



# INFORMAL REQUEST FOR PROPOSAL

## ORGANIZATION TO PROVIDE AS-NEEDED AMERICAN SIGN LANGUAGE SERVICES

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### I. General Information

The City of Pleasanton is seeking the services of a qualified contractor to provide as-needed American Sign Language services. The City has a strong commitment to provide high quality parks/recreation facilities, programs and services for its citizens.

#### **Background**

The City of Pleasanton is a full service municipality located in Eastern Alameda County, roughly 40 miles East of San Francisco; strategically located at the intersections of two (2) interstate highways (I-580 and I-680). Pleasanton has benefitted from the substantial growth of the region over the last 30 years.

Historically an agricultural area, Pleasanton has developed to become a dynamic and involved community making it a highly desirable place to live for all ages. The City of Pleasanton is approximately 24 square miles in size and has been becoming increasingly diverse in recent years. Presently, the population is approximately 81,000. The City of Pleasanton's recent residential boom is now being complemented with commercial growth and infrastructure improvements. Developments in the City along with the heritage of the surrounding region have also made it attractive to tourists.

With a staff of approximately 500 employees, the City provides services to its residents, businesses, and visitors through its twelve departments: City Manager, City Attorney, City Clerk, Community Development, Community Services, Economic Development, Finance, Fire, Human Resources, Library; Operation Services, Police.

Sign language services may be required for any of these departments, and could include, but are not limited to, translation for meetings, recreational classes, and for customers at service counters.

## II. Scope of Services

The precise Scope of Services, to be incorporated into the "Service Agreement," shall be negotiated with the selected agency. The selected agency will be expected to perform, but shall not be limited to all of the following services. Interpreters will be required to work with persons of all ages, and may include persons with varying degrees of special needs.

The scope of work under this Informal RFP shall consist of the following:

**Task 1:** Schedule a sign language interpreter upon written or verbal request from City representatives.

**Task 2:** Work with City staff in order to familiarize interpreters with the program, surroundings, facilities, and conditions under which sign language services will be conducted.

**Task 3:** Provide sign language interpretation at City events, classes, meetings, or other situations.

## III. Required Information

### **Proposal Preparation**

The City of Pleasanton will consider only written proposals submitted electronically, and all responses to the Informal RFP must be made in accordance with the specifications as set forth herein. Failure to adhere to any specification may result in rejection of your proposal.

### **Ability to Perform**

To participate in the selection process, the following is required to demonstrate satisfactory evidence indicating the ability to meet the scope of services detailed in this Informal RFP.

You must provide adequate pricing and service information to assure that fees for services are clearly described.

### **Part 1 - Company Information and Experience**

- The name, address, email address, and telephone number of your agency.
- Name and title of person submitting proposal.
- The names, business addresses and telephone numbers of your company's officers, directors, and associates. Describe the nature of their work and the line of authority of these individuals and/or companies as they relate to this project.

- The names, business addresses and telephone numbers of any parent or subsidiary company. Describe the nature of each company's work and the line of authority as it relates to this project.
- A description of your experience as it relates to the Scope of Work in this Informal RFP. List each company/agency separately. Identify the company/agency and the length of time you gained this experience (i.e., City of Acme, 1234 Main Street, Acme, California (4 years): Provided American Sign Language services for City Council meetings).
- The names, addresses and phone numbers of at least three (3) business-related references. Include a description of the type of work you performed for each reference, and when this work was conducted.

### **Part 2 - Work Plan**

- A brief work plan describing your approach to accomplishing the tasks identified in this Informal RFP. At a minimum, the Work Plan should include all tasks listed in Section II, "Scope of Work." You should include any steps/tasks not included in the Scope of Work that you think would materially affect the quality of this project.

### **Part 3 - Proposed Annual Fee Schedule**

Submit your Proposed Fee Schedule as follows:

- Fee to be charged for each occurrence of Scope of Work-Task 1.
- Fee to be charged for each occurrence of Scope of Work-Task 2.
- Hourly rate to be charged for Scope of Work-Task 3. Please note if there is a minimum charge per occurrence (i.e., 2 hour minimum per request).
- Travel/mileage costs, if any.
- Other costs, if any.

### **Part 4 (Optional)**

You may provide any material not specifically required as supplemental information. Additional material may include one or more the following:

- Promotional material describing your products and services.
- Three (3) additional business related references.

### **Informal Proposal Submission**

- If a proposal is being made by an individual, it must be signed with the full name of the agency and include their address. If a proposal is being made by a partnership, it must be signed with a partnership name and by the authorized general partner. If a proposal is being made by a joint venture, it must include the full name, address and signature of each member of the joint venture. If a proposal is being made by a corporation, it shall be signed by the president and the secretary and the corporate seal shall be affixed.
- Any proposal must be signed and dated with the full name of the individual authorized on behalf of the agency to submit a proposal for the scope of work included in the Informal RFP.

- All proposals must be submitted via email. Please include **“Proposal for the City of Pleasanton American Sign Language Services”** as the subject of your email and send to: [jglushenko@cityofpleasantonca.gov](mailto:jglushenko@cityofpleasantonca.gov). It is the agency’s sole responsibility to see that their proposal is received on or before the submission deadline.  
**Proposals must be received by the City of Pleasanton, Library & Recreation Department, no later than 4:00 p.m. on October 14, 2020.**

#### **IV. Selection Process and Evaluation Criteria**

##### **Evaluation Criteria**

The informal proposals will be reviewed by City Staff. The City will act as the sole judge of the content of all proposals. In soliciting proposals, the City’s intent is to have the best possible service at the lowest reasonable cost. Therefore, selection of a vendor will be based upon, but not limited to, the following considerations and criteria:

- Proposer’s demonstrated experience with similar projects involving municipalities and other public agencies.
- Proposer’s demonstrated ability/experience of interpreters.
- The quality, amount and type of service proposed.
- The thoroughness of material submitted, including the proposed work plan.
- Results of reference checks.
- The proposed fees for the project.
- Any other considerations deemed pertinent by the City.

##### **Selection/Evaluation Process**

All informal proposals will be evaluated based upon the above criteria by City of Pleasanton staff with final approval from the City Manager. If a qualified proposer is identified, a recommendation to award a Service Agreement will be made to the appropriate authorizing authority. The appropriate authorizing authority will award any Service Agreement issued as a result of this Informal RFP.

##### **Informal RFP Process – Important Dates**

Informal Request for Proposals available – September 16, 2020

Informal Proposals Submittal Deadline –October 14, 2020, 4:00 p.m.

Review of Informal Proposals – Week of October 19, 2020

Notification of Selection – Week of November 2, 2020

Commencement of Program – November 9, 2020, or sooner

**For Additional Information and/or Inquiries contact:**

**Joelle Glushenko, Recreation Supervisor**  
**925-931-3432 or [jglushenko@cityofpleasantonca.gov](mailto:jglushenko@cityofpleasantonca.gov)**

## V. Service Agreement

The selection process will involve identifying the most qualified agency and then providing them with an opportunity to further refine the scope of work and pricing prior to the final preparation of a service agreement. If a service agreement is awarded, the City may elect to award it in its entirety to one agency, or only for a portion of the services to multiple agencies.

Should the City select a vendor in response to this Informal RFP, a service agreement will be required. While the specific conditions of the agreement are dependent on the types of services proposed, it is anticipated the agreement will include the following terms. Any modifications to the terms will be determined by the City.

### A. General Liability and Bodily Insurance

Commercial general liability insurance coverage for at least \$2,000,000 combined limit for bodily injury and property damage and provide that the City, its officers, employees and agents are named additional insured under the policy. The policy shall state in writing either on the Certificate of Insurance or attached rider thereof that this insurance will operate as primary insurance for work performed by Consultant and its sub consultants, and that no other insurance effected by City or other named insured will be called on to cover a loss covered thereunder.

### B. Automobile Liability Insurance

Automobile liability insurance in an amount not less than \$1,000,000 per person/per occurrence.

### C. Workers' Compensation Insurance

Workers' compensation Insurance for all of Consultant's employees, all in strict compliance with State laws, and to protect the City from any and all claims thereunder, including waiver of subrogation.

### D. Professional Liability Insurance

Professional liability insurance in the amount of \$500,000.

### E. Certificate of Insurance

Contractor shall complete and file a Certificate of Insurance with the City prior to the City's execution of the Agreement, and prior to engaging in any operation or activity set forth in this Agreement. The Certificate of Insurance shall provide in writing that the insurance afforded by this Certificate shall not be suspended, voided, canceled, reduced in coverage or in limits without providing thirty (30) days prior written notice by certified mail, return receipt requested, has been given to the City. In addition, the insured shall provide thirty (30) days prior written notice to

the City of any suspension, cancellation, reduction of coverage or in limits, or voiding of the insurance coverage required by this agreement.

F. **Indemnify and Hold Harmless**

As part of the awarding of any contract for work authorized in conjunction with this Informal Request for Proposal, Contractor shall defend, indemnify and hold harmless, the City of Pleasanton, and the City's officers and employees from and against all claims, losses, damage, injury and liability for damages arising from errors, omissions, negligence or wrongful acts of the bidder in the performance of its services under this bid, regardless of whether the City has reviewed and/or approved the work or services which has given rise to the claim loss/damage injury or liability for damages. This indemnification shall extend for a reasonable period of time after completion of the project as well as during the period of actual performance of services.

G. **Conformance to Applicable Laws**

Consultant shall comply with all applicable Federal, State, and Municipal laws, rules and ordinances. No discrimination shall be made by Contractor in the employment of persons to work under this contract because of race, color, national origin, ancestry, sex or religion of such person. Prior to the City's execution of the Agreement and prior to the Contractor's engaging in any operation or activity set forth in this Agreement, Contractor shall obtain a City of Pleasanton business license. Contractor shall keep the business license in full force and effect during the term of the Agreement.

H. **Rights and Remedies of City for Default**

In the event any item furnished by the vendor in the performance of the agreement or purchase order shall fail to conform to the specifications herewith, the City may reject the same and it shall become the duty of the vendor to reclaim and remove the property, without expense to the City. Additionally, it shall be the duty of said vendor to immediately replace any such rejected items with items conforming to these specifications. Should the vendor fail, refuse or neglect to replace such item, the City shall thereupon have the right to purchase on the open market, in lieu thereof, an item meeting all specifications, and to deduct from any monies due or that thereafter may become due to the vendor, the difference between the price named in the contract or purchase order and the actual costs thereof to the City.

VI. **Miscellaneous**

**Ownership of Proposals**

Upon delivery, all proposals will become the property of the City of Pleasanton.

**Right to Reject/Modify**

The City may, at its sole discretion, reject any or all proposals or waive any irregularities without disqualifying the proposal. The issuance of this Informal Request for Proposal does not bind the City to award a service agreement or services described herein.

**Business License**

Prior to starting any work related to the Agreement, the contractor must obtain a City of Pleasanton business license. The business license must be kept in full force and be in effect during the term of the contract.

**Public Disclosure of All Proposals**

All proposals received in response to this Informal RFP shall become the property of the City. All informal proposals shall be a matter of public record, and shall be regarded as public records except for those parts of each proposal, which are defined by the proposer as business or trade secrets, provided that said parts are submitted in a sealed envelope and clearly marked as "trade secret", "confidential" or "proprietary."

**Reasonable Inquiry**

The City may conduct any reasonable inquiries to determine the responsibility of the proposer. The submission of a proposal constitutes permission by the proposer for the City to verify all information contained herein. If the City deems it necessary, additional information may be requested from any proposer. Failure to comply with any such request may disqualify a proposer from consideration.