



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



Date: May 9, 2016
Board Meeting Date: June 21, 2016
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise Rogers, Chief, Health System
Kimberlee Kimura, Director, Health Administration

Subject: Agreement with Interpreters Unlimited, Inc. for Language Interpretation and Translation Services

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Interpreters Unlimited, Inc. for language interpretation services, for the term of July 1, 2016 through June 30, 2019, in an amount not to exceed \$900,000.

BACKGROUND:

In October 2006, your Board accepted the "Linguistic Access Study: Summary of Findings and Recommendations Report." A key recommendation noted in the report included expanding the availability and use of oral language services and translation services to a wider range of settings and languages.

As part of implementation of this recommendation, the County of San Mateo entered into an agreement with Avid Translation to provide in-person interpretation services to Health System divisions for the term of July 1, 2010 to June 30, 2013 and July 1, 2013 to June 30, 2016.

DISCUSSION:

In February 2016, Health System Administration released a Request for Proposals for qualified contractors to provide interpretation and translation services for the Health System. Interpreters Unlimited, Inc. competed in this process and is one of two contractors selected to provide these services, based on its 45 years of experience in the industry, online capacity to reserve and track interpretation requests, strong vetting process of interpreters and translators, and robust cultural awareness program. The second contractor, Avantpage, will also provide translation services, but under a department level (i.e. less than \$100,000) contract.

The resolution contains the County's standard provisions allowing amendment of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

The agreement and resolution have been reviewed and approved by County Counsel as to form.

Approval of the agreement contributes to the Shared Vision 2025 commitment of a Healthy Community by allowing County health service providers to effectively communicate with limited English proficient people. It is anticipated that 800 clients will use interpreters.

PERFORMANCE MEASURE(S):

Measure	FY 2015-16 Estimated	FY 2016-17 Projected
Number of clients using interpreters	600 clients	800 clients

FISCAL IMPACT:

The term of the agreement is July 1, 2016 through June 30, 2019. The amount of the agreement is not to exceed \$900,000 for the three-year term. Of this amount, the following maximum budget obligations apply: \$77,000 for Aging and Adult Services, \$680,000 for Behavioral Health and Recovery Services, \$5,000 for Environmental Health, \$130,000 for Family Health Services, and \$8,000 for Public Health, Policy and Planning. Funding is included in individual division Recommended Budgets for FY 2016-17; such funding is provided by a variety of sources, including Net County Cost. Similar arrangements will be made for future budget years.

The payment provisions of the agreement are different from the prior agreement - under a different vendor - because of Health System providers' increased awareness of – and demand for - interpreter services.

Request for Proposals – Matrix

1	Where was the RFP advertised?	Public Purchase Website
2	In addition to any advertisement, list others to whom the RFP announcement was sent:	Avantpage, Inc. Avid Translation, LLC Language Circle of California, Inc. Health System Staff
3	State the total number of RFP's sent to prospective proposers:	1
4	How many proposals did you receive?	11
5	List in alphabetical order the names of the proposers	All World Language Consultants, Inc. Avantpage, Inc. Avid Translation, LLC Excel Interpreting, LLC Interpreters Unlimited, Inc. JRivera Associates, Inc. Lan Do & Associates, LLC Language Circle of California, Inc. Language World Services, Inc. Telelanguage, Inc. Vox Orbis, LLC