



County of San Mateo

Inter-Departmental Correspondence

Department: HEALTH

File #: 23-776

Board Meeting Date: 9/26/2023

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 Language Interpretation and Translation Services

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Certified Languages International, LLC to provide language interpretation and translation services for the term of October 1, 2023, through September 30, 2026, in an amount not to exceed \$4,955,000.

BACKGROUND:

Patients and family members of San Mateo Medical Center (SMMC), as well as clients of other San Mateo County Health (SMCH) divisions and the Human Services Agency (HSA), speak many languages. A commercial vendor is required to provide language interpretation and translation services so that SMMC, other SMCH divisions, and HSA staff may communicate with their limited English proficiency patients and clients.

DISCUSSION:

In January 2023, SMMC completed a Request for Proposals for language interpretation and translation services. Certified Languages International, LLC (CLI) was chosen as the most qualified vendor because of its quality control, problem resolution, EPIC integration abilities, and deeper expertise in medical interpretation. This agreement will also include services to other SMCH divisions and HSA, both of which will be responsible for tracking their own usage.

County Attorney has reviewed and approved the resolution and agreement 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).

The Information Services Department has reviewed and approved the IT component of this agreement.

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

PERFORMANCE MEASURE:

Measure	FY 2022-23 Actual	FY 2023-24 Estimated
Percentage of interpretation requests that are fulfilled for all languages	99.5%	99.5%

FISCAL IMPACT:

The term of the agreement is October 1, 2023, through September 30, 2026. The amount of the agreement is not to exceed \$4,955,000 for the three-year term. Funds in the amount of \$1,222,222 are included in the SMMC FY 2023-24 Recommended Budget. Funds in the amount of \$213,889 will be included in the HSA FY 2023-24 Recommended Budget. Funds in the amount of \$76,389 will be included in the SMCH Health Administration FY 2023-24 Recommended Budget, on behalf of other SMCH divisions.

The payment provisions and levels of services in this contract differ from that of the previous contract, because of the expansion of services that will include on-demand and prescheduled video interpretation support, as a part of the new scope of services offered by CLI. The total value of the new contract represents a 37% increase 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