



Recommendation for Action

File #: 19-2605, **Agenda Item #:** 58.

8/22/2019

Posting Language

Authorize negotiation and execution of multi-term contracts with 12 contractors to provide language interpretation services, each for up to five years, for total contract amounts not to exceed \$1,602,000 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 services required for this solicitation, there were no subcontracting opportunities; therefore, no subcontracting goals were established).

Lead Department

Purchasing Office.

Client Department(s)

All City departments.

Fiscal Note

Funding in the amount of \$48,333 is available in the Fiscal Year 2018-2019 Operating Budget of various City departments. Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

The Purchasing Office issued a Request for Qualification Statements (RFQS) 5900 LNH4000 for these services. The solicitation issued on February 4, 2019 and it closed on March 19, 2019. Of the 14 offers received, the recommended contractors 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=128033)
<https://www.austintexas.gov/financeonline/account_services/solicitation/solicitation_details.cfm?sid=128033>.

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: Lynnette Hicks, at 512-974-3349 or Lynnette.Hicks@austintexas.gov <<mailto:Lynnette.Hicks@austintexas.gov>>.

Additional Backup Information:

These contracts will be used to provide language interpretation services to the City on an as-needed basis for a wide array of needs. Interpretation services will be provided in a variety of settings which include business, legal, medical, emergency and non-emergency situations as well as other purposes to best serve the citizens of Austin. The contractors were evaluated on and will provide services in three different ways: on-site (in-person), over-the-phone (telephone) and through video remote interpretation services. The contractors will interpret from English into one or more of approximately 67 languages selected from the American Community

Survey (2015 1-Year and 5-Year Estimates), the Americans with Disabilities Act Office of the City of Austin, 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. The contractors being recommended are:

- Catholic Charities Diocese of Fort Worth, Inc. D/B/A Translation and Interpretation Network
- Interpreters Unlimited
- Language Line Services Inc.
- MasterWord Services Inc.
- Susana Pimiento Chamorro D/B/A Language Access Austin (MBE/WBE)
- Shun Tong
- Voiance Language Services LLC
- Jacqueline Mancilla
- Caritas of Austin
- Sandra M Chada D/B/A American International Translators (WBE)
- Bruxelles, Inc. D/B/A Inlingua Language Services
- Vung Dokhen Cing

Data from the US Census and the American Community Survey indicate that 25% of Austin residents speak Spanish, there are more than 70 languages spoken in the Austin area and speakers of continental Asian languages (including Arabic, Burmese, Chinese, Korean, Urdu, and Vietnamese) are doubling in number every ten years. Approximately 18% of Austin residents are foreign born. Of the speakers of Austin's various linguistic groups, anywhere from approximately 20 to 50% may self-assess on the US Census as unable to speak English "very well."

These demographic trends are driving the City's need to serve and communicate with people who are considered "Limited English Proficient" (LEP). That is, they may not speak, read, write, and/or understand English in a way that permits City staff to interact effectively with them. Because of these language differences, LEP persons may be excluded from City programs, experience delays or denials of services, or receive care and services based on inaccurate and/or incomplete information. Interpretation services are directed towards residents who cannot speak or understand English "very well."

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives federal financial assistance. The City is committed to guaranteeing access to all government services and programs for LEP persons in accordance with Title VI of the Civil Rights Act of 1964.

These contracts replace contracts expiring on October 3, 2019 and October 29, 2019. Previously, the Communications and Public Information Office oversaw on-site (in-person) language interpretation service for requests by the various City departments. Due to the continued population growth within the City, and the diverse demands of language needs for the departments, this is no longer feasible. The estimated amount for these services is based on future interpretation requirements, including meetings, events and citizen interactions of the various City departments. Two of the recommended contractors are certified as minority and/or women owned business enterprises with the City. These contracts are not exclusive; for unique or specialized interpretations the City has the discretion to utilize contractors not identified on this request.

An evaluation team with expertise in this area evaluated the offers and scored these contractors as the best to provide these services based on their service capacity, expertise and compliance, personnel and agency

qualifications.

Contract Detail:

<u>Contract Term</u>	<u>Length of Term</u>	<u>Contract Authorization</u>
Initial Term	2 yrs.	\$ 594,500
Optional Extension 1	1 yr.	\$ 319,500
Optional Extension 2	1 yr.	\$ 335,500
Optional Extension 3	1 yr.	\$ 352,500
TOTAL	5 yrs.	\$1,602,000

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