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IN THE
CLERK

AGENDA REPORT

2015 JAN 15 AM 10:28

TO: HENRY L. GARDNER
INTERIM CITY ADMINISTRATOR

FROM: Anil Comelo

SUBJECT: Extend and Increase Contract with International Contact, Inc. for On-Call Translation and Interpretation Service

DATE: January 27, 2015

City Administrator
Approval

Date

1/27/15

RECOMMENDATION

COUNCIL DISTRICT: City-Wide

Staff recommends that City Council adopts the following legislation:

Resolution Amending The Contract For On-Call Translation And Interpretation Service With International Contact, Inc To Extend The Contract Period By One Year And Increase The Contract Amount By \$75,000 (Seventy-Five Thousand Dollars) To A New Cap Of \$150,000 (One Hundred Fifty Thousand Dollars) For The Entire Two-Year Contract Term.

EXECUTIVE SUMMARY

Human Resources Management Department (HRM) staff seeks authorization to extend and increase the as-needed service contract with The International Contact, Inc. ("International Contact"), so that International Contact can continue to provide on-call translation and interpretation services to City departments to ensure City's compliance on the Equal Access to Services Ordinance (Ordinance No. 12324 C.M.S., OMC Section 2.30).

OUTCOME

Approving the resolution will enable the City Administrator to extend and increase the contract with International Contact, so that HRM staff can continue to use International Contact to perform document translation, oral interpretation and bilingual testing services on an as-needed basis.

BACKGROUND/LEGISLATIVE HISTORY

On December 20, 2013, the City Administrator's Contract and Compliance division released a formal Request for Qualification ("RFQ") for On-Call Translation and Interpretation Services. Different languages were needed for different projects. Multiple certified interpreters were often needed at multiple locations at the same time. HRM staff recommended On-Call Professional Service Contract, where service could be deployed as-needed when designated bilingual City employees were insufficient to meet the need due to ability, capacity or availability.

The RFQ stated that the contractor duration was anticipated to be two (2) years. International Contact, Accent on Languages, Inc., and Green Translations, LCC submitted proposals and were awarded contracts. Pursuant to his purchasing authority, the City Administrator executed one year contracts for fifty thousand dollars (Accent on Languages, Inc.) and fifty thousand dollars (Green Translations, LLC), and seventy-five thousand dollars (International Contact). The contract term for Translation and Interpretation Service was one year from April 1, 2014 to March 31, 2015. To extend service contract by one year increases new cap for the entire two year contract term to one hundred thousand dollars (Accent on Languages, Inc.), one hundred thousand dollars (Green Translations, LLC), and one hundred fifty thousand dollars (International Contact). The increase of the contract with International Contact to one hundred fifty thousand dollars (\$150,000) requires Council approval.

International Contact is a minority-owned small local business enterprise located in downtown Oakland; is able to provide court-certified and/or American Translators Association accredited translators; and is equipped to conduct bilingual language proficiency test to service the needs for City departments per Equal Access to Services Ordinance requirement. As such, International Contact is awarded a higher dollar amount of contract. International Contact has performed tremendously well throughout the agreement, and there is a continuing need for their services for document translation, oral interpretation and bilingual testing.

ANALYSIS

Increasing and extending the contract with International Contact will enable HRM to maintain current service level and provide City departments with translation and interpretation service's needs in accordance with the Equal Access to Services Ordinance, while continuing to support a small local business enterprise.

PUBLIC OUTREACH

The formal RFQ issued by the City Administrator's Contracts and Compliance division prior to executing any agreements provided for two-year contract terms and included postings in the Oakland Tribune, Singtao Daily and El Muno newspapers and dissemination of information about the opportunity to firms already on the City's list of approved contractors.

COORDINATION

HRM staff coordinated with City Administrator's Contracts and Compliance division to issue the formal RFQ which preceded the execution of the agreement with International Contact. This staff report and resolutions have been reviewed by the Office of the City Attorney and by the City Administrator's Budget Office.

COST SUMMARY/IMPLICATIONS

Approving the resolutions will enable the City Administrator to raise the contact cap with International Contact by \$75,000. The contract specifies that work is to be performed on an as-

needed basis upon request by the City, so increasing the contract cap as proposed does not in itself obligate funds. Source of funding for translation and interpretation is covered by the General Purpose Fund set aside for Equal Access Program (05221).

SUSTAINABLE OPPORTUNITIES

Economic: International Contact provides document translation, oral interpretation and bilingual testing services to City departments. The work they perform helps City maintain compliance to the Equal Access to Services Ordinance and ensure Oakland residents have meaningful access to City services, regardless of English language proficiency.

Environmental: The services provided by International Contact do not have any direct environmental impact, however, through translated materials; limited-English-speaking Oakland residents can be better equipped with information related to environmental preservation, recycling, waste management, and energy use.

Social Equity: By providing translation and interpretation services, International Contact enables limited-English-speaking individuals to have full and equal access to government services.

For questions regarding this report, please contact May Tam (510) 238-3112.

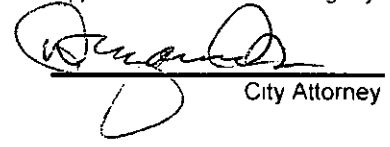
Respectfully submitted,



Anil Comelo, Director
Human Resources Management Department

Reviewed by
Kip Walsh, Human Resources Manager

Prepared by
May Tam, Program Analyst III
Equal Access Program of Human Resources Management


City Attorney

FILED
OFFICE OF THE CITY CLERK
OAKLAND

OAKLAND CITY COUNCIL

2015 JAN 15 AM 10:28

RESOLUTION No. _____ C.M.S.

RESOLUTION AMENDING THE CONTRACT FOR ON-CALL TRANSLATION AND INTERPRETATION SERVICE WITH INTERNATIONAL CONTACT, INC TO EXTEND THE CONTRACT PERIOD BY ONE YEAR AND INCREASE THE CONTRACT AMOUNT BY \$75,000 (SEVENTY-FIVE THOUSAND DOLLARS) TO A NEW CAP OF \$150,000 (ONE HUNDRED FIFTY THOUSAND DOLLARS) FOR THE TWO YEAR CONTRACT TERM

WHEREAS, the Oakland City Charter Section 2.04.020 authorizes the City Administrator to enter into contracts for professional or specialized services up to one hundred thousand dollars (\$100,000) in any single transaction or term agreement; and

WHEREAS, in December 2013 the Contract Administration Office released a formal Request for Qualifications (RFQ) for On-Call Translation & Interpretation Services, which indicated the city would enter into contracts for one to two years; and

WHEREAS, the City entered into an agreement effective April 1, 2014 with International Contact, Inc. for such services on as-needed basis and the said agreement included a second year extension provision; and

WHEREAS, there is a continuing need to provide the City with professional translation and interpretation services in compliance with the Equal Access to Services Ordinance (C.M.S. 12324); and

WHEREAS, based on the representations of the City Administrator, this contract is of a professional and temporary nature and shall not result in the loss of employment or salary by any person having permanent status in the competitive service; and

WHEREAS, funds are available for this contract in the Human Resources Management Department budget allocation; now, therefore, be it

RESOLVED: That the City Council finds that pursuant to Oakland Municipal Code sections 2.04.051.B, for the reasons stated above and in the report accompanying this resolution that it is in the best interests of the City to extend the professional contracts by one year; and be it

FURTHER RESOLVED: That the professional contract with International Contact, Inc be increased by \$75,000 (Seventy-Five thousand dollars) to a new cap of \$150,000 (One hundred fifty thousand dollars); and be it

FURTHER RESOLVED: That the City Attorney shall review and approve the proposed contract as to form and legality and copies of the agreement shall be filed with the Office of the City Clerk.

IN COUNCIL, OAKLAND, CALIFORNIA, _____

PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, CAMPBELL WASHINGTON, GALLO, GUILLEN, KALB, KAPLAN, REID AND
PRESIDENT GIBSON MCELHANEY

NOES -

ABSENT -

ABSTENTION -

ATTEST _____

LaTonda Simmons
City Clerk and Clerk of the Council
Of the City of Oakland, California