



City of Arts & Innovation

# City Council Memorandum

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**TO: HONORABLE MAYOR AND CITY COUNCIL                      DATE: NOVEMBER 14, 2023**

**FROM: CITY MANAGER'S OFFICE    WARDS: ALL**

**SUBJECT: RFP NO. 2270 – PROFESSIONAL CONSULTANT SERVICES AGREEMENT WITH FOCUS LANGUAGE INTERNATIONAL INC. OF VICTORVILLE, CALIFORNIA, FOR INTERPRETER SERVICES TO PROVIDE LIVE, IN-PERSON SPANISH INTERETATION AT CITY COUNCIL, COMMITTEE, AND ON-CALL AS NEEDED MEETINGS THROUGHOUT THE YEAR FOR A TERM THROUGH JUNE 30, 2024, WITH THE OPTION TO EXTEND FOR TWO (2) ADDITIONAL TWO-YEAR TERMS NOT TO EXCEED FIVE (5) YEARS FOR A TOTAL CONTRACT AMOUNT NOT TO EXCEED \$175,000 ANNUALLY**

**ISSUE:**

Approve a Professional Consultant Services Agreement with Focus Language International Inc. of Victorville, California, for interpreter services to provide live, in-person Spanish interpretation at City Council, Committee, and for on-call as needed meetings throughout the year.

**RECOMMENDATIONS:**

That the City Council:

1. Approve a Professional Consultant Services Agreement with Focus Language International Inc. of Victorville, California, for interpreter services to provide live, in-person Spanish interpretation at City Council, Committee, and for on-call as needed meetings throughout the year. The initial term of the Agreement shall be from the date of execution through June 30, 2024, with the option to extend for two (2) additional two-year terms not to exceed five (5) years based upon acceptable performance by the Company, acceptable fees and subject to the same terms and conditions of the Agreement, for a total contract amount not to exceed \$175,000 annually; and
2. Authorize the City Manager, or designee, to execute the Professional Consultant Services Agreement, including making minor and non-substantive changes, and the contract extensions for the amount not to exceed \$175,000 annually.

**BACKGROUND:**

On May 5, 2021, the Inclusiveness, Community Engagement, and Governmental Processes Committee (ICGC) received a report outlining the language preferences spoken in Riverside,

current translation activities throughout the City, and potential options to continue expansion of language access for Limited English Proficiency (LEP) persons. Following discussion, staff were requested to research costs and implications for translating the audio of Council and Committee meetings, agendas, materials, and Riverside Police Department business and application materials.

On July 7, 2021, ICGC received an update on the translation options previously identified, including estimated costs. Following the discussion, the Committee requested staff reassess alternative less expensive meeting audio translation services for video feed and report back to the Committee for further discussion and look at other translation options, as needed, eliminating the need for Riverside Police Department business and application materials.

On October 6, 2021, ICGC received and filed an update regarding options for the implementation of audio translation of video feed and translation of meeting agendas and materials at City Council and Committee meetings. Following discussion, the Committee requested staff complete a financial analysis by test piloting agenda translation services and requested a presentation on the application process.

On September 7, 2022, ICGC received and filed an update regarding options for implementation of automated Spanish captioning of City Council and Committee meeting broadcasts, Spanish translation of agendas, and in-person interpreting options. Following discussion, it was moved by Chair Cervantes and Vice Chair Perry to move forward with translation of all City Council and Committee Agendas; move forward with implementation of automated Spanish captions; and direct staff to refer any language access, interpretation, and translation service recommendations selected to the full City Council for discussion.

On December 13, 2022, the City Council received an update on options as recommended by the ICGC for the expansion of language access for limited English proficiency persons through Spanish translation of agendas, in-person interpretation, and automated Spanish captioned broadcasts for City Council and Committee meetings. Based on the options explored and the feedback previously given by the Committee, staff recommended a combination of translated Spanish agendas, automated Spanish captioning, and in-person interpretation of meetings to adequately provide Spanish language access to City Council and Committee meetings. Providing both live interpretation and Spanish captions would meet the needs of both in-person and remote meeting attendees. Staff outlined two potential options for future implementation. Following the discussion, it was moved by the Council to approve the option as outlined in the staff report to expand language access through automated Spanish captions of City Council and Committee meetings, and in-person interpreter services for all City Council and Committee meetings. Automated Spanish captions would be available for online viewers. Automated translation of Agendas would be available using an accessible agenda link on the Legistar meeting calendar. All one-time fees for implementation could be covered by PEG funds, while any ongoing costs would not.

## **DISCUSSION:**

On April 19, 2023, the City Manager's Office, in conjunction with the Purchasing Division, issued Request for Proposals (RFP) No. 2270 on the City's Electronic Bidding System, PlanetBids Vendor Portal, seeking experienced and qualified individuals or businesses to provide accurate, real time, live, and in-person interpretation services primarily for the Spanish language at the City Council and Committee meetings throughout the year. There was a total of 38 prospective bidders notified.

On April 25, 2023, a non-mandatory pre-proposal meeting was held at 10:00 am Pacific Time at the Art Pick Council Chambers 3900 Main Street, Riverside, CA 92522. There were ten (10) RSVPs to the pre-proposal meeting to which three prospective bidders were in attendance.

On May 23, 2023, the RFP closed with a total of eight (8) proposals received and three (3) proposers listed as non-bidders. Purchasing did a preliminary review of the proposals for responsiveness and determined six (6) of the proposals received we qualified and two (2) were deemed unresponsive due to missing or incorrect information. After a review of the respondents' qualifications, staffing coverage, experience, professional references, and cost evaluation, Focus Language International Inc., of Victorville, California, was selected by the proposal review team to be the most responsive and qualified business to perform the scope of work described in the RFP.

The hourly rate for interpretation services provided in the proposal was \$95.00 per hour, with no increased fees for overtime or on-call rates. Focus Language International Inc. provided a Best and Final Offer, decreasing the hourly rate by three percent (3%), making the new hourly rate \$92.00. The initial term of the Agreement shall be from the date of execution through June 30, 2024, with the option to extend for two (2) additional two-year terms not to exceed five (5) years based upon acceptable performance by the Company, acceptable fees and subject to the same terms and conditions of the Agreement. Pricing is to remain firm for the initial contract term. Should the option to renew for additional years be exercised, City and Company may negotiate any and all price modifications.

Purchasing Resolution 23914 Section 700 (b) states that "Acquisition of Services by a Using Agency under the supervision of the Manager: (b) Anticipated to be more than \$50,000, shall follow the Formal Procurement process."

The Purchasing Manager concurs that the recommended action to approve the Professional Consultant Services Agreement complies with Purchasing Resolution No. 23914 Section 700 (b).

### **STRATEGIC PLAN ALIGNMENT:**

Implementing Spanish translation contributes to **Strategic Priority 5 – High Performing Government** and **Goal 5.2** - Utilize technology, data, and process improvement strategies to increase efficiencies, guide decision making, and ensure services are accessible and distributed equitably throughout all geographic areas of the city.

- 1. Community Trust** – The ability to provide interpretation of City Council and Committee in Spanish allows the City to be transparent by giving the large Spanish speaking community in Riverside the opportunity to view and participate in public meetings.
- 2. Equity** – Providing Spanish interpretation of City Council and Committee meetings ensures equity to the Riverside residents who only speak Spanish and would otherwise not be able to participate in the discussions taking place during meetings.
- 3. Fiscal Responsibility** – Competitive procurement was used to secure the lowest cost for interpretation services.
- 4. Innovation** – Exploration of technology options to ensure live broadcasting of meetings with Spanish interpretation throughout the City demonstrates innovative approaches to communicating with a wider audience.

**5. Sustainability & Resiliency** – Reaching Spanish speaking audiences through in-person translation services will help to better serve, engage, and prepare the community to be more resilient and sustainable.

**FISCAL IMPACT:**

The total fiscal impact of this action is estimated not to exceed \$175,000 annually and \$875,000 for the five-year term of the contract, dependent on the number of special meetings throughout the year. Sufficient funds in the amount of \$175,000 are budgeted and available in the General Fund, CM-Communications Office, Professional Services account number 1140000-421000. Appropriations for future fiscal years will be included in the City Manager’s Office budget submissions.

Prepared by: Kaitlin Reiersen, Marketing Officer  
Certified as to  
availability of funds: Kristie Thomas, Finance Director/Assistant Chief Financial Officer  
Approved by: Mike Futrell, City Manager  
Approved as to form: Phaedra A. Norton, City Attorney

Attachment: Agreement  
RFP Award Recommendation