

EXECUTIVE SUMMARY

Recommendation of \$500,000 or Less 18-119V – Oral and/or Telephone Foreign Language Interpreter Services

The purpose of this Invitation to Bid (ITB) is to provide foreign language interpretation services to non-English speaking parents/guardians in The School Board of Broward County, Florida (SBBC), who are unable to read, speak or understand the English language. The word “telephone,” within the title of the ITB shall mean the use of electronic communication (telephone, video conferencing, Skype, etc.) that may be used for these services.

Language interpreter services are delivered primarily by three (3) modes: one (1) by SBBC employees, two (2) through vendors over the telephone or video conferencing, and three (3) through vendors for face-to-face interpretation (“in person”). The type of service or method to be used is at the discretion of SBBC. These services may be used at various meetings, activities and sponsored events and may be used during regular school hours, after hours and some weekends.

The district will continue to provide services using Broward County Public Schools employees. The Bilingual/ESOL Department staffs Bilingual Intake Facilitators as follows: three (3) Spanish, three (3) Haitian Creole, and (1) Portuguese. The department is interviewing for Russian, Chinese, Arabic, and Vietnamese. Also, there are three (3) translators, one (1) in each language (SP, HC, and PORT) who provide written translations of district documents.

For many years, the district would outsource requested interpretations for unique languages, to individual vendors. However, it has become difficult to find and maintain qualified individuals who speak languages such as Punjabi, Vietnamese, or other unique languages. The external contract will unify the previous practice of individual vendors into one vendor that will increase availability and provide background verification.

Funding for these services comes from various sources such as the Bilingual/ESOL general funds, Title III grant, FDLRS, and IDEA. The issues of high-quality translations, the evolving portfolio of languages in Broward County, the availability of services, background verifications on translators, and cost are all considered in how SBBC provides these services.

Below is a list of the top ten (10) English Language Learner (ELL) countries and languages that SBBC provides interpretation services for parents and students.

Top ten (10) ELL’s Countries	Number of Students	Top ten (10) ELL’s Languages	Number of Students
Haiti	2,967	Spanish	17,819
Venezuela	1,237	Haitian Creole	7,001
Columbia	1,041	Portuguese	1,107
Cuba	636	Vietnamese	334
Honduras	624	Chinese	300
Brazil	608	French	285
Dom. Rep.	490	Arabic	238
Mexico	286	Hebrew	223
El Salvador	232	Russian	194
Peru	211	Urdu	160

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The primary objective of this solicitation is to ensure that SBBC meetings, services, activities, and facilities meet and maintain access standards, pursuant to Title VI of the Civil Rights Act as amended and that no citizen will be denied benefits on the basis of race, color or national origin. This includes Executive Order 13166 - LEP, requiring federal agencies to assess and address the needs of otherwise eligible limited English proficient persons seeking access to the programs and activities of recipients of federal financial assistance.

In the past, Exceptional Student Learning Support (ESLS) and Bilingual/ESOL (ESOL) have used either an employee of the School Board or a single consultant to provide foreign language interpreter services for the District. The consultants who provided these services did not furnish a certificate of insurance to the Risk Management Department and were not badged, fingerprinted and had a background check on the consultant performing the services. ESLS and ESOL have determined that a solicitation was needed to bring this service under contract and to have the interpreters comply with the State of Florida rules and regulations.

The solicitation 18-119V was released on June 21, 2018, and opened on July 19, 2018. All current vendors were notified of the release of this Initiation to Bid (ITB), and SBBC received twelve (12) bids. It was noticed that none of the current vendors offered to submit a bid. An email was sent out in July to have the current vendors respond back to the Procurement & Warehousing Department the reason why they did not submit a bid. The main response back from these vendors stated that the cost of insurance, which ranged between \$600 to \$1,000, would be cost prohibited for their service. The use of this contract shall provide a legal binding contract with the School Board, and these recommended vendors will be in compliance with the badging and background check, insurance, and the Health Insurance Portability and Accountability Act (HIPPA) and the Family Educational Right and Privacy Act of 1974 (FERPA) requirements.

This contract will be used based upon the lowest rates received first for a particular language service. If that vendor is unable to fulfill the service or provide an interpreter at a requested day and time, then the second lowest vendor will be utilized. The multiple awards allows the District to provide interpreter services on demand and without delay.

Financial Impact

The total spending authority requested is \$122,856 as demonstrated in the breakdown below:

Historical average monthly expenditure (thirty-seven (37) months)	\$2,925
Number of Months requested	42
Estimated forecast spend for forty-two (42) months term of contract	\$122,856

Palm Beach Schools (PBS) uses a quote to purchase their interpreter services. PBS has awarded the quote to one (1) vendor who is Language Line Services for phone service only. Their rate is \$.73/minute for peak hours 5 a.m. to 5 p.m. (Monday thru Friday) and for non-peak hours 5 p.m. to 5 a.m. (Monday thru Friday, weekends and holidays). SBBC's rate for telephone service from Language Line Services is \$.60/minute, which saves the District \$.13 per minute over Palm Beach County's quotation.

Miami-Dade Public Schools (MDPS) did not respond back, after several tries, to PWS with their rates and if they have a bid or quote for these services. MDPS' contract site does not provide a competitive bid for foreign language interpreting services.

The State of Florida does not have a contract for this type of service.