



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 22-428

Board Meeting Date: 6/14/2022

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

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

Subject: Amendment to the Agreement with Certified Languages International, LLC to Provide Interpretation Services

RECOMMENDATION:

Adopt a resolution authorizing an amendment to the agreement with Certified Languages International, LLC to increase the maximum amount of the agreement by \$1,600,000, to an amount not to exceed \$4,005,000, with no change to the agreement term.

BACKGROUND:

In January 2020, San Mateo Medical Center (SMMC) completed a Request for Proposals for telephonic medical interpretation. Certified Languages International, LLC (CLI) was chosen as the most qualified vendor because of its quality control, problem resolution, and deeper expertise in medical interpretation.

In March 2020, SMMC and CLI entered into an agreement for interpretation services for the term of March 1, 2020, through February 28, 2023, in an amount not to exceed \$2,405,000. CLI would serve as the “back-up” vendor to SMMC’s primary interpretation vendor.

DISCUSSION:

SMMC’s primary interpretation vendor experienced technical issues and SMMC was unable to use this vendor’s services for an extended period. As a result, most of the overflow of interpretation services were rerouted to CLI, which caused an unanticipated increase in the amount of services SMMC required. Therefore, SMMC is requesting this Board to increase the amount payable under the agreement by an amount not to exceed by \$1,600,000 to fund the agreement through the remainder of the term.

County Attorney has reviewed and approved the resolution and amendment as to form.

The resolution contains the County’s standard provisions allowing amendment of the County fiscal

obligations by a maximum of \$25,000 (in aggregate).

It is anticipated that 99.5% of interpretation requests will be fulfilled for all languages.

PERFORMANCE MEASURE:

Measure	FY 2021-22 Estimated	FY 2022-23 Projected
Percentage of interpretation requests that are fulfilled for all languages	99.5%	99.5%

FISCAL IMPACT:

The term of the amended agreement is March 1, 2020 through February 28, 2023. The amount of the amended agreement is not to exceed \$4,005,000 for the three-year term. The amendment increases the amount payable under the agreement by \$1,600,000. Funds in the amount of \$177,777 are included in the SMMC FY 2021-22 Adopted Budget. Funds in the amount of \$1,422,223 are included in the SMMC FY 2022-23 Recommended Budget.

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