



City of San Antonio

Agenda Memorandum

File Number: 17-4749

Agenda Item Number: 39.

Agenda Date: 9/21/2017

In Control: City Council A Session

DEPARTMENT: Government and Public Affairs

DEPARTMENT HEAD: Jeff Coyle

COUNCIL DISTRICTS IMPACTED: City Wide

SUBJECT:

Spanish Translation Services

SUMMARY:

An Ordinance authorizing a professional services contract with Worldwide Languages & Communication, LLC to provide written Spanish translations of City Council agendas, memos, updated agendas and selected news release documents for a one-year term and with the option to renew and extend the term with three additional one-year periods in an amount not to exceed \$177,500.00 per year.

BACKGROUND INFORMATION:

The FY 2017 Adopted Budget included several measures to enhance the City of San Antonio's current Spanish translation efforts to remove language barriers and engage the Spanish-speaking community in all City business, policies and events. The City currently offers several Spanish translation services including Spanish language interpreters at City Council A and B Sessions, the translation of the City's website with the use of Google Translate, Spanish translation of essential documents such as the annual Budget Highlights and the Bond Information Guide.

The City also provides a Spanish interpreter at all Development Services Boards and Commissions meetings and employs a full-time interpreter in Municipal Court. Additionally, more than 1,600 City employees who conduct face-to-face business with the public are fluent in Spanish and are able to assist non-English speaking customers.

The FY 2017 Budget included funding to expand the current level of Spanish translation and interpretation services provided by the City. The Adopted Budget also added a full-time position who is overseeing the development of the City's Spanish translation services strategy who is responsible for overseeing on-site interpreter services at all City Council A and B Session meetings.

A Request for Proposal was released on November 18, 2016, seeking proposals for Spanish language translations of City Council meeting documents and materials, specifically City Council agendas, memos, updated agendas and selected news releases. The City evaluated each of the twelve eligible responses received based on set criteria that included: experience; background and qualifications; proposed plans; pricing schedule; Local Preference; Veteran-Owned Preference, and Small Business Preference. The selection committee was comprised of representatives of the Government and Public Affairs Department, the City Manager's Office, Department of Transportation & Capital Improvements, Development Services Department, the San Antonio Hispanic Chamber of Commerce and Instituto Cervantes.

Staff brought forward a recommendation to City Council to award to the top rank firm, Solis Translations, Inc. at the City Council A Session on March 31, 2017 and the contract was awarded. Upon commencement of the contract, the firm did not perform in accordance with the contract requirements. Specifically, there were noted instances of improper use of Spanish grammar, missing translations and inconsistency in translation of content. The City engaged the firm through an action plan with set milestones for improvement to cure the issues; however, the firm did not meet the expectations. At that point, the City exercised its option for cancellation of the contract with Solis, Translations, Inc. on July 14, 2017.

In order to provide the translation services in accordance with the FY 2017 Budget, staff recommends approval of a professional services contract with Worldwide Languages & Communication, LLC to provide written Spanish language translation services of City Council A and B Session agendas, memos, updated agendas and selected City news release documents. The term of the contract is for one-year with the option to renew and extend the term with three additional one-year periods in an amount not to exceed \$177,500.00, per year. Worldwide Languages & Communication, LLC was the second highest ranked firm during the initial RFP process.

This contract will be awarded in compliance with the Small Business Economic Development Advocacy (SBEDA) Program, which requires contracts be reviewed by a Goal Setting Committee to establish a requirement and/or incentive unique to the particular contract in an effort to maximize the amount of small, minority, and women-owned business participation on the contract. The Goal Setting Committee applied the Emerging Small and Minority/ Women-Owned Business Enterprise Prime Contract Program with twenty (20) evaluation preference points awarded to Worldwide Languages, LLC, as they are certified ESBE and M/WBE firm located within the San Antonio Metropolitan Statistical Area.

In accordance with the Local Preference Program, the recommended Respondent received 10 points for being headquartered within the incorporated San Antonio city limits.

ISSUE:

The City currently provides City Council A and B Session Agendas and Memos in the Spanish language in a limited capacity. The execution of a professional services contract to provide written Spanish translations of City Council agendas, memos, updated agendas and selected news release documents will expand the City's goal to engage San Antonio's Spanish-speaking residents in all City business, policies and events.

ALTERNATIVES:

The City Council could elect not to provide Spanish written translation services to Spanish speaking San Antonio residents. The City's translation services are needed in order to engage assist in engaging Spanish-speaking residents in all City of San Antonio policymaking and business.

FISCAL IMPACT:

The FY 2018 Proposed budget includes funding for Spanish translation services in the amount of \$177,500.00 for October 1, 2017 - September 30, 2018.

The Spanish Translations Services contract is for an amount not to exceed \$177,500.00 per year. Funds are contingent upon the adoption of the FY 2018, FY 2019, FY 2020, and FY 2021 budgets, respectfully, and payable from the City's General Fund. The fiscal impact includes the projected cost developed by the Office of Innovations for the translation of seventy combined A & B Session Agendas and selected City news releases. Funding for this procured service is allocated and available through the General Fund.

RECOMMENDATION:

City Staff recommends approval of a professional services contract with Worldwide Languages & Communication, LLC to provide Spanish Translations services for City Council A and B Session agendas and memos, amendments and selected City news releases in an amount not to exceed \$177,500.00.

The contract for Spanish Translations Services is procured by means of Request for Proposal and a Contracts Disclosure Form is attached.