



CITY OF MENIFEE

SUBJECT: Community Services Department, Language Interpretation Services On-Call List

MEETING DATE: December 4, 2024

TO: Mayor and City Council

PREPARED BY: Nancy Rodriguez, Management Analyst II

REVIEWED BY: Rebekah Kramer, Deputy City Manager

APPROVED BY: Armando G. Villa, City Manager

RECOMMENDED ACTION

1. Approve the Community Services Department on-call list for language interpretation services for Fiscal Years 2024/2025 through 2029/2030.

DISCUSSION

The City of Meniffee's Community Services Department (CSD) host approximately 30 events annually as well as provides support services for various other events and hosts meetings, workshops, and conferences. To be able to communicate with all City of Meniffee residents and visitors, the CSD is in need of interpretation services for various languages. Additionally, other City departments would also be eligible to utilize these services as needed once an on-call list is established.

On August 20, 2024, staff issued Request for Qualification (RFQ) No. 2025-1 for language interpretation services. The intent of the RFQ was to establish an on-call list of qualified firms available for interpretation services for various City events including special city-wide events, meetings, workshops, and/or conferences. The services would include, but are not limited to, as needed interpretation services from English to various languages including but not limited to American Sign Language (ASL), Spanish, Mandarin, and Tagalog.

The City received 13 proposals from the following firms:

- Alliance for African Assistance
- American Sign Language Interpreting
- Avantpage
- Focus Interpreting
- Fox Translation
- Global Interpreting Network
- Global Language
- Interpreters Unlimited
- Language Line
- Mando Translation
- Purple Communications
- Translinguist
- Transperfect

An evaluation committee consisting of City staff evaluated the submittals. As part of the City's RFQ process, the firms were evaluated based on the criteria set forth in RFQ 2025-1 which included the experience of the firm, references, work plan methodology/project approach, project team qualifications, and cost proposal. After the initial evaluation, interviews were conducted for the four highest scoring firms.

All the tabulated results from the evaluations and interviews are listed in Table 1 below.

TABLE 1 – RFQ EVALUATION SUMMARY

Firm Name	Evaluation Score	Interview Score
Interpreters Unlimited	86.50	83.33
Alliance for African Assistance	88.25	83.00
Focus Interpreting	84.50	66.00
Global Language	80.75	63.00
Translinguist	76.00	-
Global Interpreting Network	74.25	-
Language Line	70.00	-
Fox Translation	69.25	-
Purple Communications	68.75	-
Avantpage	67.25	-
Transperfect	64.25	-
American Sign Language Interpreting	63.00	-
Mando Translation	27.25	-

Following the evaluation process, interviews, and reference checks, two firms have been recommended for the City's qualified list to provide on-call language interpretation services. The list includes Interpreters Unlimited and Alliance for African Assistance who were the top two

scoring firms at the conclusion of the interview process. The two firms were selected based on their experience, current client list and references, interpreter network, and language repertoire. Both firms have local offices, over 35 years of experience, and access to over 200 languages for interpretation and translation services. Additionally, each of these firms can support same-day phone, virtual, and in-person service requests.

The inclusion of the City's on-call list does not guarantee award of future contract(s), and the City reserves the right to issue separate RFQ/RFPs as deemed necessary for specific services and/or projects. As presented, the proposed on-call list would be eligible for the period of five years extending from Fiscal Year (FY) 2024/2025 through FY 2029/2030. The City reserves the right to re-issue a new RFQ solicitation, as deemed necessary during this period.

STRATEGIC PLAN OBJECTIVE

Safe and Vibrant Community

FISCAL IMPACT

There is no fiscal impact associated with the recommendation to establish an on-call list for interpretation services. Any proposed agreements would be incorporated within future years' budgets. Subsequently, the City would enter into agreements with select firms on the on-call list, and the applicable agreements requiring City Council approval would be brought to the City Council in accordance with the City's standard procurement policies.

ATTACHMENTS

1. On-Call Language Interpretation Services List