



City of San Antonio

Agenda Memorandum

File Number:

Agenda Item Number: 16

Agenda Date: August 3, 2023

In Control: City Council A Session

DEPARTMENT: Diversity, Equity & Inclusion Department

DEPARTMENT HEAD: Jennifer Mata

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

In-person and scheduled remote interpretation services

SUMMARY:

Ordinance approving a professional services contract with Worldwide Languages and Communication, LLC in an amount not to exceed \$1,477,500.00 to provide in-person simultaneous Spanish language interpreter services at all City Council public meetings and select meetings identified by City departments, and to provide in-person and Scheduled Remote Interpretation Services for Spanish and other requested languages. The contract is proposed for a three-year term, with the option to extend the term for two, one-year renewal options, with an effective contract date beginning August 10, 2023, through August 9, 2026.

BACKGROUND INFORMATION:

The City of San Antonio remains committed to engaging the linguistically diverse San Antonio community and breaking down the language barrier facing residents to ensure participation in city government and City-related business. A formal solicitation was issued on January 24, 2023 for interpretation services. Seven proposals were submitted and carefully reviewed. As a result of the evaluation, Worldwide Languages and Communication Services is recommended to provide

services.

Spanish language interpreters are currently on-site at all City Council A and B Sessions, emergency information news conferences and briefings, Boards and Commission meetings, and other public meetings.

The City of San Antonio is committed to ensuring meaningful access to the growing and changing diverse population. City departments connect with community members who speak a wide range of languages and through collaboration with the Language Access Office departments are expanding their ability to connect with residents in their preferred language. The City of San Antonio is linguistically diverse: 12.7% of residents identify as Limited English speaking and over 37% of San Antonio households are Spanish speaking. Spanish is the largest language group in San Antonio for those who have limited proficiency in English. Top Languages in addition to Spanish are, in order of prevalence; Arabic, Vietnamese, Pashto, Korean, Tagalog, Chinese (including Mandarin and Cantonese), and Gujarati.

The Diversity, Equity, Inclusion, and Accessibility Department schedules on-site interpreter services at all City Council meetings. All City departments, manage the use of interpreter services, as needed, and this agreement will facilitate coordination and scheduling.

The Communication & Engagement Department will archive the Spanish language interpreter's audio over video, from each City Council meeting, on the City's website. These videos of the City Council A and B Sessions will continue to be transmitted on the City's Government Access Channel in English and Spanish.

ISSUE:

A professional services contract with Worldwide Languages and Communication, LLC will continue to enhance the City of San Antonio's ability to ensure meaningful access to linguistically diverse communities and their ability to receive City programs and services.

ALTERNATIVES:

The City's interpreter services are needed to assist in breaking down the language barrier facing linguistically diverse residents in San Antonio and to ensure their participation in city government and City-related business. Professional interpretation services cannot be supported by existing City staff. Consequently, there is no viable alternative if the City wants to provide these services.

FISCAL IMPACT:

This ordinance approves a professional services contract with Worldwide Languages and Communication, LLC for a total annual funding of \$295,500.00 and for a total contract value of \$1,477,500.00 over a five-year period. Funding in the amount of \$49,250.00 is available from the

General Fund FY 2023 Adopted Budget. Funding for additional years will be contingent upon City Council approval.

RECOMMENDATION:

Staff recommends approval of a professional services contract with Worldwide Languages and Communication, LLC.