



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Health System



Date: January 5, 2017
Board Meeting Date: February 28, 2017
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: Louise Rogers, Chief, Health System
Chester J. Kunnappilly, MD, Chief Executive Officer, San Mateo Medical Center

Subject: Agreement with Certified Languages, LLC to Provide Interpreter Services

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Certified Languages International, LLC to provide interpreter services, for the term of March 1, 2017 through February 29, 2020, in an amount not to exceed \$2,225,000.

BACKGROUND:

A large number of languages are spoken by patients and family members at San Mateo Medical Center (SMMC), as well as by clients of the Health System and the Human Services Agency (HSA). A commercial vendor is required to provide remote telephonic interpretation so that SMMC, Health System, and HSA staff may communicate with their patients and clients with limited English proficiency (LEP). SMMC phone interpretation needs may be at any time of the day or night in virtually any language. SMMC anticipates an increase in the demand for phone interpretation services to comply with Joint Commission regulatory standards requiring phone interpretation to all LEP patients.

DISCUSSION:

In October 2016, SMMC completed a Request for Proposals for telephonic medical interpretation. Certified Languages International, LLC was chosen as the most qualified vendor because of its quality control and problem resolution programs, in addition to having the lowest cost per minute rate of any other respondent. This agreement will also include services to HSA and Health System Administration (HA), both of which will be responsible for tracking their own usage.

The resolution contains the County's standard provisions allowing amendment of the County 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.

This agreement contributes to the Shared Vision 2025 of a Healthy Community by enabling SMMC, HSA, and HA to provide access to safe, rapid and high quality care for LEP residents of San Mateo County. It is anticipated that 95% of interpretation requests will be fulfilled within three minutes.

PERFORMANCE MEASURE:

Measure	FY 2015-16 Actual	FY 2016-17 Projected
Percentage of the requests for interpretations fulfilled within three minutes	95%	95%

FISCAL IMPACT:

The term of the agreement is March 1, 2017 through February 29, 2020. The amount of the agreement is not to exceed \$2,225,000 for the three-year term. Funds in the amount of \$133,333 are included in the SMMC FY 2016-17 Adopted Budget. Funds in the amount of \$22,222 are included in the HA FY 2016-17 Adopted Budget. Funds in the amount of \$91,666 are included in the HSA FY 2016-17 Adopted Budget. Similar arrangements will be made for future years.

This agreement represents a 10% overall increase compared to the previous agreement, due largely to an increase in the amount of services for HA. However, this increase in service level has been offset by the payment provisions, most notably a \$0.26 reduction in the vendor's rate per minute.

Expenses at SMMC are covered by fees for services or third-party payors whenever possible. The portion of expenses for services provided to the medical indigent or to those covered by programs that do not fully meet the costs of care are covered by the County General Fund contribution to SMMC, and are within the existing annual appropriation.

Request for Proposals – Matrix

1	Where was the RFP advertised?	San Mateo Medical Center Website San Mateo County Procurement Website Public Purchase Website Examiner- San Mateo Weekly
2	In addition to any advertisement, list others to whom the RFP announcement was sent:	Interpreters Unlimited, Inc., All World Language Consultants, Inc., Avantpage, Inc., Avid Translation LLC, Excel Interpreting LLC, Rivera Associates, Inc., Lan Do & Associates, Inc., Language Circle of California, Inc., Language World Services, Telelanguage, Inc., Vox Orbis, LLC., Language Access Network, Pacific Interpreters, Inc., Conduit Language Specialists Inc., Language Quest, Lingualinx Language Solutions, Inc., RussTech Language Services, Inc., The Write Language, Certified Languages
3	State the total number of RFP's sent to prospective proposers:	27
4	How many proposals did you receive?	12
5	List in alphabetical order the names of the proposers (or finalists, if applicable) and the location:	Certified Languages International, Portland, OR Corporate Translation Services (CTS), Vancouver, WA Cyracom International, Inc. Tucson, AZ Pacific Interpreters, Inc., Monterey CA World Wide Interpreters, Inc., South Houston, TX