



**CITY AND COUNTY OF SAN FRANCISCO**

**OFFICE OF CIVIC ENGAGEMENT & IMMIGRANT AFFAIRS**

Edwin M. Lee, Mayor  
Naomi Kelly, City Administrator

Adrienne Pon, Executive Director

**NOTICE OF INTENT TO ESTABLISH A PRE-QUALIFIED CONSULTANT LIST  
FOR AS-NEEDED TELEPHONIC INTERPRETATION  
AND OTHER LANGUAGE SERVICES**

**RFQ#2014-04**

**Date RFQ Issued:**

March 24, 2014

**Date Notice Issued:**

April 28, 2014

---

The Office of Civic Engagement & Immigrant Affairs has completed the selection process for RFQ# 2014-04. The following firms have been pre-qualified for the service areas indicated below (firms appear in alphabetical order):

**TELEPHONIC INTERPRETATION** (24/7, 365 Toll Free Service in Core Languages):

Language Line Solutions

**OTHER LANGUAGE SERVICES (VARIED):**

Bullseye Translation, LLC

In-person interpretation (consecutive/simultaneous), American Sign Language (ASL)

International Effectiveness Centers

Translation, in-person interpretation (consecutive/simultaneous), ASL, video interpreting

Language Line Solutions

In-person interpretation (consecutive), ASL, video interpreting, translation, community interpreter training

Selected Respondents will remain eligible for consideration and contract negotiation on an as-needed basis for two years on a list expiring on June 30, 2016, pending an annual quality service and customer satisfaction survey of departments conducted by OCEIA. Selected Respondents are not guaranteed contracts. If selected to negotiate a contract, pre-qualified list firms must meet all City requirements prior to entering into an agreement.

Please refer to Section VII, page 15 in the original RFQ packet for information on protest procedures. Notices of protest must be received by the Office of Civic Engagement & Immigrant Affairs by 3:00 p.m. PST on Monday, May 5, 2014 and must include a written statement specifying the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the Respondent, and must cite the law, rule, local ordinance, procedure or RFQ provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

**HOW TO CONTACT OCEIA**

For questions regarding this RFQ and notice, please send an email to **[civic.engagement@sfgov.org](mailto:civic.engagement@sfgov.org)** with the **subject line: RFQ#2014-04 Language Services** or call the OCEIA main number at 581.2360 and your call will be directed to the appropriate staff person.