

AGENDA



Recommendation for Council Action

AUSTIN CITY COUNCIL

Regular Meeting: September 20, 2018

Item Number: 035

Purchasing Office

Authorize negotiation and execution of multi-term contracts with 10 firms, to provide language translation services, for up to five years for total contract amounts not to exceed \$1,720,000 divided among the contractors. (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 Language Translation Services required for this solicitation, there were no subcontracting opportunities; therefore, no subcontracting goals were established).

Lead Department	Purchasing Office.
Fiscal Note	Funding in the amount of \$300,000 is available in the Fiscal Year 2017-2018 Operating Budget of various City departments. Funding for the remaining contract terms are contingent upon available funding in future budgets.
Purchasing Language	The Purchasing Office issued a Request for Qualification Statements (RFQS) 7400 CRR0302 for these services. The solicitation issued on September 25, 2017 and it closed on October 31, 2017. Of the 17 offers received, the recommended firms submitted the best evaluated responsive offers. A complete solicitation package, including a log of offers received, is available for viewing on the City's Financial Services website, Austin Finance Online. Link: Solicitation Documents < https://www.austintexas.gov/financeonline/account_services/solicitation/solicitation_details.cfm?sid=120371 >.
For More Information	Inquiries should be directed to the City Manager's Agenda Office, at 512-974-2991 or AgendaOffice@austintexas.gov < mailto:AgendaOffice@austintexas.gov > NOTE: Respondents to this solicitation, and their representatives,

	shall continue to direct inquiries to the solicitation's Authorized Contact Person: Cyrenthia Ellis, at 512-974-1709 or Cyrenthia.Ellis@austintexas.gov <mailto:Cyrenthia.Ellis@austintexas.gov>.
Client Department(s)	All City departments.

Additional Backup Information:

These contracts will provide written language translation services for various City departments. The firms will provide translation services for administrative, marketing and other written communication resources in order to best serve the citizens of Austin. The firms recommended for award are:

- Language and Content Services
- LanguageUSA, Inc.
- Human Touch Translations, LTD (Certified Women-Owned Small Business by the Women's Business Enterprise National Council, Small Business Enterprise certified by the Small Business Administration)
- Seprotech Multilingual Solutions LLC
- Macarena Barrera
- Rugamas Creative Solutions
- Worldwide Languages & Communication, LLC (Certified Women Owned Business Enterprise, Minority Owned Business Enterprise, Small Business Enterprise, Hispanic American Business Enterprise and Emerging Small Business Enterprise certified by the Small Business Administration)
- Professional Translators and Transcribers Inc. D/B/A PROTRANS
- Masterword Services Inc.
- Datagain Inc.

The firms will translate written documentation from English into one or more of the following languages, also referred to as target languages: Arabic, Burmese, Chinese-simplified, Chinese-traditional, Urdu, Korean, Spanish, and Vietnamese. The target languages were selected based on information from the American Community Survey (2015 one-year and five-year estimates), Austin Independent School District, Asian American Quality of Life Commission, Austin Public Health, Austin Energy, and the Austin City Demographer's qualitative and quantitative data. These contracts do not include interpreter services, which is used for oral languages, as this is done through other contracts.

This is the first contract of its type for the City. The Communications and Public Information Office has been supporting language translation services requested by various City departments. Due to the

continued population growth within the City, and the diverse demands of language translation needs for departments, this is no longer feasible. These contracts are not exclusive; for unique or specialized translations the City has the discretion to utilize firms not identified on this request. The requested amount for these services is based on estimated future translation requirements, including website translations, for various City departments.

An evaluation team with expertise in this area evaluated the offers and scored these firms as the best to provide these services based on experience and qualifications, portfolio of translation work, resume's, references, and proficiency based on language translation certifications or a translation exam score.

Contract Detail:

Contract Term	Length	Contract of Term Authorization
Initial Term	2 yrs.	\$ 640,000
Optional Extension 1	1 yr.	\$ 360,000
Optional Extension 2	1 yr.	\$ 360,000
Optional Extension 3	1 yr.	\$ 360,000
TOTAL	5 yrs.	\$1,720,000

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