

**Metropolitan Transportation Commission
Administration Committee**

January 12, 2022

Agenda Item 2b - 21-1620

Consultant Bench: Translation and Interpreter Services Consultant Bench

(Accent on Languages, Inc.; AllWorld Language Consultants, Inc.; Avantpage, Inc.; Cal Interpreting & Translations, Inc.; CCSLI, Inc.; Day Translations, Inc.; Focus Language International, Green Translations; Idea Language Services, LLC; International Contact, Inc.; International Effectiveness Centers; Interpreters Unlimited, Inc.; Language Line Services; Lazar Translating & Interpreting; Purple Communications, Inc.; Thai Nguyen-Khoa Translation-Interpretation Services)

Subject:

This memorandum requests approval of a pre-qualified bench of consultants to provide as-needed translation, interpretation, and American Sign Language (ASL) interpretation consulting services (“Translation and Interpreter Services Bench”), as summarized in Attachment A for the period of January 13, 2022, through June 30, 2024, with an option to extend for an additional two (2) years to June 30, 2026.

Background:

MTC is the region’s federally designated metropolitan planning organization (MPO). As such, it supports the goals of the U.S. Department of Transportation’s Limited English Proficiency Guidance to provide meaningful access to our services, programs and activities to persons with limited English proficiency. Additionally, MTC strives to provide accessible communications to all Bay Area residents by providing accommodations as required by the Americans with Disabilities Act (ADA).

Procurement:

MTC issued a Request for Qualifications (RFQ) on September 22, 2021, to create a pre-qualified bench of consultants (“Translation and Interpreter Services Bench”) from which MTC, ABAG and their related entities may contract on a per-project basis to provide translation, interpretation, and ASL interpretation consulting services support on a variety of projects and programs. This work is guided by the agency’s Plan for Special Language Services to Limited English Proficient (LEP) Populations adopted by the Commission in June 2019.

The RFQ included three service categories a) translation services, b) interpreted services, and c) ASL interpreter services. The bench resulting from this RFQ will be used for various agency meetings, events, projects and/or programs falling within the three service categories.

Email notification of the RFQ was sent to over 3,898 individuals and firms. Staff hosted a pre-proposal conference on September 29, 2021, via Zoom, which provided opportunities for the firms to ask questions about upcoming project opportunities and the procurement process. The pre-proposal conference was attended by 25 individuals. On November 5, 2021, MTC received 18 Statements of Qualifications (SOQs), many of which applied to more than one service category. The table below shows the number of submissions received for each category of the bench contained in the RFQ:

Service Category	Number of Total Applicants
Translation	16
Interpretation	12
ASL Interpretation	11

An evaluation panel comprised of MTC staff reviewed applicants for each of the three service categories based upon the following evaluation criteria:

Evaluation Criteria	Percentage
Qualifications of the Proposer	50%
Experience of the Proposer	30%
Cost Effectiveness/Reasonableness of Rates	20%
Possible Total Score	100%

For each service category, the firms that the evaluation panel recommends for inclusion on the Translation and Interpreter Services Bench are indicated with a number “1” in Attachment A. All recommended firms demonstrate expertise in the service category(ies) for which they were selected. Firms that are not recommended for inclusion on the Translations Bench for a particular service category are indicated by the number “0” in Attachment A. Firms that did not seek consideration in a service category are left blank in Attachment A. Attachment B includes a list

of the recommended firms Small Business Enterprise (SBE) and Disadvantaged Business Enterprise (DBE) status.

Any firms approved will be eligible for work throughout the approved term of the Translation and Interpreter Services Bench, which is from the date of this Committee approval through June 30, 2024, with an option to extend for an additional two (2) years to June 30, 2026. Selection for entry into a contract with one of the pre-qualified consultants may take place by direct selection or via a mini-procurement, pursuant to MTC's Third-Party Contracting Policies and Procedures. Firms not originally placed on the Translation and Interpreter Services Bench may be added in response to re-issuance of the RFQ in later cycles. Contract periods of performance and amounts will be determined on a per-contract basis based on the projects solicited to the 2021 Translation and Interpreter Services Bench. Staff will return to the Administration Committee for authorization of any contracts exceeding the Executive Director's signature authority.

Issues:

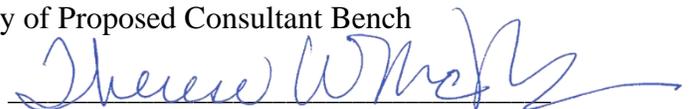
None identified.

Recommendations:

Staff recommends that the Administration Committee approve the pre-qualified consultants identified in Attachment A for the Translation and Interpreter Services Bench to provide translation, interpreter, and ASL interpreter services on an as-needed basis, for the period of January 13, 2022, through June 30, 2024, with an option to extend for an additional two years to June 30, 2026.

Attachments:

- Attachment A: List of Pre-Qualified Panel of Consultants for the Translation and Interpreter Services Bench
- Attachment B: Disadvantaged Business Enterprise and Small Business Enterprise Status
- Request for Committee Approval – Summary of Proposed Consultant Bench



Therese W. McMillan

Attachment A

Translation and Interpreter Services Bench and Services Categories

Note: When proposals included teams of firms, only the prime consultant is listed in the table below. Firm Name	A – Translation	B – Interpreter	C – ASL Interpreter
Accent on Languages, Inc.	1	1	
AllWorld Language Consultants, Inc.	0	1	1
Avantpage, Inc.	1		
Cal Interpreting & Translations, Inc.	0	1	
CCSLI, Inc.			1
Day Translations, Inc.	1	1	0
Focus Language International	1	1	1
Green Translations	1	1	1
Idea Language Services, LLC	0		
International Contact, Inc.	1	1	1
International Effectiveness Centers	1	1	1
Interpreters Unlimited, Inc.	0	0	1
Language Line Services	0	1	0
Lazar Translating & Interpreting	1		
Purple Communications, Inc.			1
Thai Nguyen-Khoa Translation-Interpretation Services	1	1	

Attachment B

Disadvantaged Business Enterprise and Small Business Enterprise Status

	Firm Name	Role on Project	DBE * Yes	If DBE Yes, List #	DBE No	SBE* * Yes	If SBE Yes, List #	SBE No
Prime Contractor	Accent on Languages, Inc.	Project Lead	Yes	38661		Yes	28175	
Prime Contractor	AllWorld Language Consultants, Inc.	Project Lead			No			No
Prime Contractor	Avantpage, Inc.	Project Lead			No	Yes	21077	
Prime Contractor	Cal Interpreting & Translations, Inc.	Project Lead			No	Yes	1790759	
Prime Contractor	CCSLI, Inc.	Project Lead			No			No
Prime Contractor	Day Translations, Inc.	Project Lead			No			No
Prime Contractor	Focus Language International	Project Lead			No	Yes	1760600	
Prime Contractor	Green Translations	Project Lead	Yes	47114		Yes	1739945	
Prime Contractor	Idea Language Services, LLC	Project Lead			No			No
Prime Contractor	International Contact, Inc.	Project Lead			No	Yes	9564	
Prime Contractor	International Effectiveness Centers	Project Lead			No			No
Prime Contractor	Interpreters Unlimited, Inc.	Project Lead				Yes	1789701	
Prime Contractor	Language Line Services	Project Lead			No			No

Prime Contractor	Lazar Translating & Interpreting	Project Lead	Yes	37015		Yes	27436	
Prime Contractor	Purple Communications, Inc.	Project Lead			No			No
Prime Contractor	Thai Nguyen-Khoa Translation-Interpretation Services				No			No

*Denotes certification by the California Unified Certification Program (CUCP).

**Denotes certification by the State of California.

Request for Committee Approval

Summary of Proposed Consultant Bench

Work Item No.: To be determined on a per-contract basis.

Consultant: See Attachment A to the MTC Administration Committee Summary Sheet for the Translation and Interpreter Services Bench.

Work Project Title: Translation and Interpreter Services Bench.

Purpose of Project: Provide as-needed translation, interpreter, and ASL interpreter consulting services.

Brief Scope of Work: To provide translation, interpreter, and ASL interpreter support to MTC projects and programs.

Project Cost Not to Exceed: To be determined on a per-contract basis.

Funding Source: To be determined on a per-contract basis.

Fiscal Impact: No immediate fiscal impact until contracts are awarded. Funds for future fiscal years are subject to agency budgetary approval process.

Motion by Committee: That the consultants listed in Attachment A to the Administration Committee Summary Sheet dated January 12, 2022, be pre-qualified to enter into contracts with MTC to provide translation, interpreter, and ASL interpreter services on an as-needed basis from January 13, 2022 through June 30, 2024, with an option to extend for an additional two (2) years to June 30, 2026, as described above and in the Administration Committee Summary Sheet dated January 12, 2022, subject to applicable contract approval procedures and necessary budget.

Administration Committee:

Federal D. Glover, Chair

Approved: January 12, 2022