

RESOLUTION NO. .

BOARD OF SUPERVISORS, COUNTY OF SAN MATEO, STATE OF CALIFORNIA

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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

RESOLVED, by the Board of Supervisors of the County of San Mateo, State of California, that

WHEREAS, based on the large number of languages 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 between SMMC/Health System/HSA staff and SMMC/Health System/HSA patients and clients with limited English proficiency (LEP); and

WHEREAS, SMMC phone interpretation needs may be at any time of the day or night in virtually any language; and

WHEREAS, SMMC anticipates an increase in the demand for phone interpretation services to comply with Joint Commission regulatory standards requiring phone interpretation to all patients with LEP; and

WHEREAS, in October 2016, SMMC completed a Request for Proposals for telephonic medical interpretation; and

WHEREAS, Certified Languages International, LLC was chosen as the most qualified vendor because of their quality control and problem resolution programs, in addition to having the lowest cost per minute rate of any other respondent; and

WHEREAS, this agreement will also include services to HSA and Health System Administration (HA), both of which will have their own financial limits in order to assist each with tracking usage; and

WHEREAS, both parties wish to enter an agreement for interpreter services for the term of March 1, 2017 through February 29, 2020, in an amount not to exceed \$2,225,000; and

WHEREAS, this Board has been presented with a form of such agreement, has examined and approved it as to both form and content, and desires to enter into it.

NOW, THEREFORE, IT IS HEREBY RESOLVED that the President of this Board of Supervisors be and is hereby authorized and directed to execute said agreement for and on behalf of the County of San Mateo, and the Clerk of the Board shall attest the President's signature thereto.

BE IT FURTHER RESOLVED that the Chief of the Health System or designee is authorized to execute contract amendments which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate) and/or modify the contract term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

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