

RFP 1684

Summary

The Request for Proposals (RFP) #1684 for Translator Support Providers yielded 14 applicants for various services for the Mt Diablo USD.

On August 11, 2014, interviews were held at the Dent Center with six (6) paper-screened providers. On the panel were Jeanne Alessandra Duarte, Director of EL Services, Joe Estrada, Director of Technology and Information Services and Mika Arbelbide, Supervisor of Accounts Payable.

The following summary is for information by the Board of Education:

For Telephone Translations

- **Language Services**, Brenna Mulvaney Representative
 - There is a need at the sites for Interpretation by telephone for setting up meetings and/or for a relatively short message to parents/guardians of students in MDUSD. This company has fees that save the district forty cents per minute over the long-term company we have contracted. There is an opportunity for online record-keeping of usage by this company in “real time”, meaning charges for services used will be up to date for analysis. The company will be able to identify sites and users to facilitate the analysis, as well.

For Site Translations

- **Precision Translations**, Dr. Barbara L. Pahre, Representative
 - This company has an excellent reputation from past clients and a rapid turn-around time for translations. The translator/partner lives in Spain, hence, an item that is sent for translation is usually done during our 9-hour sleep period. Monthly site Newsletters are usually sent to families. This company could fill the need for written translations, especially for items that are universal for all newsletters (e.g. a district article).

For Site and District Translations/Interpretation

- **Transcend**, María Midlin, Representative
 - The quality control of the translations offered by this company is a six-step process. It is an ideal company to provide a high caliber of translation that would represent our district needs well (e.g. forms). The company is responsive to the needs of the districts with whom they are currently contracted.
- **California Translation International**, María Gemergen-Mercado, Representative
 - MDUSD has had a long-time contract with CTI over the past twenty plus years, except for a brief period of time. The quality of the interpretation/translation provided by this company is consistently high. They have a translator pool that meets the needs of our district, particularly during the December Parent/Teacher conferences

For Interpretations

- Evelina Villa
- Victor Gomez

These two individuals are native speakers and have served in numerous school sites as Interpreters for SST's/IEP's and also at various school sites during the Elementary Parent Conference Periods. Their services were approved in 2012, when the last RFP took place. Their work has been adequate to fit the needs of the district for these purposes.

The process for procurement of Interpreter services is that sites complete a form that is scanned or faxed over to EL Services for requested interpretation by the administrator requesting the service. It is possible to identify the preferred interpreter on this form. Once received, the Senior Secretary of EL Services will contact one of these Interpreters that a request has been received and has been assigned to them. It is a clear process that allows for oversight of the work that is accomplished. Invoices are submitted for payment each month, the assignments matching the submitted request forms.

Recommendations to the Board of Education:

Approval of the following companies/individuals for Translation/Interpretation services not to exceed:

- **Language Services for \$15,000**
- **Precision Translations for \$10,000**
- **Transcend Translations for \$10,000**
- **California Translations International for \$15,000**
- **Evelina Villa for \$5,000**
- **Victor Gomez for \$5,000**

TOTAL: \$60,000