



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HEALTH

**File #:** 24-438

Board Meeting Date: 6/11/2024

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors  
**From:** Louise F. Rogers, Chief, San Mateo County Health  
Kimberlee Kimura, Director, Health Administration  
**Subject:** Agreement with Avantpage Inc. for Language Translation Services

**RECOMMENDATION:**

Adopt a resolution authorizing an agreement with Avantpage Inc. for language translation services for the term of July 1, 2024, through June 30, 2027, in an amount not to exceed \$250,000.

**BACKGROUND:**

Since 2010, County Health has contracted with various agencies to provide translation services to various Health divisions, bridging the language gap between County staff and the County's limited English-proficient residents to support the provision of high-quality and timely care to its most vulnerable clients. By bridging the language gap, County Health can better connect with and serve its culturally, ethnically, and linguistically diverse communities. The County's success in this arena is evidenced by the fact that it was recognized as a Certified Welcoming place by Welcoming America in January 2024, becoming the first County in California and one of only 21 cities and counties in the United States to achieve the distinction for its commitment to immigrant inclusion and belonging.

Staff utilize translation services throughout the County in various capacities, such as preparing letters, pamphlets, surveys, and/or medical records for patients, translating building navigation signs and announcements, translating websites, and translating other types of instructions.

In January 2023, San Mateo County Health released a Request for Proposals for qualified contractors to provide interpretation and translation services for all divisions of Health. Avantpage, Inc. (Avantpage) was elevated to provide translation services based on its 27 years of experience in the industry, capacity to provide service in over 150 languages with a network of more than 1,000 linguists, and clear understanding of the County's service needs.

**DISCUSSION:**

The current contract with Avantpage ends on June 30, 2024. Pursuant to the RFP process, Health Administration recommends entering a new agreement with Avantpage for language translation

services for the term of July 1, 2024, through June 30, 2027 in an amount not to exceed \$250,000.

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 the County Attorney as to form.

It is anticipated that 99% of all translation requests will be filled.

**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2023-24 Estimated</b>	<b>FY 2024-27 Projected</b>
Percentage of interpretation requests filled	100%	100%

**EQUITY IMPACT:**

Contracting with Avantpage will positively impact the County’s diverse population of over 750,000 residents because it allows for public documents and signages at County offices to be translated and displayed in languages of the County’s target audience. Having this contract with Avantpage allows for resources to be translated in over 150 languages, overcoming not only language barriers but also bridging the gap for individuals who are visually impaired and rely on braille, audio, or large print files. This provider is committed to breaking linguistic barriers through high-quality language access services and is aligned with making a positive equitable impact to the County.

**FISCAL IMPACT:**

The term of the agreement is July 1, 2024, through June 30, 2027. The amount of the agreement is not to exceed \$250,000 for the three-year term. Funding is included in individual San Mateo County Health division Recommended Budgets for FY 2024-25; such funding is provided by a variety of sources, including Net County Cost. Similar arrangements will be made for future budget years.