

**REQUEST FOR INFORMATION
RFI No. 2024-001**

Due Date: January 11, 2024

**LANGUAGE TRANSLATION DEVICES (HARDWARE AND SOFTWARE)
FOR FIXED ROUTE TRANSIT SERVICES**

Purpose of this Request for Information

This Request for Information (RFI) is issued for the County of Palm Beach, hereinafter referred to as "County," by the Purchasing Department for the benefit of Palm Tran, Inc. The Purchasing Department is the SOLE point of contact concerning this RFI. All communications regarding this RFI must be done through the Purchasing Department.

The purpose of this RFI is to obtain information from companies regarding available hardware and software solutions on spoken language translation devices for use on Palm Tran's bus fleet.

This is an RFI only. All Information from the responses may be used to better define the path forward including the scope of work, technical requirements, and procurement strategy for inclusion in the future RFP. The County may issue a solicitation based on the information obtained through this RFI.

General Overview

Palm Tran is Palm Beach County's public transportation provider for fixed-route passenger bus service, paratransit service and Go Glades on-demand service. Palm Tran operates a fleet of 35' and 40' passenger buses, "Cutaway" buses, and minivans across its services.

Program Goals

Palm Tran is seeking a hardware and software solution for use on its bus fleet to facilitate language translation for non-English speaking customers. Submitters should present solutions that would allow a bus operator and a customer to conversate between English, Spanish, and Creole spoken languages.

Request for Information

Subjects we are interested in hearing about are:

1. Translation capabilities including languages available
2. Capabilities for multiple speakers/listeners. Example is that the Customer speaks Spanish and the device translates to English for the Bus Operator. The Bus Operator replies in English and the device translates to Spanish
3. Language selection interface (automatic, manual)
4. System integrations available
5. Device functionality and features
6. Device maintenance and warranty
7. System update and language improvement interval/schedule
8. Installation methods; portable and fixed mount devices
9. Pricing model(s) available
10. Training offered by vendor

Responses should include:

1. A brief description of your firm, including such information as the types of services offered; number, size and location of offices; and qualifications of your firm, describing any experience in performing work of a similar nature to that outlined in this RFI and/or other related experience.
2. Describe the installation costs and subsequent service costs (if any) to Palm Tran. Provide a full breakdown of cost components to Palm Tran.
3. Does the vendor have current customers in the public transit space?
4. Describe the mounting options available with your product.
5. Description of how the system would look and how a Bus Operator and customer would interact with the device.
6. Is the system ADA compliant and accessible?
7. Does the device translate from English to Spanish and English to Creole and vice versa?
8. Describe how the proposed device will handle audio input and output while contending with the background noise on a public transit bus.
9. Describe your training programs and how you would approach training 350+ bus operators, supervisors, and management on how to use the system.

Deadline for Response:

Responses are due on or before **January 11, 2024**. Responses must be in .pdf format and submitted to:

Christal Bakie, Buyer
Palm Beach County Purchasing Department
50 S. Military Trail, Suite 110
West Palm Beach, FL 33415
Email: purchase@pbcgov.org **AND** cbakie@pbcgov.org

IMPORTANT NOTES: This RFI is not a Request for Proposal, Request for Submittal, Request for Quotation, Offer, or an Invitation for Bid, nor does its issuance restrict PBC on

its eventual disposition activities. This is an RFI only, and all information received will be used for informational and planning purposes only. Your response may be releasable to the public under Florida Public Records Law (Section 119.07, F.S.). If you wish PBC to consider any portion of your response exempt from disclosure under the Florida Public Records Law, you should clearly mark that portion as “confidential information” and state the portion of the applicable statute that meets the exemption you are seeking. Respondents will not be notified of any results derived from a review of the information provided. This RFI should not be construed as a commitment by PBC, and PBC does not intend to award a contract on the basis of your responses. All information contained in the RFI is preliminary and is subject to modification and is in no way binding PBC. PBC will not pay for information received in response to this RFI. Responders to this RFI are solely responsible for all expenses associated with responding to this RFI.