

## AGENDA



## Recommendation for Council Action

## AUSTIN CITY COUNCIL

Regular Meeting: March 8, 2018

Item Number: 006

## Purchasing Office

Authorize negotiation and execution of a multi-term contract with Communication By Hand, LLC, or one of the other qualified offerors to Request For Proposals 5800 MHJ0116, to provide sign language interpreters, for up to five years for a total contract amount not to exceed \$905,000. (Note: This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9C, Minority Owned and Women Owned Business Enterprise Procurement Program. For the services required for this solicitation, there were no subcontracting opportunities; therefore, no subcontracting goals were established).

<b>Lead Department</b>	Purchasing Office.
<b>Fiscal Note</b>	Funding in the amount of \$65,000 is available in the Fiscal Year 2017-2018 Operating Budget of the Human Resources Department. Funding in the amount of \$56,000 is available in the Fiscal Year 2017-2018 Operating Budget of the Austin Police Department. Funding in the amount of \$35,000 is available in the Fiscal Year 2017-2018 Operating Budget of the Parks and Recreation Department. Funding in the amount of \$25,000 is available in the Fiscal Year 2017-2018 Operating Budget of Neighborhood Housing and Community Development. Funding for the remaining contract term is contingent upon available funding in future budgets.
<b>Purchasing Language</b>	The Purchasing Office issued a Request for Proposals (RFP) 5800 MHJ0116 for these services. The solicitation issued on October 9, 2017 and it closed on October 31, 2017. Of the seven offers received, the recommended contractor submitted the best evaluated responsive offer. A complete solicitation package, including a response list, is available for viewing on the City's Financial Services website, Austin Finance Online. Link: <a href="https://www.austintexas.gov/financeonline/vendor_connection/solicitation/solicitation_details.cfm?sid=121728">Solicitation Documents &lt;https://www.austintexas.gov/financeonline/vendor_connection/solicitation/solicitation_details.cfm?sid=121728&gt;</a> .

<b>For More Information</b>	<p>Inquiries should be directed to the City Manager's Agenda Office, at 512-974-2991 or <a href="mailto:AgendaOffice@austintexas.gov">AgendaOffice@austintexas.gov</a> &lt;<a href="mailto:AgendaOffice@austintexas.gov">mailto:AgendaOffice@austintexas.gov</a>&gt;</p> <p>NOTE: Respondents to this solicitation, and their representatives, shall continue to direct inquiries to the solicitation's Authorized Contact Person: Marty James, at 512-974-3164 or <a href="mailto:Marty.James@austintexas.gov">Marty.James@austintexas.gov</a> &lt;<a href="mailto:Marty.James@austintexas.gov">mailto:Marty.James@austintexas.gov</a>&gt;.</p>
<b>Client Department(s)</b>	Human Resources Department; Austin Police Department; Parks and Recreation Department; Neighborhood Housing and Community Development.

---

#### **Additional Backup Information:**

The contract will provide sign language interpreters for City employees as well as for use in law enforcement and public safety circumstances, for citizens and participants in City activities, as well as for meetings, hearings, and sponsored events. The Equal Employment Opportunity Commission requires that an employer make reasonable accommodations to applicants and employees to afford people with disabilities equal access to the application/interview process, hiring/promotion process, and all benefits available to employees. This includes providing a sign language interpreter upon request. The City currently utilizes sign language interpreters for an annual estimate of 750 hours for City employees who are deaf or hard-of-hearing. Governments also have a legal responsibility to provide services to all citizens, and this contract will be used to provide appropriate aids and services leading to effective communication for persons who are deaf or hard-of-hearing, so they can participate in the city's programs, services, and activities.

Additionally, local law enforcement agencies have obligations to ensure adequate and appropriate communication with deaf and hard-of-hearing persons. Without effective communication in dealing with law enforcement personnel, violations of constitutional and civil rights occur. Under the Americans with Disabilities Act and its regulations, local law enforcement agencies are required to provide qualified sign language interpreters, and other auxiliary aids, in certain situations to ensure effective communication with deaf and hard-of-hearing individuals.

This contract will replace an interim contract that expires May 22, 2018. Communication by Hand, LLC is the current contractor for these services under the interim contract and is certified as a State of Texas Historically Underutilized Business. The requested authorization amount was determined using

estimates of future annual needs and historical usage.

An evaluation team with expertise in this area evaluated the offers and scored Communication by Hand, LLC as the best to provide these services based on demonstrated applicable experience, compliance to scope of work and exceptions, price, scheduling, local business presence, and service-disabled veteran business enterprise.

This request allows for the development of a contract with a qualified offeror selected by Council. If the City is unsuccessful in negotiating a satisfactory contract with the selected offeror, negotiations will cease with that provider. Staff will return to Council so that another qualified offeror may be selected, authorizing new contract negotiations.

If a contract for sign language interpreters is not secured, the City will have to obtain sign language interpreters on-demand and at higher market rate pricing.

#### **Contract Detail**

<b>Contract Term</b>	<b>Length</b>	<b>Contract of Term Authorization</b>
Initial Term	3 yrs.	\$543,000
Optional Extension 1	1 yr.	\$181,000
Optional Extension 2	1 yr.	\$181,000
<b>TOTAL</b>	<b>5 yrs.</b>	<b>\$905,000</b>

**Note:**Contract Authorization amounts are based on the City's estimated annual usage.