the Texas Health and Human Services. Will Brazosport accept BEI certifications?
 - Yes
- Page 4, Scope of Work – Brazosport says they are aware of only 3 types of interpreting and lists CART services as an ‘interpreted service’. CART is not an interpreted service that translates spoken language to a form of sign language. CART is a captioning service that produces written language from spoken language that is ‘transcribed’ by either a stenographer, a typist, or a voice writer. The captioning is provided to the student via a tablet or laptop. Is Brazosport seeking captioning services for deaf or hard of hearing students who do not use sign language to communicate?
 - Yes
- Captioning services can also be provided remotely. Has the college set up remote captioning services?
 - No, the college has not set up remote captioning services.
- Would the college accept remote captioning services?
 - Yes, we would accept remote captioning service as needed.
- What has been the greatest challenge with providing deaf students interpreting and captioning services?
 - The greatest challenge has been securing face-to-face interpreters due to the pandemic.
- Does the College currently have an agency/individual providing this service?
 - Yes (Sorenson Communication, LLC)
- What is the historical need for Sign Language Interpreter(s) throughout the College?
 - It depends on how many hearing-impaired students enroll for the semester. Typically, there are one or two students per semester although we’ve had as many as 8 in one semester.
- That is, historically, how many hours per week (on average) has the College required ASL interpreting services?
 - Normally they are part-time students, therefore we would say an average of 22 hours (4 classes) per week
- Historically, what are the College's requirements for in-person vs. remote interpreting?
 - We go by the student’s request.

- What percentage is in-person, and what percentage is video/remote?
 - Currently we have 75 % in person and 25 % video/remote only due to the current company's inability to provide in person interpreting.

- Would the College consider bids that include only remote or video ASL interpreting services?
 - No

- Or is the College considering only firms who can accommodate both in-person and remote/video interpreting?
 - We would like to consider firms who can accommodate both in-person and remote/video interpreting.

- For the certifications, would commiserate experience similar to an accredited Interpretation Training Program be acceptable?
 - If the interpreter(s) are registered with the Texas Board For Evaluation of Interpreters (BEI), we would consider them.