

July 16, 2024

Honorable Mayor and City Council
City of Long Beach
California

RECOMMENDATION:

Recommendation to adopt Specifications No. RFP CM-23-303 and award a contract to Cal Interpreting & Translations, of Van Nuys, CA; Effectiff, LLC, of Fort Lauderdale, FL; Interpreters Unlimited, Inc., of San Diego, CA; LanguageArts, LLC, of Chatsworth, CA; Language Network, Inc., of West Hollywood, CA; TLC Interpreting & Translation Services, Inc., of Long Beach, CA; and Translate Express, Inc., of Arcadia, CA, to establish a bench of qualified on-call interpretation and translation contractors to provide comprehensive language services across departments, in a total annual aggregate amount not to exceed \$500,000 for a period of two years, with the option to renew for three additional one-year periods, at the discretion of the City Manager; and, authorize the City Manager, or designee, to execute all documents necessary to enter into the contract, including any necessary subsequent amendments. (Citywide)

DISCUSSION

City Council approval is requested to enter into contracts with Cal Interpreting & Translations; Effectiff, LLC; Interpreters Unlimited, Inc.; LanguageArts, LLC; Language Network, Inc.; TLC Interpreting & Translation Services, Inc.; and Translate Express, Inc., for the delivery of comprehensive language services across City departments.

The Request for Proposals (RFP) was advertised in the Long Beach Press-Telegram on September 28, 2023, and 68 potential proposers specializing in Interpretation and Translation services were notified of the RFP opportunity. Of those proposers, 49 downloaded the RFP via the City's electronic bid system. The RFP document was made available from the Purchasing Division, located on the sixth floor of City Hall, and the Division's website at www.longbeach.gov/purchasing. An RFP announcement was also included in the Purchasing Division's weekly update of Open Bid Opportunities, which is sent to 39 local, minority-owned, and women-owned business groups. There were 17 completed proposals received on October 26, 2023. Of those 17 proposers, 6 were Minority-owned Business Enterprises (MBEs), 4 were Women-owned Business Enterprises (WBEs), 7 were certified Small Business Enterprises (SBEs), and 1 was a Long Beach vendor (Local). The selection committee determined that Cal Interpreting & Translations, of Van Nuys, CA (SBE); Effectiff, LLC, of Fort Lauderdale, FL (not a MBE, WBE, SBE, or Local); Interpreters Unlimited, Inc., of San Diego, CA (MBE, SBE); Language Arts, LLC, of Chatsworth, CA (MBE); Language Network, Inc., of West Hollywood, CA (SBE); TLC Interpreting & Translation Services, Inc., of Long Beach, CA (MBE, WBE, SBE,

and Local); and Translate Express, Inc., of Arcadia, CA (MBE, SBE), were the most qualified firms to provide the services.

The selected firms will provide:

- Culturally specific interpretation and document translation services for Long Beach's various language groups;
- Translate and interpret in different registers of speech and genres of writing and speech;
- Translate and interpret to meet diverse terminological requirements of departments throughout the City, and,
- Work in close coordination with the Language Access team and respond to requests in a timely manner.

Local Business Outreach

To align with the City's outreach goal, Long Beach businesses are encouraged to submit proposals for City contracts. The Purchasing Division also assists businesses with registering on the Long Beach Buys platform to download RFP specifications. Through outreach, 7 Long Beach vendors were notified to submit proposals, of which 7 downloaded and 1 submitted a complete proposal. The Purchasing Division is committed to continuing to perform outreach to local vendors to expand the bidder pool.

This matter was reviewed by Deputy City Attorney Atoy Wilson on June 6, 2024, Purchasing Agent Michelle Wilson on June 4, 2024, and by Budget Development Officer Jennifer Rodriguez on June 5, 2024.

TIMING CONSIDERATIONS

City Council action to adopt Specifications No. RFP CM-23-303 and award a contract concurrently is requested on July 16, 2024, to ensure the contract is in place expeditiously.

EQUITY LENS

The Framework for Reconciliation (Framework), initially adopted in 2020, seeks to address racism as a public health crisis, restore public trust in City government, and reconcile the gap in the experiences of marginalized people who live and work in Long Beach. The Language Access Program (LAP) aligns with Goal 1, Strategy 4.B of the Framework ("Develop the Office of Equity's staff and fiscal capacity to meet the rising demands for racial equity efforts, including funding for Language Access Policy implementation, implementation of the Equity Toolkit for City Staff and Leaders, participation in the Government Alliance on Race and Equity, and racial equity training for City staff") and with Goal 1, Strategy 3.B ("Overcome barriers to participation through language access, child watch, stipends, free or low-cost access to accessible meeting spaces, and transportation").

FISCAL IMPACT

The total annual aggregate amount of the contract will not exceed \$500,000. This amount is currently budgeted in the General Fund Group in the City Manager Department. The City Manager Department will continue to centrally administer the Language Access Program to fulfill requests from other Departments and all expenditures will be incurred in the City Manager Department. Through the FY25 Budget process, these costs are proposed to be shared with Departments through an interdepartmental Memorandum of Understanding (MOU) with departments contributing an annual amount based on their utilization of the Language Access Program services in previous years. This recommendation has no staffing impact beyond the normal budgeted scope of duties and is consistent with existing City Council priorities. The award of this contract will provide continued support to our local economy by assisting in the preservation of employment for 382 part-time employees residing in Long Beach.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'T. B. Modica', is written over a horizontal line.

Thomas B. Modica
City Manager