



City of Austin

Recommendation for Action

File #: 24-4093, **Agenda Item #:** 18.

3/21/2024

Posting Language

Authorize negotiation and execution of a contract for web-enabled automated machine translations with TransPerfect Holdings, LLC d/b/a TransPerfect International, LLC, for up to five years for a total contract amount not to exceed \$960,000.

[Note: This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9B (Minority-Owned and Women-Owned Business Enterprise Procurement Program). For the services required for this solicitation, there were insufficient subcontracting opportunities; therefore, no subcontracting goals were established].

Lead Department

Financial Services Department.

Client Department(s)

Communications and Technology Management.

Fiscal Note

Funding in the amount of \$160,000 is available in the Fiscal Year 2023-2024 Operating Budget of Communications and Technology Management.

Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

The Financial Services Department issued a Request for Proposals (RFP) 5600 PLS3005 for these services. The solicitation was issued on April 24, 2023, and closed on June 1, 2023. Of the three offers received, the recommended contractor submitted the best evaluated responsive offer. A complete solicitation package, including a log of offers received, is available for viewing on the City's Financial Services website, Austin Finance Online. This information can currently be found at:

https://financeonline.austintexas.gov/afo/account_services/solicitation/solicitation_details.cfm?sid=138381.

For More Information:

Direct questions regarding this Recommendation for Council Action to the Financial Services Department - Central Procurement at: FSDCentralProcurementRCAs@austintexas.gov or 512-974-2500. Respondents to the solicitation and their Agents should direct all questions to the Authorized Contact Person identified in the solicitation.

Additional Backup Information:

This contract is for web-enabled, automated machine translations to support members of the community and City staff who participate in the language access web content translation process for the City's principal public-facing website, austintexas.gov. This software will allow the City to move to cloud-based technology, enabling the program to focus resources on core priorities which will reduce costs, significantly improve community engagement and relations, enhance the online user experience and services, and better manage translation

initiatives.

This is a new contract with a new contractor that can provide a more accurate translation using natural language processing that analyzes foreign texts and uses machine translation to translate the text.

An evaluation team with expertise in this area evaluated the offers and scored TransPerfect Holdings, LLC d/b/a TransPerfect International, LLC as the best to provide these services based on price, service-disabled veteran business enterprise, local preference, project concept solution, and demonstrated applicable experience and personnel qualifications.