



City Council Report

Date: January 23, 2017
To: City Council
Through: Michael Kennington, Chief Financial Officer
From: Edward Quedens, MPA, C.P.M., CPPO, Business Services Director
Matt Bauer, MBA, CPPO, CPPB, CPSM, Procurement Administrator
Subject: Three-Year Term Contract for Interpreter/Translation Services for the Police, Municipal Court, City Clerk and Community Services Departments **(Citywide)**

Purpose and Recommendation

Council is requested to approve the Term Contract for Interpretation/Translation Services as recommended. A committee representing Police, Municipal Court, City Clerk, Community Services Departments and Purchasing evaluated responses.

The evaluation committee recommends awarding the contract to the highest scored proposals from: AZ Language Solutions LLC; CyraCom International, Inc. dba Voiance Language Services, LLC; Finger Works, Inc.; Language Connection, Language Line Services, Inc.; Spanish Media & Translation Services, LLC (a Mesa business); and Topete/Stonefield, Inc.; cumulatively not to exceed \$100,000.00 annually, based on estimated requirements.

Background / Discussion

This contract will provide multiple qualified foreign language (certified interpreters and/or translators) to provide Interpretation/Translation Services to the City on an as-needed basis to include in-person, over the phone, as well as document interpretation, American Sign Language (ASL), and/or translation services.

The City is committed to recognizing and respecting its diverse community through inclusive programs and services. Providing information in alternative languages is part of that effort and to meeting our federal requirements identified in the Citywide Title VI Implementation Plan and Limited English Proficiency (LEP) Plan. As such, the Police, Municipal Court, City Clerk and Community Services Departments require the services of a qualified foreign language interpreter and/or translator to provide services for non-English speaking community members involved in City business matters.

The solicitation stated the City's intent to award multiple contracts to ensure adequate services are available to the community members and provide adequate coverage for all required areas, including a backup vendor for 9-1-1 Dispatch.

The City received 22 proposals of which all 22 met the minimum requirements. Staff from Police, Municipal Court, City Clerk and Community Services Departments evaluated the 22 proposals and completed the Preliminary Scoring based on the solicitation's evaluation criteria; Proposals including: Acceant, LLC; Alejandra S. Torres; Certified Only

Principals; French Interpretation and Translation Services; Arizona Freelance Interpreting Svcs.; Language Concepts; Professional Court Interpreting & Translating Services; Minh Tuyet Pham; Susana P. Menendez; Telelanguage, Inc.; The Language Link of Connecticut; and World Wide Interpreters Inc.; were deemed not reasonably susceptible for award and were not considered further (a notification was sent to each vendor).

The evaluation team completed the Final Scoring of the remaining nine responses based on the evaluation criteria as stated in the solicitation. The evaluation team recommended the seven highest scored proposers for award: AZ Language Solutions LLC, Voiance Language Services, LLC, Finger Works, Inc., Language Connection; Language Line Services, Inc.; Spanish Media & Translation Services, LLC.; and Topete/Stonefield, Inc. The evaluation committee unanimously agreed on the recommendation.

Alternatives

Council may choose not to authorize the purchase and new responses will be solicited.

Fiscal Impact

The annual contract amount is cumulatively available through the Department's operating budget utilizing Interpretation/Translation Services.

Coordinated With

Police, Municipal Court, City Clerk, Community Services Departments and Purchasing

PURCHASING INFORMATION

Action: Initial Award

Procurement Type: Request for Proposals

Solicitation Number: 2016151

Vendors Registered: ProcureAZ (490) and Vendor Self Service (33)

Advertising: Arizona Republic, Bid Net, ProcureAZ and Purchasing Website

Downloads: 148

Responses: 22 (plus 1 late submittal, and 2 No Bid responses)

Local Consideration: Policy did not apply to this procurement (services)

Protests Received: None

Initial Contract Term: Three years

Possible Renewals: Two, one-year renewals subject to future Council consideration

Prices: Future price increases are capped by the Consumer Price Index

Pricing Available to Other Cooperative Agencies: Yes

September 8, 2016 Proposals Received

A Foreign Language Service Corp dba A Foreign Language Service - Mesa, AZ

Acceant, LLC - Provo, UT

Alejandra S. Torres - Scottsdale, AZ

Allworld Language (sic) Consultants, Inc. dba ALC, Inc. (Carlos Scandiffio ALC) - Rockville, MD

AZ Language Solutions LLC (hard copy and online) - Phoenix, AZ

CertifiedsOnly, LLC dba CertifiedsOnly Principals - Las Vegas, NV

CyraCom International, Inc. dba Voiance Language Services, LLC - Tucson, AZ

Edite Gabor dba French Interpretation and Translation Services - Scottsdale, AZ

Finger Works, Inc. - Chandler, AZ

Fox Medical Case Management, PC dba Fox Translation Services - Hummelstown, PA
 Horn Interpreting Services, Inc. dba Arizona Freelance Interpreting Svcs. - Gilbert, AZ
 Language Concepts Consulting LLC dba Language Concepts - Scottsdale, AZ
 Language Connection - El Mirage, AZ
 Language Line Services, Inc. - Monterey, CA
 PCI&TS LLC dba Professional Court Interpreting & Translating Services - Litchfield Park, AZ
 Pham's Interpreting & Translating dba Minh Tuyet Pham - Glendale, AZ
 Spanish Media & Translation Services, LLC - Mesa, AZ
 Susana P. Menendez - Aspen, CO
 Telanguage, Inc. - Portland, OR
 The Language Link of Connecticut - Newington, CT
 Topete/Stonefield, Inc. - Phoenix, AZ
 World Wide Interpreters Inc. - South Houston, TX

Submittal Received Late

International Rescue Committee, Inc. - Glendale, AZ (received at 3:37 p.m.)

No Bid response received from

Combat Veteran Voicewriters – Mesa, AZ
 True Blue Sign Language Services – Mesa, AZ

AWARD RECOMMENDATION

AZ Language Solutions LLC - Phoenix, AZ
CyraCom International, Inc. dba Voiance Language Services, LLC - Tucson, AZ
Finger Works, Inc. - Chandler, AZ
Language Connection - El Mirage, AZ
Language Line Services, Inc. - Monterey, CA
Spanish Media & Translation Services, LLC - Mesa, AZ
Topete/Stonefield, Inc. - Phoenix, AZ

Description
<p>Interpretation/Translation Services per Agreement No. 2016151; Exhibits – Scope of Work, Pricing, and Mesa Standard Terms and Conditions; Other Exhibits; Solicitation including any addenda; and Contractor Response</p> <p>Annual Contract Amount: <u>\$100,000.00</u> (cumulatively not to exceed)</p>

Proposal Results (Final Scoring)

Criteria	Points Possible	A Foreign Language Svs	ALC	AZ Language Solutions	CyraCom (Voiance)
Firm's Proposed Solution	400	300	300	320	375
Firm's Qualifications & Experience	400	300	285	320	400
Firm's Proposed Pricing	200	135.55	125.2	110.88	55.12
TOTAL POINTS	1,000	735.55	710.2	750.88 (Recommended)	830.12 (Recommended)

Criteria	Points Possible	FingerWorks	Language Connection	Language Line Services	Spanish Media & Translation
Firm's Proposed Solution	400	300	300	350	350
Firm's Qualifications & Experience	400	300	330	250	300
Firm's Proposed Pricing	200	200	122.45	152.98	108.47
TOTAL POINTS	1,000	800 (Recommended)	752.45 (Recommended)	752.98 (Recommended)	758.47 (Recommended)

Criteria	Points Possible	Topete / Stonefield
Firm's Proposed Solution	400	350
Firm's Qualifications & Experience	400	325
Firm's Proposed Pricing	200	72.73
TOTAL POINTS	1,000	747.73 (Recommended)