



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 20-112

Board Meeting Date: 3/10/2020

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

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Certified Languages International, LLC to provide interpretation services, for the term of March 1, 2020 through February 28, 2023, in an amount not to exceed \$2,405,000.

BACKGROUND:

Patients and family members of San Mateo Medical Center (SMMC), as well as clients of the San Mateo County Health Administration (SMCHA) and the Human Services Agency (HSA), speak many languages. A commercial vendor is required to provide remote telephonic interpretation so that SMMC, SMCHA, and HSA staff may communicate with their limited English proficiency patients and clients. SMMC phone interpretation may be needed at any time of the day or night in virtually any language.

DISCUSSION:

In January 2020, 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, problem resolution, and deeper expertise in medical interpretation. This agreement will also include services to SMCHA and HSA, both of which will be responsible for tracking their own usage.

The agreement and resolution have been reviewed and approved by County Counsel 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).

This agreement is going to your Board late due to prolonged negotiations with the vendor.

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

PERFORMANCE MEASURE:

Measure	FY 2019-20 Estimated	FY 2020-21 Projected
Percentage of interpretation requests that will be fulfilled for all languages	99.5%	99.5%

FISCAL IMPACT:

The term of the agreement is March 1, 2020 through February 28, 2023. The amount of the agreement is not to exceed \$2,405,000 for the three-year term. Funds in the aggregate amount of \$267,222 are included in the departments' FY 2019-20 Adopted Budget. Funds in the aggregate amount of \$801,666 are included in the departments' FY 2020-2021 Recommended Budget. Similar arrangements will be made for future years.

The payment provisions and levels of services in this contract differ from that of the previous contract due to a decrease in the negotiated rate for over-the-phone interpretation services. The total value of the new contract represents a 1.8% decrease compared to that of the previous contract.

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.

ATTACHMENT:

RFP Matrix