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TO:	CHAIR AND MEMBERS COMMUNITY & PROTECTIVE SERVICES COMMITTEE JUNE 16, 2015
FROM:	SANDRA DATARS BERE MANAGING DIRECTOR HOUSING, SOCIAL SERVICES & DEARNESS HOME
SUBJECT:	RFP15-04 INTERPRETATION & WRITTEN TRANSLATION SERVICES

RECOMMENDATION

That, on the recommendation of the Managing Director Housing, Social Services and Dearness Home and the concurrence of the Managing Director Corporate Services and City Treasurer, Chief Financial Officer, the following actions **BE TAKEN**, with respect to the acquisition for Interpretation and Written Translation Services:

- a) The submission from Across Languages, 129 and 131 Wellington Street, London, ON N6B 2K7 for implementing an Interpretation and Written Translation for the City of London. Civic Administration has estimated the total annual cost to be \$150,000.00 (excluding HST), **BE ACCEPTED**; and
- b) That the Civic Administration **BE AUTHORIZED** to undertake all administrative acts which are necessary in connection with this contract; and
- c) Approvals hereby given **BE CONDITIONAL** upon the Corporation entering into a formal contract or issuing a purchase order relating to the subject matter of this approval.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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None

BACKGROUND

The City of London’s corporate mission statement, as approved in the City’s Strategic Plan is “At Your Service: A respected and inspired public service partner”. Ensuring excellent customer experiences that are appropriate, responsive and meet the unique and varying needs of those seeking and / or receiving City services, is essential.

The National Household Survey (NHS) and 2011 Population Census data from Statistics Canada show that London has a unique ethno-cultural diversity. Immigrants make up 21.2 percent of London’s population, of the total number immigrants living in the community, almost 15 percent (or 3 percent of London’s overall population) are recent immigrants, who arrived in Canada in the last five years.

Meeting the needs of community members from varying ethno-cultural backgrounds means providing services in a variety of different languages and/ or through varying mechanisms which best support individual needs. To meet to this goal, civic service areas access interpreter and translation services, transitioning information sharing from English to several different languages. Given the growing need for these services, the requirement to seek and formalize translation and interpreter services on an ongoing basis was deemed to be necessary. Providing services in other languages supports a better client experience and furthers the work of the City’s “At Your Service” mandate.

Request for Proposal for Interpreter and Translation Services

A Request for Proposal (RFP) 15-04 was issued on March 10, 2015 for Interpretation and Written Translation Services. The City of London sought proposal submissions for a qualified service provider to provide Interpretation Services and Written Translation Services for the purpose of assisting community members in access services and completing required applications, forms

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and documents for programs. Applicants were advised that for the most part, the primary user of services through this contract is expected to be the Social Services (Ontario Works program) service area. However, other service areas within the City also have the right to use the services to be made available by the successful bidder, but are not obligated to, and have the right to obtain services elsewhere.

Three (3) proposal submissions were received on April 02, 2015 as a result of the RFP.

The three (3) proposals were evaluated based on the pre-determined evaluation criteria outlined in the RFP:

- Experience, Qualifications and References
- How the service will be offered and does it meet needs of the City
- Service level and number of languages offered
- Availability of the Interpreters
- Capability of the Interpreters to meet the City's requirements
- Fees

Across Languages was the highest scoring Proponent that best met the evaluation criteria and submission deliverables and provided the best competitive financial proposal.

FINANCIAL IMPACT

Funding for this acquisition will be provided in the annual operating budget.

The estimated annual cost of these services for the Ontario Works program is approximately \$130,000 per year. Other areas in the corporation will also be able to access these services which are estimated to be an additional \$20,000 per year.

SUBMITTED & RECOMMENDED BY:	REVIEW & CONCURRED BY:
SANDRA DATARS BERE MANAGING DIRECTOR HOUSING SOCIAL SERVICES & DEARNESS HOME	MARTIN HAYWARD MANAGING DIRECTOR CORPORATE SERVICES AND CITY TREASURER, CHIEF FINANCIAL OFFICER

cc: John Freeman, Manager of Purchasing and Supply
 Terri Sue Wyatt, Procurement Officer
 Gail Devito, Financial Business Administrator