



Request for Qualifications for Spanish Translation and Interpretation for the City of Goleta

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Proposal Due Date: January 4, 2018

Questions regarding this RFQ may be directed to:
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City of Goleta
Request for Qualifications for a Spanish Translation and Interpretation

The City of Goleta is requesting qualifications from firms or individuals interested in providing Spanish language translation and interpretation behalf of the City. Three copies of the response to the request for qualifications (RFQ) shall be submitted to the City of Goleta, 130 Cremona Drive, Suite B, Goleta, CA 93117, Attention: Deborah Lopez, City Clerk.

The deadline for submittal of a Proposal is January 4, 2018, at 4:00 p.m.. No information submitted by facsimile or electronic mail will be accepted unless otherwise requested by the City during the proposal review process. Proposals received after 4 p.m. on January 4, 2018, will not be accepted.

I. Background

The City of Goleta is located on the Central Coast of California just north of Santa Barbara. Incorporated in 2002, the City has the warmth and charm of a small town with just over 30,000 residents. Beaches and well-maintained parks and open spaces add to its attraction. Contributing to this young community's outstanding quality of life are the City's low crime rate, mild coastal climate, and desirable location.

In the 2010 census, the City learned that 36% of our residents speak a language other than English at home and 26.4% identify this language as Spanish. The City has traditionally translated some materials into Spanish, particularly those related to Old Town Goleta which has the higher-concentration of Spanish speakers in the City. In addition, community workshops related to Old Town initiatives and projects are interpreted for our Spanish speakers. These services have been provided by City Staff or outside consultants. However, as the interest in providing information in Spanish increases, it may be necessary for staff to hire outside consultants to provide these services. The City is seeking to develop an on-call list of translators and interpreters who meet our qualifications.

The purpose of this RFQ is to invite interested organizations and individuals to demonstrate their background, qualifications, competence, and capabilities, which will be used to establish a shortlist of translators who can be utilized by the City at any time through January 2021.

II. Scope of Services

The scope of services anticipated by this RFQ will be determined on a case-by-case basis, throughout the 3-year period, depending on the assignment. It may include some or all the following Spanish interpretation and translation services:

- In-person consecutive or simultaneous interpretation at public meetings and workshops
- Interpretation of oral communication to and from English and Spanish
- Translation of written, electronic, website, and multi-media material
- Travel within the City of Goleta
- Provision of all equipment

III. Requirements

The City seeks to identify qualified Spanish interpreters and translators who meet the following requirements, in general:

- Excellent oral communication and writing skills in English and Spanish including the ability to provide translations that are accurate in content with attention to detail.
- Intimately familiar with the cultures of both the original language and the target language
- Excellent note-taking skills (when consecutive interpreting)
- Ability to maintain and demonstrate confidentiality, respect for all parties, professional boundaries, and cultural competence.
- Have access to the necessary equipment and capacity to perform assignments
- Will assign rights to the City to use translated or interpreted media for an unlimited time
- Certified by a nationally recognized language testing organization for language proficiency in both English and Spanish desirable, but not required.

IV. Work Schedule

The consultant's work schedule will vary as these are as needed support services.

Responders shall be able to deliver written translations within 48 hours after receiving request from the City, except in the event of an emergency. For any large translation projects, the deadline shall be 7 business days after receiving the request from the City. In emergency situations, the City may ask for translation to be provided within two hours after receiving request from the City.

V. Submission Requirements

In response to this RFQ, you must clearly and accurately demonstrate your specialized knowledge and experience required for consideration by submitting the following items:

1. **Cover letter** – Please indicate individual authorized to enter into a contract, summary of experience, statement of how you can fulfill the requirements of this RFQ, and three professional references with contact information.
2. **Samples of work** – Work samples should be high quality document translations from English to Spanish, or video or voice recording of interpretation services provided, etc. Samples will not be returned. Samples can be submitted on CD, DVD or weblink that demonstrate your abilities as a Spanish interpreter and/or translator.
3. **Resume** – Your resume should include clients and should list three references with details about relevant projects or assignments you completed.
4. **Pricing** – Please include a rate schedule for interpretation and translation services. Include not just the hourly rate, but also details on price per word and price per page. Include a rate for expedited translation and interpretation services.
5. **References** – Please include contact information for other clients for whom similar work has been performed within the last twenty-four (24) months. The reference list should include organization names, addresses, telephone numbers and contact persons.

VI. Review and Selection Process

The interpreter/translator statement responses will be evaluated based on:

1. Understanding of services needed by the City;
2. Experience providing similar language services;
3. Quality of sample work;
4. Ability to provide the required scope of services; and
5. Positive references and background check

City staff may request additional clarifying information from any or all consultants that submit a statement of qualifications. City staff will evaluate the responses to this RFQ, may interview the top-rated consultant(s), and will develop an approved service provider list for translation and interpretation. The individual(s) selected for will be expected to enter into a Professional Services Agreement with the City and obtain a City business license. However, placement on the list does not guarantee future work.

VII. General Terms and Conditions

The City will not be responsible for any costs incurred by respondents in the preparation and submittal of a response to this Request for Qualifications.

The consultant agreement used will be the City's Professional Services Agreement. This agreement contains the City's insurance requirements that must be met prior to execution of the agreement.

The proposal should always include the applicant's best terms and conditions, though the City reserves the right to negotiate.

The City reserves the right to extend the RFQ submission deadline if, in the City's sole judgment, such action is in its interests. If the deadline is extended, all applicants will have the right to revise their proposals.

The City reserves the right to reject all, or any, of the proposals it receives.

The City reserves the right to withdraw or modify this RFQ, and to refrain from awarding contracts altogether.

The City reserves the right to request additional information, including support documents, during the RFQ evaluation process.

Unacceptable conditions, limitations, provisos, or failure to respond to specific instructions or information requested may result in rejection of the proposal.

No proposal shall be withdrawn after the date and time set for opening thereof, and all proposals shall remain in effect for one hundred eighty (180) days after the final proposal submission date.

Any changes to the RFQ requirements will be made by addendum. Addenda will be mailed to proposers at the address provided. All addenda shall be signed and attached to the proposal. Failure to attach any addenda may cause the proposal to be considered non-responsive. Such proposals may be rejected.

No prior, current or post award verbal conversations or agreements with any officer, agent, or employee of the City shall affect or modify any terms or obligations of this RFQ, or any contract resulting from this procurement.

Nonacceptance of any proposal will not imply any criticism of the proposal or convey any indication that the proposal was deficient.