

RFP 23MISC11
SIGN LANGUAGE INTERPRETING AGENCY SERVICES

FACT SHEET

A. **Overview:** This recommendation is to establish contracts with qualified providers of interpreting and Communication Access Real Time (CART) services to ensure communication access for all FCPS stakeholders that includes but is not limited to students, families, and staff. Proposals were opened on May 2, 2023.

1. **Bid Participation:**

28 proposals downloaded
8 companies submitted a proposal

2. **Proposals were received from:**

Diversified Sign Language Services, LLC (Columbia, MD)
Frederick Interpreting Agency (Frederick, MD)
HIS Sign, LLC (Ashburn, VA)
Keystone Interpreting Solutions of Maryland, LLC (Frederick, MD)
Purple Communications, Inc. (Austin, TX)
Sanford Federal, Inc. (Stafford, VA)
Sign Language USA, Inc. (McLean, VA)
SignGlasses, LLC (Provo, UT)

3. **Other Facts:**

- The contract shall be effective from date of award through June 30, 2025, with two one-year renewal options available.
- Frederick County Public Schools (FCPS) has staff interpreters who provide the majority of communication services to 69 schools during school, after-school and weekend events. FCPS also requires contracted services to assure communication access for students and their families during school sponsored events.
- The proposal received from SignGlasses, LLC was not scored as they didn't meet all of the requirements of the bid solicitation.
- Approximately \$689,660 was spent in FY23 for these services.
- The contract will be administered by Amy Brooks, Coordinator of Interpreting Services.

4. **Source of funding:** FY24 Approved Operating Budget and contingent upon Board approval of FY25 Operating Budgets.

B. **Recommendation:** Staff recommends that RFP 23MISC11, Sign Language Interpreting Agency Services, be awarded to Frederick Interpreting Agency, HIS Sign, LLC, Keystone Interpreting Solutions of Maryland, LLC, and Sign Language USA, Inc., per the attached scoring summary and bid tabulation.

C. **Action taken by the Board (Purchasing use only):**

KM/kl	Approved	_____	Denied	_____	Deferred	_____	Other	KM/kl
07.12.23	Date	_____	Date	_____	Date	_____	Date	BOE Mtg.: 07.12.23

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SCORING SUMMARY

Firm	Technical Score (70 Points Max)	Fee Score (30 Points Max)	Total Score
Frederick Interpreting Agency	63.33	29.14	92.47
Keystone Interpreting Solutions of Maryland	60.67	28.50	89.17
Sign Language USA	56.50	30.00	86.50
HIS Sign	54.67	28.71	83.38
Purple Communications, Inc.	46.33	15.64	61.97
Diversified Sign Language Services, LLC	38.67	27.96	66.63
SANFORD FEDERAL, INC.	27.33		

Technical Scoring Criteria

- Business Structure
- Employee Qualification and Training
- Licensing and Insurance
- Legal Issues
- References

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BID TABULATION

		Diversified Sign Language Services, LLC		Frederick Interpreting Agency		HIS Sign		Keystone Interpreting Solutions of Maryland		Purple Communication Inc.		Sign Language USA		
Request Type	Notice Given	2 Hr. Minimum Cost	Hourly Rate After 2 Hr. Minimum	2 Hr. Minimum Cost	Hourly Rate After 2 Hr. Minimum	2 Hr. Minimum Cost	Hourly Rate After 2 Hr. Minimum	2 Hr. Minimum Cost	Hourly Rate After 2 Hr. Minimum	2 Hr. Minimum Cost	Hourly Rate After 2 Hr. Minimum	2 Hr. Minimum Cost	Hourly Rate After 2 Hr. Minimum	
1A	General (ASL, PSE, SEE, Cued Speech)	36 hrs. +	\$ 160.00	\$ 80.00	\$ 149.00	\$ 74.50	\$ 158.00	\$ 79.00	\$ 160.00	\$ 80.00	\$ 280.00	\$ 110.00	\$ 146.00	\$ 73.00
1B	General (ASL, PSE, SEE, Cued Speech)	Less than 36 hrs.	\$ 170.00	\$ 85.00	\$ 159.00	\$ 79.50	\$ 158.00	\$ 79.00	\$ 160.00	\$ 80.00	\$ 280.00	\$ 110.00	\$ 146.00	\$ 73.00
2A	Weekends and Holidays	36 hrs. +	\$ 180.00	\$ 90.00	\$ 159.00	\$ 79.50	\$ 158.00	\$ 79.00	\$ 190.00	\$ 95.00	\$ 320.00	\$ 130.00	\$ 146.00	\$ 73.00
2B	Weekends and Holidays	Less than 36 hrs.	\$ 190.00	\$ 95.00	\$ 179.00	\$ 89.50	\$ 158.00	\$ 79.00	\$ 190.00	\$ 95.00	\$ 320.00	\$ 130.00	\$ 146.00	\$ 73.00
3A	CART (In-Person)	36 hrs. +	\$ 390.00	\$ 195.00	N/A	N/A	\$ 510.00 (3 hr. Min.)	\$ 170.00	N/A	N/A	\$ 500.00	\$ 250.00	N/A	N/A
3B	CART (In-Person)	Less than 36 hrs.	\$ 400.00	\$ 200.00	N/A	N/A	\$ 510.00 (3 hr. Min.)	\$ 170.00	N/A	N/A	\$ 500.00	\$ 250.00	N/A	N/A
4A	CART (Remote)	36 hrs. +	\$ 340.00	\$ 170.00	\$ 250.00	\$ 125.00	\$ 170.00 (1 hr. min)	\$ 170.00	N/A	N/A	\$ 350.00	\$ 175.00	\$ 260.00	\$ 130.00
4B	CART (Remote)	Less than 36 hrs.	\$ 350.00	\$ 175.00	\$ 270.00	\$ 135.00	\$ 170.00 (1 hr. min)	\$ 170.00	N/A	N/A	\$ 350.00	\$ 175.00	\$ 260.00	\$ 130.00
5A	Protactile	36 hrs. +	N/A	N/A	\$ 159.00	\$ 79.50	\$ 158.00	\$ 79.00	\$ 160.00	\$ 80.00	\$ 310.00	\$ 120.00	\$ 160.00	\$ 80.00
5B	Protactile	Less than 36 hrs.	N/A	N/A	\$ 179.00	\$ 89.50	\$ 158.00	\$ 79.00	\$ 160.00	\$ 80.00	\$ 310.00	\$ 120.00	\$ 160.00	\$ 80.00
Optional Services														
6A	Tactile	36 hrs. +	N/A	N/A	\$ 159.00	\$ 79.50	\$ 158.00	\$ 79.00	\$ 160.00	\$ 80.00	\$ 310.00	\$ 120.00	\$ 160.00	\$ 80.00
6B	Tactile	Less than 36 hrs.	N/A	N/A	\$ 179.00	\$ 89.50	\$ 158.00	\$ 79.00	\$ 160.00	\$ 80.00	\$ 310.00	\$ 120.00	\$ 160.00	\$ 80.00
7A	CDI	36 hrs. +	\$ 170.00	\$ 85.00	\$ 159.00	\$ 79.50	\$ 158.00	\$ 79.00	\$ 160.00	\$ 80.00	\$ 310.00	\$ 120.00	\$ 160.00	\$ 80.00
7B	CDI	Less than 36 hrs.	\$ 180.00	\$ 90.00	\$ 179.00	\$ 89.50	\$ 158.00	\$ 79.00	\$ 160.00	\$ 80.00	\$ 310.00	\$ 120.00	\$ 160.00	\$ 80.00

ASL - American Sign Language

PSE - Pidgin Signed English (a combination of ASL and English)

SEE - Signed Exact English (communication that strives to be an exact representation of English vocabulary and grammar)

Cued Speech (combines simple hand cues with the natural mouth movements of speech to make the sound of spoken language clear through vision)

CART - Communication Access Real Time (transcribes and translates spoken text and sound into words in real time and appears on a screen)

Protactile -(method of communicating using touch and movement focused primarily on the hands, wrist, elbow, arm, upper back, and when in a seated position, knees and the top of the thigh for an individual who has both hearing and vision loss)

Tactile (method of communicating using a hand-over-hand method for an individual who has both hearing and vision loss)

CDI - Certified Deaf Interpreter