

AGENDA REPORT

T O: Sabrina B. Landreth
City Administrator

FROM: Ian Appleyard
Director of HRM

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

DATE: January 22, 2018

City Administrator Approval:

Date:

2/15/18

RECOMMENDATION

Staff Recommends That The City Council Adopt A 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 \$95,000 (Ninety-Five Thousand Dollars) To A New Cap Of \$285,000 (Two Hundred Eighty-Five Thousand Dollars) For The Entire Three Years 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).

BACKGROUND/LEGISLATIVE HISTORY

On December 19, 2015, the City Administrator's Contract and Compliance division released a formal Request for Qualification ("RFQ") for On-Call Translation and Interpretation Services. The RFQ stated that the contractor duration was anticipated to be four (4) years. International Contact, Accent on Languages, Inc., and Green Translations, LCC submitted proposals and were awarded contracts. Pursuant to City Administrator's purchasing authority, the City Administrator executed one year contracts for fifty thousand dollars (Accent on Languages, Inc.), thirty thousand dollars (Green Translations, LLC), and ninety-five thousand dollars (International Contact). The contract term for translation and interpretation service was one year from April 1, 2016 to March 31, 2017. The contracts were extended for a second year from April 1, 2017 to March 31, 2018. To extend the service contracts to a third year increases the cap for the entire contract term to one hundred fifty thousand dollars (Accent on Languages, Inc.), ninety thousand dollars (Green Translations, LLC), and two hundred eighty-five thousand dollars (International Contact). The increase of the contract with International Contact to two hundred eighty-five thousand dollars (\$285,000) requires Council approval.

Item: _____
Finance & Management Committee
February 27, 2018

ANALYSIS/ POLICY ALTERNATIVES

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

International Contact is a minority-owned small local business enterprise; able to provide court-certified and/or American Translators Association accredited translators; and equipped to conduct bilingual language proficiency tests to meet the needs for City departments per the Equal Access to Services Ordinance requirement. 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.

PUBLIC OUTREACH

The formal RFQ was issued by the City Administrator's Contracts and Compliance division prior to executing any agreements for two-year contract terms. It 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.

FISCAL IMPACT

Approving the resolution will enable the City Administrator to raise the contract cap with International Contact by \$95,000 for a total not-to-exceed amount of \$285,000. 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 translation and interpretation is covered by the General Purpose Fund set aside for the Equal Access Program (05221).

SUSTAINABLE OPPORTUNITIES

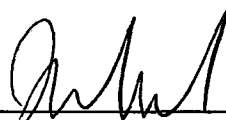
Economic: International Contact provides document translation, oral interpretation and bilingual testing services to City departments. The work they perform helps the City maintain compliance to the Equal Access to Services Ordinance and ensure Oakland residents have meaningful access to City services, 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 at (510) 238-3112.

Respectfully submitted,



IAN APLEYARD, Director
Human Resources Management Department

Reviewed by:
Jaime Pritchett, Acting Human Resources Manager

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

Attachment (1):
A: Resolution

FILED
OFFICE OF THE CITY CLERK
OAKLAND


City Attorney

2010 FEB 15 PM 12:42 OAKLAND CITY COUNCIL

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 \$95,000 (NINETY-FIVE THOUSAND DOLLARS) TO A NEW CAP OF \$285,000 (TWO HUNDRED EIGHTY-FIVE THOUSAND DOLLARS) FOR THE THREE 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 two hundred and fifty thousand dollars (\$250,000) in any single transaction or term agreement; and

WHEREAS, in December 2015 the Contract Administration Office released a formal Request for Qualifications (RFQ) for On-Call Translation & Interpretation Services, which indicated the city could renew the contracts for three additional years; and

WHEREAS, the City entered an agreement effective April 1, 2016 with International Contact, Inc. for such services on as-needed basis and the said agreement included three additional 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 \$95,000 (ninety-five thousand dollars) to a new cap of \$285,000 (two hundred eighty-five thousand dollars); and be it

FURTHER RESOLVED: That funding for the professional contract with International Contact, Inc. be funded through General Fund, Project 1000005, Task 1010.IP05, Account 54919, Organization 05221 for the Equal Access Program; 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, GIBSON MCELHANEY, GUILLEN, KALB, KAPLAN, AND PRESIDENT REID

NOES -

ABSENT -

ABSTENTION -

ATTEST: _____

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