



AGENDA REPORT

TO: Edward D. Reiskin
City Administrator

FROM: Ian Appleyard
Director, Human Resources
Management

SUBJECT: Extend and Increase Contract with
International Contact, Inc and Accent
on Languages, Inc.

DATE: November 15, 2021

City Administrator Approval

Date: Dec 7, 2021

RECOMMENDATION

Staff Recommends That The City Council Adopt A Resolution Extending And Increasing The Contract For On-Call Translation And Interpretation Service (i) With International Contact, Inc for Three Years, From April 1, 2022 To March 31, 2025, By An Amount Not To Exceed \$300,000 (Three Hundred Thousand Dollars) To A New Cap Of \$460,000 (Four Hundred Sixty Thousand Dollars) For The Five-Year Contract Term, And (ii) With Accent On Languages, Inc For Three Years, From April 1, 2022 To March 31, 2025, By An Amount Not To Exceed \$300,000 (Three Hundred Thousand Dollars) To A New Cap Of \$550,000 (Five Hundred Fifty Thousand Dollars) For The Five-Year Contract Term.

EXECUTIVE SUMMARY

City Council approval of the proposed resolution will authorize the Human Resources Management Department (HRM) staff to extend and increase the as-needed service contract with The International Contact, Inc. ("International Contact"), and Accent on Languages, Inc. ("Accent on Languages") to continue to provide on-call translation, interpretation, and language support services to City departments to ensure the City's compliance with the City of Oakland Language Access Plan and the Equal Access to Services Ordinance (Ordinance No. 12324 C.M.S., OMC Section 2.30).

BACKGROUND / LEGISLATIVE HISTORY

In November 2019, the Department of Workplace & Employment Standards (Formerly known as Contracts and Compliance Division) released a formal Request for Proposals ("RFP") for On-Call Translation and Interpretation Services. The RFP stated that the duration of the contract was anticipated to be two (2) years, with a renewal provision for three additional years. International Contact, Accent on Languages, Avantpage, Inc. and Language Translation Services submitted proposals and were awarded contracts.

City Council
December 21, 2021

ANALYSIS AND POLICY ALTERNATIVES

Pursuant to the City Administrator's purchasing authority, and after conducting the city's competitive bidding process in 2019, the City Administrator previously executed two-year contracts for one hundred sixty thousand dollars (\$160,000) with International Contact, one hundred sixty thousand dollars (\$160,000) with Accent on Languages, sixty thousand dollars (\$60,000) with Avantpage, and sixty thousand dollars (\$60,000) with Language Translation Services. The original contract terms for the contracts were two years from April 1, 2020 to March 31, 2022. The Accent on Language contract was amended in August 2021 with an increase of ninety thousand dollars (\$90,000) to extend the two-year cap to two hundred fifty thousand dollars (\$250,000) and remained within the City Administrator's contract authority. This request is to extend and increase the contract with International Contact and Accent on Languages for three additional years to a contract cap of four hundred sixty thousand dollars (\$460,000) and five hundred fifty thousand dollars (\$550,000), respectively, requires City Council approval.

International Contact and Accent on Languages are both minority-owned small business enterprises; are able to provide experienced professional interpreters with American Translator Association accreditation, and is equipped to conduct bilingual language proficiency testing to service the needs for City departments per Equal Access to Services Ordinance requirements. International Contact and Accent on Languages have performed tremendously well throughout the agreement, and there is a continuing need for their services for document translation, oral interpretation and bilingual testing.

Increasing and extending the contract with International Contact and Accent on Languages will enable HRM to maintain necessary service levels and provide City departments with translation and interpretation services needs in accordance with the Language Access Plan and Equal Access to Services Ordinance. HRM will conduct a new Request for Proposals (RFP) process near the end of these extensions to provide an opportunity for additional vendors to apply.

FISCAL IMPACT

Approving the resolution will enable the City Administrator to raise the 2020-2022 contract amount with (i) International Contact by three hundred thousand dollars (\$300,000) to a total contract cap of four hundred sixty thousand dollars (\$460,000), and (ii) Accent on Languages by three hundred thousand dollars (\$300,000) to a total contract cap of five hundred fifty thousand dollars (\$550,000).

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. The source of funding for general translation and interpretation is funded through the Equal Access Program (05221) within the General Purpose Fund (1010). In addition, departments are directly charged for specialized or rushed services they request to their respective budgets within the General Purpose (1010), Miscellaneous Contract Services (54919), and Miscellaneous Services (53719);

PUBLIC OUTREACH / INTEREST

The formal RFP was issued by the Department of Workplace & Employment Standards prior to executing any agreements and included postings in the Bay Area News Group, 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 the Department of Workplace and Employment Standards to issue the formal RFP which preceded the execution of the contract agreements. This staff report and resolution have been reviewed by the Office of the City Attorney and by the Budget Bureau.

SUSTAINABLE OPPORTUNITIES

Economic: International Contact and Accent on Languages provide document translation, oral interpretation and bilingual testing services to City departments. Contracts are on-call in nature and do not pose any financial impact to the City until service is rendered.

Environmental: The services provided by International Contact and Accent on Languages 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.

Race and Equity: By providing translation and interpretation services, International Contact and Accent on Languages enable limited-English-speaking individuals to have full and equal access to government services. The work performed by International Contact and Accent on Languages help City maintain compliance to the Equal Access to Services Ordinance and ensure Oakland residents have meaningful, fair and equitable access to City services, regardless of English language proficiency.

Edward D. Reiskin, City Administrator

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ACTION REQUESTED OF THE CITY COUNCIL

Staff recommends that the City Council adopt a resolution extending and increasing the contract for on-call translation and interpretation service (i) with International Contact, Inc for three years, from April 1, 2022 to March 31, 2025, by an amount not to exceed \$300,000 (three hundred thousand dollars) to a new cap of \$460,000 (four hundred sixty thousand dollars) for the five-year contract term, and (ii) with Accent on Languages, Inc for three years, from April 1, 2022 to March 31, 2025, by an amount not to exceed \$300,000 (three hundred thousand dollars) to a new cap of \$550,000 (five hundred fifty thousand dollars) for the five-year contract term.

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

Respectfully submitted,



IAN APPLEYARD

Director, Human Resources Management
Department

Reviewed by:

Greg Preece, Assistant Human Resources
Director

Prepared by:

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

