



**METROPOLITAN  
TRANSPORTATION  
COMMISSION**

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## *Memorandum*

TO: Administration Committee

DATE: September 7, 2011

FR: Executive Director

W. I. 1112

RE: Contract: Translation/Interpretation Services — International Effectiveness Centers

Staff requests the Committee's approval to authorize the Executive Director or his designated representative to negotiate and execute a contract with International Effectiveness Centers (IEC) in an amount not to exceed \$25,000 through FY 2011-2012. This amount is in MTC's current fiscal year operating budget. Additionally, staff requests the contract include four (4) one-year options to extend the contract as permitted by the procurement. Because the four contract extensions cumulatively may exceed \$100,000 (the Executive Director's signature authority), staff is requesting the Committee's approval for this contract.

### **Background**

MTC issued a request for qualifications (RFQ) on April 22, 2011 to select a firm to provide translation and interpreter services for a broad range of projects to support MTC's public outreach and involvement with communities with limited English proficiency (LEP) in the nine-county San Francisco Bay Area. The RFQ was revised and an addendum was released on May 3, 2011 allowing interested firms to respond to the translation portion, the interpretation portion, or both, and the deadline for proposals was extended to May 16, 2011. Both the RFQ and the addendum were posted on MTC's website. The RFQ was sent via e-mail to 48 addresses and a postcard was mailed to 50 vendors. Staff received 13 proposals.

### **Evaluation Process**

An initial review of the proposals by the project manager, in consultation with the MTC Office of General Counsel, determined that two of the 13 proposals were non-responsive. A selection panel comprising MTC staff reviewed the 11 responsive proposals and selected three firms to interview based on the four factors listed below:

1. Capability and experience of proposer and key personnel in relation to minimum qualifications;
2. Capability and experience of proposer and key personnel in relation to supplemental qualifications;
3. The ability to provide accurate translation, be it orally or in writing, based on sample(s) and references; and
4. Cost to MTC.

All three firms interviewed met the minimum qualifications, including the ability to provide accurate, high quality translations and/or interpretation services; and had some of the desired supplemental qualifications, including knowledge of transportation terminology.

**Selection**

Staff recommends MTC contract with IEC, which maintains offices in Corte Madera and San Francisco. MTC has worked extensively with IEC, and they continue to provide quality translation and interpreter services in a timely fashion as needed. IEC has specific knowledge of and expertise in providing translations and interpreters for the principal languages spoken in the San Francisco Bay Area, which include Spanish, Chinese and Vietnamese; and they have over 20 years experience working with various Bay Area transportation agencies and local jurisdictions. IEC has developed transportation-specific glossaries in Chinese, Russian, Spanish and Vietnamese.

IEC is among the lowest priced proposals and has the needed expertise in desktop publishing in order to work on materials prepared by MTC's graphics department. Additionally, IEC can provide American Sign Language (ASL) interpreter services, as well as on demand translation services via telephone, and on-the-spot video interpreting in ASL, Cantonese, Mandarin, Vietnamese and Spanish should those needs arise.

IEC will provide translation and interpretation services that include, but are not limited to, accurate, high quality, and culturally sensitive translation of vital documents and translation of MTC's Web content. IEC will also be called upon to provide interpreters to attend meetings of the Commission, workshops, community meetings and public forums held within the nine Bay Area counties, as needed.

**Recommendation**

Staff recommends that this Committee authorize the Executive Director or his designated representative to negotiate and enter into a contract with International Effectiveness Centers in an amount not to exceed \$25,000 through FY 2011-2012, with options to extend the contract in one-year increments for up to four (4) consecutive years.



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Steve Heminger

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## REQUEST FOR COMMITTEE APPROVAL

### Summary of Proposed Consultant Contract

Work Item No.: 1112

Consultant: International Effectiveness Centers®  
Corte Madera, CA and San Francisco, CA

Work Project Title: Translation & Interpretation Services

Purpose of Project: To provide translation and interpretation services for a broad range of projects aimed at improving MTC's public outreach and involvement with communities with limited English proficiency in the nine-county San Francisco Bay Area.

Brief Scope of Work: Translation and interpretation services

Project Cost Not to Exceed: \$25,000

Funding Source: TDA

Fiscal Impact: Funding included in FY 2011-12 Agency budget.

Motion by Committee: That the Executive Director or his designee is authorized to negotiate and enter into a contract with International Effectiveness Centers for translation and interpretation services during FY 2011-12 and the Chief Financial Officer is directed to set aside funds up to \$25,000 for such contract.

Administration Committee:

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Dave Cortese, Chair

Approved: September 14, 2011