

# REQUEST FOR PROPOSALS



The City Clerk Department is requesting proposals for:

## Language Services

RELEASE DATE: OCTOBER 28, 2024

RESPONSE DUE: NOVEMBER 19, 2024

## **GENERAL INFORMATION**

The City of San Fernando is interested in contracting with a qualified and experienced professional services firm to provide language services. The selected firm will offer translation and interpretation services that meet a high standard of accuracy, consistency, and timeliness in Spanish, and other languages as needed. The required services and performance conditions are described in the Scope of Work and will be awarded a contract for a one (1) year term with two (2) optional one-year extensions, expected to commence January 2025.

## **BACKGROUND**

The City of San Fernando was incorporated in 1911 and is currently organized according to the City Council/City Manager form of government with six (6) departments, including a Police Department, Public Works Department, and Recreation and Community Services Department. The City employs approximately 117 full-time employees from a total Adopted Budget for Fiscal Year 2024-2025 of \$52.9 million, which includes a General Fund budget of \$26.7 million. The City is a cost conscious provider of outstanding public services to its citizens and local businesses.

In July 2023, the City began offering the community accessibility to Spanish agendas and in-person interpretation at all City Council meetings. Beginning January 2024, the City now provides Spanish agendas for all City Council and Commission meetings, in-person interpretation for all City Council meetings, and an option for on-call in-person interpretation requests for Commission meetings.

The City believes that the open competition for services and products provides the City with the best results for its public dollars. The City is interested in receiving responsive and competitive proposals from experienced and qualified firms to provide language services. What follows is a description of the technical environment, contractor staffing, qualifications, and performance expectations.

## **INSTRUCTIONS TO SUBMITTING FIRMS**

### **A. Examination of Proposal Documents**

By submitting a proposal, the prospective firm represents that it has thoroughly examined and become familiar with the services required under this Request for Proposals (RFP), and that it is capable of delivering quality services to the City in a creative, cost-effective & service-oriented manner.

**B. Questions/Clarifications**

Please direct any questions regarding this RFP to Julia Fritz, City Clerk, via e-mail at [cityclerk@sfcity.org](mailto:cityclerk@sfcity.org). Questions must be received by 5:30 p.m. on Wednesday, November 6, 2024. All questions received prior to the deadline will be collected and responses will be emailed by Friday, November 8, 2024.

**C. Submission of Bid Proposals**

All bid proposals shall be submitted via email to Julia Fritz, City Clerk, at [cityclerk@sfcity.org](mailto:cityclerk@sfcity.org) and the subject line of the email shall read, "City of San Fernando RFP – Language Services". Proposals must be received no later than **Tuesday, November 19, 2024 at 5:30 p.m.** All proposals received after that time will not be accepted.

**D. Withdrawal of Proposals**

A firm may withdraw its proposal at any time before the due date for submission of proposals as provided in the RFP by delivering a written request for withdrawal signed by, or on behalf of the prospective firm.

**E. Rights of City of San Fernando**

This RFP does not commit the City to enter into a Contract, nor does it obligate the City to pay for any costs incurred in preparation and submission of proposals or in anticipation of a contract.

The City reserves the right to:

- 1) Make the selection based on its sole discretion;
- 2) Reject any and all proposals without prejudice;
- 3) Issue subsequent Requests for Proposal;
- 4) Postpone opening for its own convenience;
- 5) Remedy technical errors in the Request of Proposal process;
- 6) Approve or disapprove the use of particular sub-contractors;
- 7) Negotiate with any, all, or none of the prospective firms;
- 8) Solicit best and final offers from all or some of the prospective firms;
- 9) Accept other than the lowest offer; and/or
- 10) Waive informalities and irregularities in the proposal process.

**F. Contract Type**

It is anticipated that a standard form professional services agreement contract will be signed subsequent to City Council review and approval of the recommended firm.

**G. Collusion**

By submitting a proposal, each prospective firm represents and warrants that; its proposal is genuine and not a sham or collusive or made in the interest of or on behalf of any person not named therein; that the prospective firm has not directly, induced or solicited any other person to submit a sham proposal or any other person to refrain from submitting a proposal; and, that the prospective firm has not in any manner sought collusion to secure any improper advantage over any other person submitting a proposal.

**SCOPE OF SERVICE**

The following section describes the specific services being requested by this Request for Proposal. The City currently provides Spanish agendas for all City Council and Commission meetings, in-person interpretation for all City Council meetings, and an option for on-call, as needed, in-person interpretation requests for Commission meetings. The interpreters will use equipment the City owns, 1 Transmitter and 15 Receivers.

The City requires the aforementioned services to be provided with no interruption to the community. Services are expected to begin in January 2025. Upon award and execution of contract, the City and Consultant will work together to ensure a smooth transition and expectations for future meetings and events.

**Required Services:**

**1. Translation Services**

- a. Written translation of documents from English to Spanish include, but are not limited to:
  - City Council and Commission Agendas;
  - Letters or memos to residents;
  - Project documents, including reports with technical language;
  - Marketing materials, including workshop notices or community outreach event notices; and
  - Other related content.
2. In certain circumstances, Government Code may require translation of documents into six (6) or more languages (languages determined at time of request).
3. Proofreading and editing services to ensure quality and consistency.
4. The City requests a minimum three (3) day turnaround time for translation requests of documents. In cases of a larger document sizes, the City will work with Consultant on an agreed timeline.

**5. Interpretation Services**

- a) Simultaneous and/or consecutive in-person interpretation for events include, but are not limited to:
  - City Council Meetings;
  - Commission Meetings;
  - Town Hall Meetings on Transaction Tax, Homelessness, Landscaping Ordinances, etc.; and
  - Community Outreach Events for the City’s various project.
- b) As needed, remote interpretation via Zoom webinars or other digital platforms.
- c) Interpreters shall be qualified and experienced in interpreting for individuals, small to large groups, and large audiences; and able to attend all potential event locations.

**6. Deliverables**

The successful proposer will be expected to:

- a) Deliver translations on time, adhering to agreed timelines.
- b) Ensure that all translations and interpretations are accurate, culturally sensitive, and contextually appropriate.
- c) Arrive on time and prepared for in-person interpretation meetings and events.

**PROPOSED TERM OF CONTRACT**

The proposed term of the contract is one (1) year, with two (2) optional one-year extensions at the City’s discretion.

**SCHEDULE FOR SELECTION**

RFP Available:	October 28, 2024
Deadline for submittal of Questions:	November 6, 2024
Response to Questions:	November 8, 2024
Deadline for submittal of Proposal:	November 19, 2024
Agreement Presented to Council for Review & Approval:	December 2, 2024

## METHOD OF SELECTION AND NOTICES

The City will evaluate the information provided in the submitted proposals using the following criteria as a guideline:

- Completeness and Comprehensiveness.
- Responsiveness to City's issues.
- Potential to benefit the City.
- Experience of the firm providing similar services to other municipalities.
- Cost effectiveness.
- Quality of proposed staff.

## INFORMATION TO BE SUBMITTED

1. Prospective Firms must submit one (1) digital copy of their proposal via email to [cityclerk@sfcity.org](mailto:cityclerk@sfcity.org), and the subject line of the email shall read, "City of San Fernando RFP – Language Services

2. Include a *Proposal Summary* Section

This section shall discuss the highlights, key features, and distinguishing points of the Proposal. A separate sheet shall include all the contact people on the Proposal and how to communicate with them.

3. Include a *Profile of the Proposing Firm(s)* Section

This section shall include a brief description of the Firm, including size, location of office(s), number of years providing service, organizational structure of the responsible division, etc.

Additionally, this section shall include a listing of any lawsuit and the result of that action resulting from (a) any public project undertaken by the Firm where litigation is still pending or has occurred within the last five years or (b) any type of project where claims or settlements were paid by the Firm or its insurers within the last five years.

2. Include a *Qualifications of the Firm* Section

This section shall include a brief description of the Firm's qualifications and previous experience on similar or related projects. Provide a description of pertinent project experience with other public municipalities (maximum of four) that includes a summary of the work performed, the total project cost, the period over which the work was completed, and the name, title, and phone number of clients to be contacted for references. Give a brief statement of the Firm's adherence to the schedule and budget for each project.

3. Include a *Work Plan* Section

In this section, present a well-conceived service plan. This section of the proposal shall establish the Firm's understanding of the City's objectives and work requirements and the Firm's ability to satisfy those objectives and requirements. Describe the proposed approach for addressing the scope of service, outlining the approach that would be undertaken in providing the requested services. Include a timetable for providing the service. Describe related service experience by the Firm in similar work. Please describe the role, extent of services (number of people used, engagement duration, and contract value).

4. Include a *Project Staffing* Section

In this section, discuss how the Firm would propose to staff this project. Firm's key project team members shall be identified by name, specific responsibilities on the project and their qualifications. An organizational chart for the project team and resumes for key Firm personnel shall be included. Key Firm personnel will be an important factor considered by the Finance Director. **There can be no change of key personnel once the proposal is submitted, without prior approval of City.**

5. Include a *Proposal Costs Sheet and Rates* Section

In this section, include the proposed costs to provide the services desired. Include any other cost and price information that would be contained in a potential agreement with the City.

In addition, include the costs for any other services that are considered optional additions.