

## **2.9 Report on Request for Proposal and Actions Related to a Purchase Order with Wordly, Inc. for an Automated Speech Translation Software.**


### **Recommendation:**

Accept the report on the Request for Proposal and adopt a resolution authorizing the City Manager or her designee to:

- (a) Execute a purchase order with Wordly, Inc. (Los Altos, CA) to provide an automated speech translation software for the City Clerk's Office, including related professional services such as implementation, training, maintenance, and support, for a maximum compensation not to exceed \$82,000 during the initial term beginning on or about March 20, 2024 through March 31, 2024, subject to the appropriation of funds;
- (b) Amend the purchase order as required for any unanticipated changes such as additional software subscriptions, optional modules, integrations, and related professional services for a contingency amount not to exceed \$10,000 during the initial term, subject to the appropriation of funds;
- (c) Negotiate and execute purchase orders for up to six one-year options to extend the term through March 31, 2030, subject to the appropriation of funds; and
- (d) Negotiate and execute additional purchase orders with Wordly, Inc., leveraging the same Request for Proposal results to provide automatic translation software, including related professional services such as implementation, training, maintenance, and support, for other City departments as requested, subject to the appropriation of funds.

CEQA: Not a Project, File No. PP17-003, Agreements/Contracts (New or Amended)  
resulting in no physical changes to the environment. (Finance)

**CITY COUNCIL ACTION REQUEST**

<b>Department(s):</b> Finance	<b>CEQA:</b> Not a Project, File No. PP17-003, Agreements/Contracts	<b>Coordination:</b> City Attorney's Office, City Clerk's Office, and City Manager's Budget Office	<b>Dept. Approval:</b> /s/ Rick Bruneau
<b>Council District(s):</b> Citywide	(New or Amended) resulting in no physical changes to the environment		<b>CMO Approval:</b>  3/4/24

**SUBJECT: REPORT ON REQUEST FOR PROPOSAL AND ACTIONS RELATED TO A PURCHASE ORDER WITH WORDLY, INC. FOR AN AUTOMATED SPEECH TRANSLATION SOFTWARE**

**RECOMMENDATION:**

Accept the report on the Request for Proposal and adopt a resolution authorizing the City Manager or her designee to:

- (a) Execute a purchase order with Wordly, Inc. (Los Altos, CA) to provide an automated speech translation software for the City Clerk's Office, including related professional services such as implementation, training, maintenance, and support, for a maximum compensation not to exceed \$82,000 during the initial term beginning on or about March 20, 2024 through March 31, 2024, subject to the appropriation of funds;
- (b) Amend the purchase order as required for any unanticipated changes such as additional software subscriptions, optional modules, integrations, and related professional services for a contingency amount not to exceed \$10,000 during the initial term, subject to the appropriation of funds;
- (c) Negotiate and execute purchase orders for up to six one-year options to extend the term through March 31, 2030, subject to the appropriation of funds; and
- (d) Negotiate and execute additional purchase orders with Wordly, Inc. leveraging the same Request for Proposal results to provide automatic translation software, including related professional services such as implementation, training, maintenance, and support, for other City departments as requested, subject to the appropriation of funds.

**Desired Outcome:** Authorizing the City Manager or her designee to take this action provides the City automated speech translation software for use at City Council and City Council Committee meetings to provide language access for the City's diverse community.

**BASIS FOR RECOMMENDATION:**

In October 2023, the Finance Department released a Request for Proposal for an automated speech translation software. The software provides real-time language interpretation services using artificial intelligence-powered speech translation.

Two responsive proposals were received prior to the submittal deadline. The proposals were evaluated and scored independently by a three-member evaluation panel comprised of representatives from the City Clerk's Office, the Information Technology Department, and the City Manager's Office.

Final evaluation scores are as follows:

Final Scores	Maximum Points	Wordly, Inc.	Pocketalk Inc.
General Requirements	15	11	6
Experience and Qualifications	15	12	11
Project Approach / Schedule	20	17	5
Technical Capabilities	20	15	7
Cost Proposal	20	20	0
Local Business Enterprise	5	5	0
Small Business Enterprise	5	0	0
<b>Total Score</b>	<b>100</b>	<b>80</b>	<b>29</b>

Wordly, Inc. was the only vendor to request and receive the local business enterprise preference. Neither vendor requested the small business enterprise preference. Staff conducted reference checks for Wordly, Inc. with the City of Modesto, City of Sunnyvale, and the City of North Las Vegas. All references provided positive feedback.

Staff also provided a debriefing for Pocketalk, Inc., upon the vendor's request, to share feedback on its proposal submittal. No protests were received during the 10-day protest period.

Based on these results, staff recommends award of the contract to Wordly, Inc. as the best value proposal per the evaluation criteria set forth in the Request for Proposal. Approval of this recommendation fulfills the City Council's directive to provide more language access to City Council and City Council Committee meetings. Additionally, this Request for Proposal may be leveraged by other City departments seeking to implement a similar solution, subject to substantially the same material terms and conditions and appropriation of funds, as allowed by recommendation (d).

Commission Recommendation/Input: There is no commission recommendation or input associated with this action.

#### **COST AND FUNDING SOURCE:**

Fund #	Appn #	Appn. Name	Total Appn.	Amt. for Recommendation*	2023-2024 Adopted Operating Budget Page	Last Budget Action (Date, Ord. No)
001	0452	Non- Personal/Equipment	\$798,461	\$92,000	474	06/20/2023, 30933

\*Includes \$10,000 in contingency in accordance with recommendation (b) and will be subject to an amended purchase order.

**FOR QUESTIONS CONTACT:** For program-related questions, please contact Toni Taber, City Clerk, at [toni.taber@sanjoseca.gov](mailto:toni.taber@sanjoseca.gov). For procurement- and contract-related questions, please contact Albie Udom, Deputy Director of Finance and Chief Procurement Officer – Purchasing and Risk Management Division, at [albie.udom@sanjoseca.gov](mailto:albie.udom@sanjoseca.gov).