

## A G E N D A



## Recommendation for Council Action (Purchasing)

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| Austin City Council | Item ID: | 28084 | Agenda Number | 28. |
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| Meeting Date: | October 17, 2013 |
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| Department: | Purchasing |
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## Subject

Authorize award and execution of a 36-month requirements service agreement with VOIANCE LANGUAGE SERVICES, LLC, to provide interpretation services for the Austin Police, Health and Human Services, Aviation, and Building Services Departments in an amount not to exceed \$281,028, with three 12-month extension options in an amount not to exceed \$93,676 per extension option, for a total contract amount not to exceed \$562,056.

## Amount and Source of Funding

Funding in the amount of \$85,869 is available in the Fiscal Year 2013-2014 Operating Budget of the Austin Police, Health & Human Services, Aviation, and Building Services Departments respectively. Funding for the remaining 25 months of the original contract period and extension options is contingent upon available funding in future budgets.

## Fiscal Note

There is no unanticipated fiscal impact. A fiscal note is not required.

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| Purchasing Language: | Lowest bid received. |
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| Prior Council Action: |  |
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| For More Information: | Georgia L. Billela, Buyer II, 512-974-2939 |
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| Boards and Commission Action: | October 8, 2013 - Approved by the Austin Airport Advisory Commission on a 4-0 vote. |
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| Related Items: |  |
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| MBE / WBE: | This contract will be awarded in compliance with Chapter 2-9C of the City Code (Minority-Owned and Women-Owned Business Enterprise Procurement Program). No subcontracting opportunities were identified; therefore, no goals were established for this solicitation. |
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## Additional Backup Information

This contract will provide over the phone language interpretation services for non-English speaking clients upon request of any officer or designated employee of four Departments - Austin Police, Health and Human Services, Aviation, and Building Services. These services are required for walk-in clients or emergency services. Voiance will provide a single toll free number that provides direct access to Interpreters twenty-four hours, seven days a week, 365 days a year (holidays included).

This service is essential to effectively assist non-English speaking clients to attain service.

MBE /WBE solicited: 4/2

MBE /WBE bid: 0/0

#### **BID TABULATION**

| <b><u>Vendor</u></b>                                | <b><u>Total Price</u></b> |
|---|---------------------------|
| Voiance Language Services, LLC<br>Tucson, AZ        | \$131,031                 |
| Universe Technical Translation, LLC<br>Houston, TX  | \$131,259                 |
| Optimal Phone Interpreters<br>Winter Park, FL       | \$137,943                 |
| Propio Language Services, LLC<br>Lenexa, KS         | \$138,504                 |
| Language Line Solutions<br>Monteray, CA             | \$156,342                 |
| Lionbridge Global Solutions II<br>Silver Spring, MD | \$174,648                 |
| Rosario<br>Winston Salem, NC                        | \$175,998                 |
| Interpreters Unlimited<br>San Diego, CA             | \$218,226                 |
| Birnbaum Interpreting Services<br>Silver Spring, MD | \$344,565                 |

A complete bid tabulation is on file in the Purchasing Office and on the City of Austin, FASD Purchasing website.

#### **PRICE ANALYSIS**

- a. Adequate competition.
- b. Fifty-nine notices were sent, including 4 MBEs and 2 WBEs. Nine proposals were received, with no response

- from  
the MBEs and WBE's.
- c. The pricing offered represents a decrease of 32% to the last contract award made July 2010.

**APPROVAL JUSTIFICATION**

- a. Lowest bid. Voiance Language Services is not the current provider of these services.
- b. The Purchasing Office concurs with the Austin Police Department's recommended award.
- c. Advertised in the Austin American Statesman and on the Internet.