

CITY OF OAKLAND

AGENDA REPORT

2006-12-12 PM 6:03

TO: Office of the City Administrator
ATTN: Deborah Edgerly
FROM: City Administrator's Office-Equal Access
DATE: December 12, 2006

RE: Resolution Authorizing The City Administrator to Enter Into A Professional Services Contract With International Contact, Incorporated, For The Provision of Translation and Interpretation Services To The City of Oakland For An Initial Two (2) Year Term In The Amount Not To Exceed Two Hundred Seventeen Thousand Two Hundred And Fifty Dollars (\$217,250.00) Per Year, With an Option To Extend The Original Contract For Up To A Maximum of Two (2), One (1) Year Terms Without Return To Council

SUMMARY

The resolution authorizes the City Administrator to enter into a professional services contract with International Contact, Inc., a local and qualified translation service provider, in the amount not to exceed \$217,250.00 per each contract year, for the purpose of translating the City's written materials and providing language interpretation to all City departments as needed. The initial term of the contract is for two (2) years with an option to extend the original contract for up to a maximum of two (2), one (1) year terms without return to City Council. The total cost for the two (2) year contract is \$434,500.00. It is recommended that the resolution be approved.

FISCAL IMPACT

The cost for FY2006-07 initial contract will be retro-dated from July 1, 2006 through June 30, 2007 and will not exceed the budgeted amount for these services in the current Fiscal Budget for the amount of \$142,000 (\$59,100 previously paid to the vendor for services provided during current fiscal year, plus \$82,900 funds available). Funding will be allocated in the Equal Access Operating and Maintenance budget for future fiscal year(s) within the General Purpose Fund (1010), Equal Access Organization (02121), and Miscellaneous Contract Services Account (54919).

BACKGROUND

The Equal Access to Services Ordinance (No. 12324 C.M.S.) was enacted to remove language barriers for limited English speakers attempting to access City services. This Ordinance requires that City departments provide written translations of departmental written information including brochures, outreach materials, forms, notices, and/or applications that refer to services directed to the constituency.

On October 9, 2006, the City Administrator's Office received three proposals in response to Request for Proposal (RFP) for this project. The three (3) respondents are shown below in

Item: _____

Finance and Management Committee
December 12, 2006

alphabetical order, along with their respective proposed project costs:

- Communicaid, Incorporated \$248,337.50
- International Contact, Incorporated \$217,250.00
- International Effectiveness Center \$139,925.00

KEY ISSUES AND IMPACTS

This contract will have two components: (A) provide written translations for City departments and (B) provide interpretation assistance for City divisions that may need this service to assist limited English-speaking residents during hearings, community town hall meetings, forums or workshops, and Committee or City Council meetings.

This contract responds to (1) the current lack of City in-house resources to provide court-certified or American Translators Association accredited translators, a translation standard required by the Ordinance, and (2) the critical need to provide for oral bilingual assistance for meetings and hearings.

A. Written Translations of Departmental Materials

The Ordinance requires the translation of City materials, brochures, claim forms, applications, notices, and other documents having the potential for determining eligibility or access to City services and programs. The languages to which these documents must be translated are determined by the U.S. Census data. Using the 2000 Census data to make projections, Spanish and Chinese are the only languages that fit under the Ordinance's standard of having "at least 10,000 limited English-speaking City residents."

A market analysis for translation services indicated that the cost to translate a single one-page document into Spanish and Chinese (traditional characters) containing 450 words is approximately \$225. In addition, there are desktop publishing costs of approximately \$50 to \$100 per hour.

In general the proposed work consists of translating approximately 455 outreach items, approximately 527,500 words, into Spanish, Chinese and Vietnamese. The cost to provide these services on an individual basis would be two times higher than the cost of the same services with a fixed contract.

B. Interpretation Services to City Departments

Since the creation of the Ordinance, and with the high number of translated materials already distributed at reception counters, the City receives a large quantity of requests from limited English-speaking constituents wanting to access critical City services and programs through interpretation assistance for informational meetings, hearings, agency programs workshops, City Council meetings, community meetings, etc. Interpreters provide a support system in those

instances when agencies are incapable of locating accessible bilingual staff to assist non-English-speaking residents, especially after regular business hours.

As part of the professional services contract, interpretation assistance will be provided for Spanish, Cantonese, Mandarin and Vietnamese. The translation service provider will provide consecutive or simultaneous interpreters. Importantly, it will require that all interpreters are accredited through the court system or equivalent.

The requirement of this service will include approximately 600 hours of interpretation work:

- Interpretation of approximately 500 hours of consecutive oral interpretation (alternating between speaker and client) from English into Spanish, Cantonese, Mandarin and Vietnamese and vice-versa when needed.
- Interpretation of approximately 100 hours of simultaneous oral interpretation (uninterrupted) from English into Spanish, Cantonese, Mandarin and Vietnamese and vice-versa when needed.
- All interpreters' performance will be reviewed on grammar, tone, speed and accuracy of interpretation.

C. Translation Service Selection and Contracting Process

In order to select a qualified translation service, the City Administrator issued a Request for Proposal (RFP) on September 18, 2006. Three (3) proposals were received on October 9, 2006 and were reviewed and evaluated. In addition, each company's management team was interviewed and evaluated by an independent panel of City staff, which included representatives from the Mayor's Office, City Administrator's Office, and the City Attorney's Office. Consideration was given as to whether the respondent was a small business and based in Oakland. The City Administrator's Contract Compliance Division verified that each company could meet the 20% L/SLBE City requirements. Each proposal was reviewed considering, among other factors, each respondent's translation and interpretation experience, ability to meet projected timelines, and access to credentialed translators and interpreters who are certified or are native speakers.

Between the proposal reviews and the individual interviews, a maximum of 175 points could be amassed by each prospected contractor. The City panel's final evaluation scores are listed below in order of the highest score:

- | | |
|---------------------------------------|--------------|
| • International Contact, Incorporated | 149.7 points |
| • International Effectiveness Center | 140.6 points |
| • Communicaid, Incorporated | 118.7 points |

Based upon the highest combined score for both the proposal and interview presentation, the panel recommended that the contract be awarded to International Contact, Incorporated. In addition, the City Administrator's Contract Compliance Division confirmed that International Contact, Inc. is an Oakland certified business, exceeding the 20% SLBE with a score of 88%, and is a minority business enterprise, which awarded them an extra 5 preferential points on the

compliance evaluation.

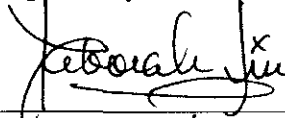
The LBE/SLBE information provided by the City Administrator's Contract Compliance Division for each translation agency is shown as Attachment A.

Translation and interpretation services are scheduled to begin on January 2, 2007. The initial term of the agreement is for a period of two (2) years and thereafter with the option to extend the original term of the agreement for up to a maximum of two (2), one (1) year terms, without return to City Council.

RECOMMENDATIONS

Staff recommends that the Translation and Interpretation contract be awarded to International Contact, Incorporated, which has met the City's LBE/SLBE City requirements, is a minority-owned business enterprise; received the highest scores for its experience and qualified staff, in the amount of \$217,250.00 per year for initial two (2) year term and the right to extend the original term of the agreement for up to a maximum of two (2), one year terms.

Respectfully submitted,



Deborah R. Liu
Assistant to the City Administrator
for Equal Access

APPROVED AND FORWARDED TO THE
FINANCE & MANAGEMENT COMMITTEE:



Office of the City Administrator

Item: _____
Finance and Management Committee
December 12, 2006

Memo



Office of the City Administrator
Contract Compliance & Employment Services Division

To: Deborah Liu
From: Vivian Inman, Contract Compliance Officer, CC&ES Division
Through: Deborah Barnes, CC&ES Manager *Deborah Barnes*
Date: October 16, 2006
Re: Compliance Analysis: Interpretation & Translation Services

Contract Compliance & Employment Services reviewed three (3) proposals received in response to the above referenced project. Below is the outcome of our compliance evaluation for the twenty percent (20%) minimum participation requirement and a preliminary review for compliance with the Equal Benefits Ordinance.

The L/SLBE findings are as follows:

	Company Name	Bid Amt.	Proposed Participation				Preferences			Banked Credits Eligibility?	EBO Compliant? (Y/N)
			Total L/SLBE	LBE	SLBE	Trucking	Total Credited	Adjusted Bid Amount	Points		
1	Communicaid, Inc.	NA	0%	0%	0%	NA	0%	N/A	0	0	N
2	International Contact, Inc.	NA	88%	0%	88%	NA	88%	NA	5	2	N
3	International Effectiveness	NA	20%	0%	20%	NA	20%	NA	2	0	N

As noted International Contact, Inc. and International Effectiveness met or exceeded the 20% L/SLBE requirement. Communicaid, Inc. failed to list any percentages, therefore their L/SLBE participation cannot be determined.

Firms that are not EBO compliant will have to come into compliance.

If you have questions or need additional information, please contact Vivian Inman, Contract Compliance Officer, at 238-6261.

CONTRACT COMPLIANCE & EMPLOYMENT SERVICES
PROJECT EVALUATION FORM

PROJECT NO.

PROJECT NAME: Translation & Interpretation Services

CONTRACTOR: Communicaid, Inc.

1. Did the 20% requirements apply? YES

2. Did the contractor meet the 20% requirement NO

a) % of LBE participation 0.00%

b) % of SLBE participation 0.00%

3. Did the contractor receive preference points? No

(If yes, list the points received)

4. Additional Comments.

Contractor did not list any L/SLBE percentages.

5. Date evaluation completed and returned to Contract Admin./Initiating Dept.
10/16/2006

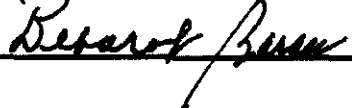
Date

**Reviewing
Officer:**



Date: 10/16/06

Approved By



Date: 10/16/06

LBE/SLBE Participation Communicaid, Inc.

Project Name: Translation & Interpreting Services

Project No.:		Engineers Estimate:						For Tracking Only		
Discipline	Prime & Subs	Location	Cert.	LBE	SLBE	LBE/SLBE	TOTAL	Ethn.	MBE	WBE
			Status	%	%	%	Percentage			
Interpreter	Virginia Claudio	Oakland	UB					NL		
Interpreter	Viviana Rennella	Oakland	UB					NL		
Interpreter	William Loney	Oakland	UB					NL		
Interpreter	Xuan Phung	Oakland	UB					NL		
Project Totals				0.00%	0.00%	0.00%	0.00%		0%	0%
Requirements: The 20% requirements is a combination of 10% LBE and 10% SLBE participation. An SLBE firm can be counted 100% towards achieving 20% requirements. LBE firms can only be counted up to 10% of the total contract amount.				LBE 10%	SLBE 10%	TOTAL LBE/SLBE 20%		Ethnicity A = Asian AA = African American AI = Asian Indian AP = Asian Pacific C = Caucasian H = Hispanic NA = Native American O = Other NL = Not Listed		
Legend				LBE = Local Business Enterprise SLBE = Small Local Business Enterprise Total LBE/SLBE = All Certified Local and Small Local Businesses NPLBE = NonProfit Local Business Enterprise NPSLBE = NonProfit Small Local Business Enterprise			UB = Uncertified Business CB = Certified Business MBE = Minority Business Enterprise WBE = Women Business Enterprise			

CONTRACT COMPLIANCE & EMPLOYMENT SERVICES
PROJECT EVALUATION FORM

PROJECT NO.

PROJECT NAME: Translation & Interpretation Services

CONTRACTOR: International Contact, Inc.

1. Did the 20% requirements apply? **YES**

2. Did the contractor meet the 20% requirement **YES**

a) % of LBE participation **0.00%**

b) % of SLBE participation **88.00%**

3. Did the contractor receive preference points? **Yes**

(If yes, list the points received) **5**

4. Additional Comments.

5. Date evaluation completed and returned to Contract Admin./Initiating Dept.
10/16/2006

Date

**Reviewing
Officer:**



Date:

10/16/06

Approved By



Date:

10/16/06

LBE/SLBE Participation International Contact, Inc.

Project Name: Interpretation & Translation Services

Project No.:		Engineers Estimate:									
Discipline	Prime & Subs	Location	Cert. Status	LBE %	SLBE %	LBE/SLBE %	TOTAL Percentage	For Tracking Only			
								Ethn.	MBE	WBE	
PRIME Interpretation Equipment Overflow Desktop Spanish Translations	International Contact, Inc.	Oakland	CB		88%		88%	H	88%		
	Conference Systems	Maryland	UB				1%	NL			
	Premiere Graphics	ElCerrito	UB				1%	NL			
	Torta, Inc.	Oakland	UB				10%	H			
Project Totals				0%	88%	0%	100%		88%	0%	
Requirements: The 20% requirements is a combination of 10% LBE and 10% SLBE participation. An SLBE firm can be counted 100% towards achieving 20% requirements. LBE firms can only be counted up to 10% of the total contract amount.				LBE 10%	SLBE 10%	TOTAL LBE/SLBE 20%		Ethnicity AA = African American AI = Asian Indian AP = Asian Pacific C = Caucasian H = Hispanic NA = Native American O = Other NL = Not Listed			
Legend LBE = Local Business Enterprise SLBE = Small Local Business Enterprise Total LBE/SLBE = All Certified Local and Small Local Businesses NPLBE = NonProfit Local Business Enterprise NPSLBE = NonProfit Small Local Business Enterprise											
				UB = Uncertified Business CB = Certified Business MBE = Minority Business Enterprise WBE = Women Business Enterprise							



CONTRACT COMPLIANCE & EMPLOYMENT SERVICES
PROJECT EVALUATION FORM

PROJECT NO.

PROJECT NAME: Translation & Interpretation Services

CONTRACTOR: International Effectiveness.

1. Did the 20% requirements apply? YES

2. Did the contractor meet the 20% requirement YES

a) % of LBE participation 0.00%

b) % of SLBE participation 20.00%

3. Did the contractor receive preference points? Yes

(If yes, list the points received) 2

4. Additional Comments.

5. Date evaluation completed and returned to Contract Admin./Initiating Dept.
10/16/2006

Date

**Reviewing
Officer:**



Date: 10/16/06

Approved By



Date: 10/16/06

LBE/SLBE Participation International Effectiveness

Project Name: Interpretation & Translation Services

Project No.:		Engineers Estimate:								
Discipline	Prime & Subs	Location	Cert. Status	LBE %	SLBE %	LBE/SLBE %	TOTAL Percentage	For Tracking Only		
								Ethn.	MBE %	WBE
PRIME Desktop Publishing	International Effectiveness	San Francisco	UB				80%	C	%	
	A Media	Oakland	CB		20%	20%	20%	NA	20%	
Project Totals				0%	20%	20%	100%		20%	0%
Requirements: The 20% requirements is a combination of 10% LBE and 10% SLBE participation. An SLBE firm can be counted 100% towards achieving 20% requirements. LBE firms can only be counted up to 10% of the total contract amount.				LBE 10%	SLBE 10%	TOTAL LBE/SLBE 20%		Ethnicity AA = African American AI = Asian Indian AP = Asian Pacific C = Caucasian H = Hispanic NA = Native American O = Other NL = Not Listed		
Legend				LBE = Local Business Enterprise SLBE = Small Local Business Enterprise Total LBE/SLBE = All Certified Local and Small Local Businesses NPLBE = NonProfit Local Business Enterprise NPSLBE = NonProfit Small Local Business Enterprise			UB = Uncertified Business CB = Certified Business MBE = Minority Business Enterprise WBE = Women Business Enterprise			

OFFICE OF THE CITY CLERK
CITY CLERK

OAKLAND CITY COUNCIL

DRAFT

RESOLUTION No. _____ C.M.S.

2006 NOV 30 PM 6:03

INTRODUCED BY COUNCILMEMBER _____

RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO ENTER INTO A PROFESSIONAL SERVICES CONTRACT WITH INTERNATIONAL CONTACT, INC. FOR THE PROVISION OF TRANSLATION AND INTERPRETATION SERVICES TO THE CITY OF OAKLAND FOR AN INITIAL TWO (2) YEAR TERM IN THE AMOUNT NOT TO EXCEED TWO HUNDRED SEVENTEEN-THOUSAND TWO HUNDRED AND FIFTY DOLLARS (\$217,250.00) PER YEAR WITH AN OPTION TO EXTEND THE ORIGINAL CONTRACT FOR UP TO A MAXIMUM OF TWO (2), ONE (1) YEAR TERMS WITHOUT RETURN TO COUNCIL

WHEREAS, on October 9, 2006, three bids were received by the Office of the City Administrator's Equal Access Office for the provision of Translation and Interpretation Services to the City of Oakland; and

WHEREAS, International Contact, Inc., a certified SLBE, is the most qualified company for this project and complies with all LBE/SLBE requirements; and

WHEREAS, sufficient funds are allocated specifically for this contract within the General Purpose Fund (1010), Equal Access Organization (02121), Miscellaneous Contract Services Account (54919); and

WHEREAS, the City lacks the accredited personnel and equipment to provide the necessary translation and interpretation assistance; and

WHEREAS, the City Council finds and determines that the performance of this contract is in the public interest because of communication barriers between the City and its limited English speaking constituents; and

WHEREAS, the Equal Access to Services Ordinance requires that City services be made accessible to its residents who are not fluent in English; and

WHEREAS, the City Council finds that the services provided pursuant to the agreement authorized hereunder are of a professional, scientific or technical nature and are temporary in nature; and

WHEREAS, City Council finds that this contract shall not result in the loss of employment or salary by any person having permanent status in the competitive service; now, therefore, be it

RESOLVED: That the contract is hereby awarded to International Contact, Inc. for an initial term of two (2) years in an amount not to exceed Two Hundred and Seventeen Thousand Two Hundred and Fifty Dollars (\$217,250.00) per year for the purpose of translating city written materials and providing interpretation assistance as needed; and be it

FURTHER RESOLVED: That the City Administrator is hereby authorized to enter into a contract with International Contact, Inc. on behalf of the City of Oakland and to execute any amendments or modifications to said agreement within the limitations of the project specifications; and be it

FURTHER RESOLVED: That the contract shall be reviewed and approved by the City Attorney and placed on file in the Office of the City Clerk.

FURTHER RESOLVED: That the City Administrator will have the option to extend the initial term of the contract for up to a maximum of two (2), one (1) year terms without return to Council.

IN COUNCIL, OAKLAND, CALIFORNIA, _____, 2006

PASSED BY THE FOLLOWING VOTE:

AYES-

NOES-

ABSENT-

ABSTENTION-

ATTEST: _____
LaTonda Simmons
City Clerk and Clerk of the Council
of the City of Oakland, California