

Brazosport College

Request for Proposals (RFP)

RFP 2021.07 Interpreter Services

ISSUED: October 6, 2021

PROPOSAL DUE DATE: Sealed proposals for Interpreter Services will be received until **Thursday, October 28, 2021 at 2:00 pm.** Failure to submit proposals to the correct location by the designated date and hour will result in disqualification. Brazosport College (BC) reserves the right to reject any and all proposals and to waive any irregularities.

APPLICATION PROCESS & PROCEDURES

Please provide 3 original and complete bound proposals in response to this RFP. Proposals should be sent as per the Proposal Due Date & Delivery Instructions and should include:

1. A brief Executive Summary
2. Contractor/Individual Eligibility and Qualifications
3. A clear explanation of how the Contractor/interpreter(s) will address the Scope of Work.
4. A detailed budget that provides total cost, as well as breaks out expenses per deliverable including travel definitions and rates, miscellaneous expenses, emergency/cancellation fees, discounts, etc.
5. Three references from similar projects and scopes of work including a detailed description of said project.
6. CIQ form must be completed and submit with proposals. If no Conflict of Interest is present, please write N/A at the top of the form and sign. Failure to supply the CIQ will result in disqualification.
7. Felony Conviction Notice must be completed and submit with proposals. Failure to supply the Federal Conviction Notice will result in disqualification.
8. House Bill 89 Verification Form must be completed and submit with proposals. Failure to supply the House Bill 89 Verification Form will result in disqualification.

CONFLICT OF INTEREST NOTIFICATION: Persons submitting a response to this RFP must comply with all applicable laws, ordinances, and regulations including the provisions of the State of Texas Government Code Chapter 176. The person submitting a response to this RFP must complete and submit as applicable under the law a Conflict of Interest Questionnaire (CIQ) in a format approved by the Texas Ethics Commission. The CIQ form is to be submitted along with the proposals.

A copy of the CIQ form can be found at the Texas Ethics Commission website. Consult with your own legal counsel regarding the law. If a Conflict of Interest does not exist, please put N/A at the top of the form and sign. If a Conflict of Interest Form is not provided, please provide a memorandum as to the reasoning. Failure to follow the requests of this RFP will result in immediate disqualification from consideration.

PROPOSAL DELIVERY: Clearly reference the due date, hour, and RFP name on the sealed envelope.
Sealed proposals should be mailed or hand delivered to:

Brazosport College
Cara Green, Procurement Specialist
RFP 2021.07: Interpreter Services
500 College Drive, C.127
Lake Jackson, Texas 77566

* BC will not accept electronic versions of proposals. They must be mailed or hand delivered. We are not responsible for any US mail delays and will not take any proposals received after due date and time.

**Please note that BC will not return any proposals it receives and will not reimburse contractors for any costs they incur in developing their proposals.

QUESTIONS: All inquiries for information regarding this solicitation should be directed in writing to: Cara Green, Procurement Specialist at cara.green@brazosport.edu. *Any attempts to contact BC personnel outside of this may result in disqualification.*

Failure of the proposer to make appropriate inquiries, evaluate any special conditions, or verify requirements of this RFP shall not relieve the proposer of responsibility for fulfilling the contract in accordance with the terms of this RFP.

INTRODUCTION: BC desires to contract for Interpreter Services for students who are deaf and/or require such services to enable them equal accessibility to classes and related programs on campus. Services may be performed on-site at BC or remotely via video conferencing or CART services. We currently serve 3 deaf or hard of hearing students, with a range of 2-9 students per semester.

BC is an undergraduate Community College that serves more than 4,200 students. Located on 156 acres of beautifully landscaped grounds in Lake Jackson, Texas, we have served as the school of choice for students in southern Brazoria County since 1968. BC offers four-year degree programs in Industrial Management and Health Services Management. BC also offers two-year degree and certificate options in a variety of career fields, as well as courses in major fields of study, which will transfer to four-year schools. The healthcare program at BC offers ADN and LVN opportunities.

The BC campus has expanded in recent years. Additions include the BASF Center for Process Technology, the Dow Academic Center, the Byron & Sandra Sadler Health Professions/ Science Complex, a new Student Pavilion, recently named the ME Global Student Pavilion, a revitalized library and, most recently, the BCPC Welding Technologies Lab and the Freeport LNG Crafts Academy. With its growth have come a variety of accolades. In 2012 and 2014, the Aspen Institute ranked BC among the top 10 community colleges in the nation. Other awards include Safest College Campus in Texas, as well as a Top 10 Beautiful Yet Affordable College Campus in the nation.

BC's continued commitment to student success drives initiatives to assist students in attaining their goals.

Partnership programs between the college, community and local industry leaders are steered by the Brazosport College Foundation to help ensure student success.

BACKGROUND AND NEED: Title V, Section 504 of the 1973 Rehabilitation Act provides that no otherwise qualified individual with a disability shall, solely by reason of her or his disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. Additionally, Title III, Section 12184 of the Americans with Disabilities Act of 1990 (ADA) states that a public entity must provide auxiliary aides and services necessary to ensure equal accessibility for individuals with disabilities.

To adequately accommodate our students and staff, there has been an increasing need to contract for interpreter services. In addition to the classes which these students attend, there may be a need to provide interpreters for such events as orientation, meetings with faculty, staff, or other BC officials, support groups and workshops offered by BC and class-related seminars and retreats.

SPECIFICATIONS: Proposals are to be submitted in accordance with these specifications which are to be considered as providing adequate interpreter services. Any limitations, deviations, or broader services quoted should be designated in the proposal; otherwise, companies quoting will be held to the specifications.

Due care and diligence have been used in the preparation of these specifications, and the information contained therein is believed to be substantially correct. However, the responsibility for determining the full extent of the exposure and the verification of all information presented herein shall rest solely upon the proposer. The interpreter will neither be responsible for any errors or omissions in these specifications, nor for the failure on the part of the proposer to determine the full extent of the exposures.

It is anticipated that a recommendation for award for this RFP may be made more than thirty (30) days after the RFP due date. All interested parties are required to guarantee their pricing as an irrevocable offer valid for one hundred twenty (120) days after the RFP due date. BC in its sole and absolute discretion shall have the right to make an award for any and all items/services listed in the RFP, shall have the right to reject any and all RFP documents as it deems to be in the best interest and to waive formalities and reasonable irregularities in submitted documents.

BC shall have the right to reject proposals containing a statement, representations, warranty, or certificate which is determined by BC and its counsel to be materially false, incorrect, misleading, or incomplete. Additionally, any errors, omissions or oversights of a material nature may constitute grounds for rejection of a proposal.

The inability of a consultant to provide one or more of the required components or specified features or capabilities required by this RFP does not, in and of itself, preclude acceptance by BC of the proposal. All proposals will be evaluated as a whole to obtain best value for BC. BC may accept proposals from multiple consultants or companies as determined by BC to achieve best value.

CONTRACTOR INFORMATION/SIGNATURE: In compliance with this RFP and to all conditions imposed herein and hereby incorporated by reference, the undersigned offers and agrees to furnish the services and goods in accordance with the sealed proposal or as mutually agreed upon by subsequent negotiation.

INDIVIDUAL/CONTRACTOR ELIGIBILITY: All proposals shall include the names of the individuals or contractor and all education or certifications, respectively, that apply to the knowledge and skills desired for interpreter services. See Requirements listed below:

- 1. Sign language interpreter must possess the proper State of Texas Certification(s) or National Certification(s) such as:**
 - a. National Association of the Deaf Certification (NAD)
 - b. Registry of Interpreters for the Deaf Certification (RID)
 - c. National Interpreter Certification (NIC)
 - d. National Association of Court Reporters
 - e. Registered Professional Reporter
 - f. Registered Merit Reporter
 - g. Certified Real-time Reporter
 - h. Registered Diplomat Reporter
- 2. Sign language interpreter(s) must be a graduate of an accredited Interpreter Training Program (ITP).**

SCOPE OF WORK: Brazosport College is aware of three types of Interpreter Services: face-to-face sign language, remote sign language via video conferencing (“Skype”), and Communication Access Real-time Translation (CART – “closed-captioning.”) If there are any additional types of Interpreter Services, please provide a detailed description in submitted proposals.

PROCESS SERVICE REQUESTS

- A. The Contractor shall have in place and maintain a procedure for processing all interpreter requests and be prepared to take requests starting on the effective date of the contract. The Contractor shall also maintain an adequate number of qualified interpreters on call to ensure response within the contractually required minimum notice time frame. The Contractor shall not send an Interpreter based on a request from a Student. In processing service requests, the Contractor shall use all means available to provide quality interpreter services while keeping cost effectiveness as a priority.
- B. Starting on the effective date of the contract, the Contractor shall receive interpreter requests from BC and process them accordingly. Initial requests for the semester shall include the Student or Contact Person (Student) name and his/her class schedule. Any additional requests for services shall be submitted by sending a Request for Service at least one (1) business day in advance of the assignment. The Request for Service shall be submitted via email with a follow up phone call to the Director of Counseling and Testing, Disability Services Counselor and AOS, Counseling and Testing. Contact Information will be provided upon establishment of a contract.

- C. The Contractor shall have on call Interpreters with the Registry of Interpreters for the Deaf, Inc. (RID) Comprehensive Skills Certificate (CSC), Certificate of Interpretation (CI), Certificate of Transliteration (CT), Oral Transliteration Certificate (OTC), Interpretation Certificate (IC), Transliteration Certificate (TC), or any combination thereof, for all activities related to this contract. All assigned Interpreters must be certified and functioning on at least a level two. Some assignments may require higher levels of certification.
- D. BC will inform the Contractor of the type of subject matter to be presented and the Contractor will assign an Interpreter with the appropriate level of certification.
- E. The Interpreter shall faithfully interpret the content and style of spoken English into several forms of visual communication including Manually Coded English, Conceptually Accurate Signed English/Pidgin Signed English, American Sign Language, one of several tactile methods of communication used by persons with both visual and hearing disabilities, or oral interpretation, depending on the preferred communication mode of the person who is deaf or hard of hearing.
- F. BC serves a diverse group of students. Ability to provide services for foreign language students, specifically Spanish, is desired.
- G. The Interpreter shall practice the principles of professional demeanor, confidentiality, faithfulness, and accuracy in interpretation/transliteration to and from spoken English/foreign language and various sign systems.
- H. The Interpreter shall adhere to the Code of Professional Conduct (CPC) for interpreters jointly developed by the National Association of the Deaf (NAD) and the Registry of Interpreters for the Deaf, Inc. (RID), whether or not the Interpreter holds current RID or NAD-RID certification.

CONFIRM INTERPRETERS WHEN ASSIGNED

- A. The Contractor shall confirm that each assignment is filled by emailing BC a notice of confirmation and providing the name of the Interpreter(s) providing the service(s) once they are assigned. The notice will be in the form of a .pdf file and will be emailed to the Director of Counseling and Testing, Disability Services Counselor and AOS, Counseling and Testing. Contact Information will be provided upon establishment of a contract. If no Interpreter(s) can be found, the Contractor shall call and inform BC at least one business day prior to the start of the assignment. If the Interpreter(s) has/hasn't been confirmed by 4:00 p.m. on the day before the scheduled day of the assignment, the assignment is considered unfilled and shall be billed as unfilled. The Contractor, then, shall stop looking for Interpreter(s) unless instructed by BC to continue the search.
- B. Failure by the Contractor to provide the number and types of Interpreter(s) requested on more than one (1) assignment in any given semester shall be grounds for BC to immediately terminate the Contract.

- C. The Contractor shall call and notify BC of any Interpreter changes made after the assignment has been filled and confirmed by sending an email to the Director of Counseling and Testing, Disability Services Counselor and AOS, Counseling and Testing. Contact Information will be provided upon establishment of a contract.

PROVIDING SERVICES

- A. The Interpreter shall arrive at the assigned site at least ten (10) minutes prior to the start of the assignment and shall remain on-site throughout the entirety of the assignment.
- B. In the event that the student does not show up on time, the Interpreter shall wait thirty (30) minutes before leaving and will notify BC of no-show by sending an email to the Director of Counseling and Testing, Disability Services Counselor and AOS, Counseling and Testing. Contact Information will be provided upon establishment of a contract.
- C. The assigned Interpreter shall provide the mode of communication and language preferred by the Student. Interpreter must be able to demonstrate a clean, concise style of interpreting so as to accommodate student needs.
- D. If video remote interpreting is the preferred method, the services provided during class time via remote interpreting should have the option to be recorded to provide student with options to study that same lecture/class in the future.
- E. Interpreter must have the ability to retain information for long periods in order to accurately relay the correct message.
- F. Interpreter is expected to review notes and course outline material, speak with faculty and/or students.
- G. With input from the student/faculty, the Interpreter shall arrange seating/placement in classrooms and meetings to permit effective communication, considering lighting, number of functions of the speakers and the agenda. Using vocalization or other means, she/he facilitates the entry of the participants who are deaf or hard of hearing into the discussion as appropriate.
- H. The Interpreter shall simultaneously interpret/transliterate for Department staff, visitors and students who are deaf or hard of hearing to facilitate their full and equal participation in such events as, but not limited to, academic classes, meetings with faculty and staff, orientations, class-related meetings or seminars, and BC-sponsored workshops or support groups. She/he shall facilitate the exchange of information among persons with and without hearing impairments.
- I. Last minute assignment changes shall be requested via email with a follow-up phone call to the Director of Counseling and Testing, Disability Services Counselor and AOS, Counseling and Testing. Contact Information will be provided upon establishment of a contract. Confirmation of these changes shall be emailed in the form of a .pdf file.

- J. In the event of a cancelled class, if another assignment is provided in lieu of the cancellation, BC will not be responsible for payment of a cancellation.
- K. In the event that either party is dissatisfied with services received/provided, an e-mail should be sent to the Director of Counseling and Testing, Disability Services Counselor and AOS, Counseling and Testing, who will follow-up. Contact Information will be provided upon establishment of a contract.
- L. Invoices for services provided will be sent via email to accounts.payable@brazosport.edu. BC will not pay for any services that cannot be verified.

AVAILABILITY OF WORK/CONTINUANCE OF SERVICES: Interpreter(s) should be available for work starting January 1, 2022. BC intends to continue the subject services for a minimum period of one (1) year with up to a maximum of four (4) one-year extensions without competitive quotations, with the option of month-to-month, as desired. Direct negotiation of any changes in interpreter services can be discussed within that time. BC will have a good faith commitment with chosen service vendor but also reserves the right to cancel all or any part of the services at any point in time at its discretion.

RATE SCHEDULE: Describe in detail the process by which your firm will handle the professional services via Scope of Work. This should include on-site sign language translating, remote video conference translating, CART services and any other type of interpreter services available.

Please be specific and detailed about definitions and rates for travel, time between classes (downtime), number of interpreters, rates proposed, and time limits per Interpreter. If any reduced hourly rate is available, please specify.

Schedule of Fees for Face-to-Face Translation Services

	Interpreter All Certifications	Court Certified Interpreter	CART Services / Captioning
Regular Day: 8:00am-5:00pm	\$_____ per hour	\$_____ per hour	\$_____ per hour
Regular Evening: 5:00pm-10:00pm	\$_____ per hour	\$_____ per hour	\$_____ per hour
Emergency Day or Evening	\$_____ per hour	\$_____ per hour	\$_____ per hour
Weekend: Saturday or Sunday	\$_____ per hour	\$_____ per hour	\$_____ per hour
Holidays	\$_____ per hour	\$_____ per hour	\$_____ per hour
Travel – Day			
Travel – Evening			

Schedule of Fees for Remote Translation Services

	Interpreter All Certifications	Court Certified Interpreter	CART Services / Captionist
Regular Day: 8:00am-5:00pm	\$_____ per hour	\$_____ per hour	\$_____ per hour
Regular Evening: 5:00pm-10:00pm	\$_____ per hour	\$_____ per hour	\$_____ per hour
Emergency Day or Evening	\$_____ per hour	\$_____ per hour	\$_____ per hour
Weekend: Saturday or Sunday	\$_____ per hour	\$_____ per hour	\$_____ per hour
Holidays	\$_____ per hour	\$_____ per hour	\$_____ per hour
Travel – Day	N/A	N/A	N/A
Travel – Evening	N/A	N/A	N/A

DETAILED BUDGET: Along with the above fee schedule, please list any incentives or discounts that would be available with an increase in students and services provided.

Note that BC will not pay any cancellation fees if an assignment is given to replace the cancellation.

BC will not pay for down-time in between classes for interpreters. Definitions for travel and down-time should be given, as per the fee schedule instructions above. Time criteria for both travel and down-time should be clarified, as well.

Invoicing should be done for actual class time. Rounding to quarter hour increments before or after class starts or end is not permitted.

If the class does not require 2 interpreters and is less than 2 hours, BC should be given the option to use only 1 interpreter.

EVALUATION CRITERIA: All proposals must meet or exceed mandatory requirements outlined in this RFP in order to be reviewed. Those proposals meeting the minimum mandatory requirements will be considered based upon a point scoring evaluation system described in this section.

Firm History and Qualifications (20 points maximum)

Information provided by references and in the general proposal will be evaluated and awarded a maximum of twenty (20) points. Particular attention will be given to prior experience with projects of similar scope and size and customer references.

Certification (5 points maximum)

Certification as a Women Business Enterprise, Minority Business Enterprise, Veteran Owned Business, and/or Disadvantaged Business Enterprise will be evaluated and awarded a maximum of five (5) points.

Functional Approach (25 points maximum)

Consultant has provided information delivering measurable results and has documented samples of success. This information will be evaluated and awarded a maximum of twenty-five (25) points.

Technical Service Approach (25 points maximum)

The project plan will be evaluated for feasibility, completeness, and thoroughness in addressing the scope of work and awarded a maximum of twenty-five (25) points. Particular attention will be given to the detailed proposal of the translation and interpreter services.

Total Cost (25 points maximum)

Discrete pricing should be given for each module of the proposal. All extra fees or discounts should be listed. Provide a semester scenario with breakdown pricing and overall total for a certain number of students (5), the different options for interpreting (remote and on campus), travel times and down-times, number of classes, number of interpreters, etc. The scenario should provide BC with all options available and pricing differences so future costs can be estimated.

SCHEDULE OF EVENTS: BC reserves the right to change the dates shown below upon written notification of such changes:

Event:

Issue RFP
Deadline for submission of questions
Questions and answers posted on College website
Deadline for submission of proposals
Notice of selection and award
Contract negotiations and execution

Date:

Wednesday, October 6, 2021
Thursday, October 21, 2021 at 2:00 p.m.
Friday, October 22, 2021 prior to 12:00 p.m.
Thursday, October 28, 2021 at 2:00 p.m.
November 2021
November/ December 2021