



2019 JAN 10 PM 3:43
CITY AND

AGENDA REPORT

TO: Sabrina B. Landreth
City Administrator

FROM: Ian Appleyard
Director, Human Resources
Management

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

DATE: November 5, 2018

City Administrator Approval

Date:

1/10/19

RECOMMENDATION

Staff Recommends That The City Council Adopt A Resolution Extending And Increasing The Contract For On-Call Translation And Interpretation Service With International Contact, Inc. For One Year, From April 1, 2019 To March 31, 2020, By An Amount Not To Exceed \$110,000 (One Hundred Ten Thousand Dollars) To A New Cap Of \$395,000 (Three Hundred Ninety-Five Thousand Dollars) For The Four-Year Contract Term.

EXECUTIVE SUMMARY

City Council approval will authorize Human Resources Management Department (HRM) staff 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 duration of the contract was anticipated to be four (4) years. International Contact, Accent on Languages, Inc., and Green Translations, LLC submitted proposals and were awarded contracts. Pursuant to City Administrator's purchasing authority, the City Administrator executed one year contracts for fifty thousand dollars with Accent on Languages, Inc. and thirty thousand dollars with Green Translations, LLC, and ninety-five thousand dollars with International Contact. The original contract terms for the three contracts were one year from April 1, 2016 to March 31, 2017. All three contracts were extended for a second year (2017-2018) and third year (2018-2019) at the original amounts, and remained within the City Administrator's contract authority. To extend and increase of the contract with International Contact for the fourth year (2019-2020) by \$110,000 (one hundred ten thousand dollars) to \$395,000 (three hundred and ninety-five thousand dollars) requires City Council approval.

Item: _____
Finance & Management Committee
January 15, 2019

International Contact is a minority-owned small local business enterprise; 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 AND POLICY ALTERNATIVES

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.

FISCAL IMPACT

Approving the resolutions will enable the City Administrator to raise the 2019-2020 contract amount with International Contact by one hundred and ten thousand dollars (\$110,000). This brings the entire contract cap to three hundred and ninety-five thousand dollars (\$395,000).

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).

PUBLIC OUTREACH / INTEREST

The formal RFQ is issued by the City Administrator's Contracts and Compliance division 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 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 resolution have been reviewed by the Office of the City Attorney and by the Budget Office.

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.

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 With International Contact, Inc. For One Year, From April 1, 2019 To March 31, 2020, By An Amount Not To Exceed \$110,000 (One Hundred Ten Thousand Dollars) To A New Cap Of \$395,000 (Three Hundred Ninety-Five Thousand Dollars) For The Four-Year Contract Term.

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

Respectfully submitted,



FOR
IAN APPLEYARD
Director, Human Resources Management
Department

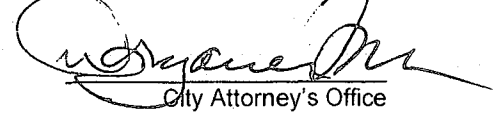
Reviewed by:
Greg Preece, Human Resources Manager

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

FILED
OFFICE OF THE CITY CLERK
OAKLAND

2019 JAN 10 PM 3:43

Approved as to Form and Legality


City Attorney's Office

OAKLAND CITY COUNCIL

RESOLUTION NO. _____ C.M.S.

RESOLUTION EXTENDING AND INCREASING THE CONTRACT FOR ON-CALL TRANSLATION AND INTERPRETATION SERVICE WITH INTERNATIONAL CONTACT, INC. FOR ONE YEAR, FROM APRIL 1, 2019 TO MARCH 31, 2020, BY AN AMOUNT NOT TO EXCEED \$110,000 (ONE HUNDRED TEN THOUSAND DOLLARS) TO A NEW CAP OF \$395,000 (THREE HUNDRED NINETY-FIVE THOUSAND DOLLARS) FOR THE FOUR-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 included a renewal provision; 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 authorizes the City Administrator to extend the contract with International Contact, Inc. for one year with an increase not to exceed \$110,000 (one hundred and ten thousand dollars), for a total contract cap of \$395,000 (three hundred and ninety-five thousand dollars); and be it

FURTHER RESOLVED: That the contract with International Contact, Inc. shall be paid for out of 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 – FORTUNATO BAS, GALLO, GIBSON MCELHANEY, KALB, KAPLAN, REID, TAYLOR, THAO, AND PRESIDENT KAPLAN

NOES -

ABSENT -

ABSTENTION -

ATTEST: _____

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