

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS  
OF SAN BERNARDINO COUNTY  
AND RECORD OF ACTION**

January 14, 2025

**FROM**

**DIANA ALEXANDER, Assistance Executive Officer, Human Services**

**SUBJECT**

Contracts for Translation and Interpretation Services

**RECOMMENDATION(S)**

Approve contracts with the following agencies to provide translation and interpretation services for County customers experiencing English language barriers and/or deaf, hearing impaired, or hard of hearing, in a total aggregate amount of \$3,500,000, for the period of February 1, 2025 through January 31, 2028:

1. Accent on Languages, Inc., **Contract No. 25-30**
2. Asian American Educational and Cultural Resources Center, Inc. dba Asian-American Resource Center, **Contract No. 25-31**
3. Avantpage, Inc., **Contract No. 25-32**
4. Effectiff LLC, **Contract No. 25-33**
5. Excel Interpreting, LLC, **Contract No. 25-34**
6. Focus Language International Inc., **Contract No. 25-35**
7. Keller Translation Development Service, LLC dba GlobalReady, **Contract No. 25-36**
8. Hanna Interpreting Services LLC, **Contract No. 25-37**

(Presenter: Diana Alexander, Assistance Executive Officer, 387-4261)

**COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES**

**Promote the Countywide Vision.**

**Create, Maintain and Grow Jobs and Economic Value in the County.**

**Improve County Government Operations.**

**Provide for the Safety, Health and Social Service Needs of County Residents.**

**FINANCIAL IMPACT**

This item does not require additional Discretionary General Funding (Net County Cost). The total aggregate amount of \$3,500,000 for translation and interpretation services is funded with approximately 85% (\$2,975,000) federal and state sources and 15% (\$525,000) local share. Adequate appropriation and revenue have been included in the Human Services (HS) Administrative Claim 2024-25 budget and will be included in future recommended budgets.

**BACKGROUND INFORMATION**

Under the terms of the recommended contracts, HS Departments including, but not limited to, Children and Family Services (CFS), Department of Aging and Adults Services (DAAS), Transitional Assistance Department (TAD), and Human Services Program Integrity Division (PID), will provide mandated translation and interpretation services for customers experiencing English language barriers and/or deaf, hearing impaired, or hard of hearing. The Dymally-

## **Contracts for Translation and Interpretation Services**

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Alatorre Bilingual Services Act requires governmental agencies directly involved in the delivery of information, or the administering of services to the public, to provide non-English speaking customers with services in a language they understand, including American Sign Language (ASL). Translation and interpretation services are essential when delivering information and administering social and medical services to those challenged by language barriers. The County has utilized contracted agencies to provide these services in more than 26 languages since July 2001.

The contracts are paid on a fee-for-service basis and are subject to availability of funds to the County, with no guaranteed minimum number of referrals. The contracts are written in this manner to allow the departments the flexibility of selecting the vendor that best meets the translation and/or interpretation needs of the customer.

### **PROCUREMENT**

On August 12, 2024, the County Administrative Office approved and authorized the release of a Request for Proposal (RFP), conducted jointly with HS and the Department of Behavioral Health (DBH) Contracts Units, to solicit proposals for interested and qualified agencies to provide countywide translation and interpretation services. RFP No. HSSA24-HSSA-5546 was posted on the San Bernardino County Electronic Procurement Network (ePro) website. A formal procurement was conducted, and 17 responsive proposals were received as follows:

<b>Agency/Location</b>	<b>Proposed Service</b>	<b>Languages</b>
Accent on Languages, Inc. Berkeley, CA	Onsite Interpretation Telephonic Interpretation Video Remote Interpretation ASL Interpretation Translation	All (of the 26 requested)
Asian American Educational and Cultural Resources Center, Inc. dba Asian-American Resource Center San Bernardino, CA	Onsite Interpretation Telephonic Interpretation Video Remote Interpretation ASL Interpretation Translation	All
Avantpage, Inc. Davis, CA	Onsite Interpretation Telephonic Interpretation Video Remote Interpretation ASL Interpretation Translation	All except non-ASL Sign Language
Datagain Inc. Secaucus, NJ	Translation	All except Sign Language
Effectiff LLC Walnut Creek, CA	Onsite Interpretation Telephonic Interpretation Video Remote Interpretation ASL Interpretation Translation	All
Excel Interpreting, LLC. Sacramento, CA	Onsite Interpretation Telephonic Interpretation Video Remote Interpretation ASL Interpretation Translation	All except non-ASL Sign Language
Focus Language International	Onsite Interpretation	All

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<b>Agency/Location</b>	<b>Proposed Service</b>	<b>Languages</b>
Inc. Victorville, CA	Telephonic Interpretation Video Remote Interpretation ASL Interpretation Translation	
Keller Translation Development Service, LLC dba GlobalReady Glendale, CA	Onsite Interpretation Telephonic Interpretation Video Remote Interpretation ASL Interpretation Translation	All
GLOBO Language Solutions, LLC Philadelphia, PA	Onsite Interpretation Telephonic Interpretation Video Remote Interpretation ASL Interpretation Translation	All
Hanna Interpreting Services LLC Spring Valley, CA	Onsite Interpretation Telephonic Interpretation Video Remote Interpretation ASL Interpretation Translation	All
Homeland Security and Management Solutions, Inc. dba Dantli Corp. Laurel, MD	Onsite Interpretation Telephonic Interpretation Video Remote Interpretation ASL Interpretation Translation	All
Language Line Services, Inc. Monterey, CA	Onsite Interpretation Telephonic Interpretation Video Remote Interpretation ASL Interpretation Translation	All except non-ASL Sign Language
LanguageArts LLC Chatsworth, CA	Onsite Interpretation Telephonic Interpretation Video Remote Interpretation ASL Interpretation Translation	All
Languagers Inc. New York, NY	Onsite Interpretation Telephonic Interpretation Video Remote Interpretation ASL Interpretation Translation	All
Daniel Shamebo Sabore dba Languages Translation Services Colorado Springs, CO	Onsite Interpretation Telephonic Interpretation Video Remote Interpretation ASL Interpretation Translation	All
Lionbridge US, Inc Waltham, MA	Telephonic Interpretation	All except Sign Language
TransPerfect Translations International Inc. Los Angeles, CA	Onsite Interpretation Telephonic Interpretation Video Remote Interpretation	All

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Agency/Location	Proposed Service	Languages
	ASL Interpretation Translation	

A team of nine evaluators representing DBH, DAAS, CFS, PID, and TAD completed the evaluations using the following criteria:

- Experience and reputation of translators and interpreters providing proposed services
- Ability to meet County needs and quality standards
- Translation and interpretation rates and ancillary costs
- Ability to provide services countywide
- Ability to meet language needs 24/7

Based on the evaluation of the proposals, negotiations were initiated with the top nine vendors. HS stopped negotiations with one vendor, so the following eight top-ranking agencies were determined to best meet the needs of the County and are recommended for contract award:

1. Accent on Languages, Inc.
2. Asian American Educational and Cultural Resources Center, Inc. dba Asian-American Resource Center
3. Avantpage, Inc.
4. Effectiff LLC
5. Excel Interpreting, LLC
6. Focus Language International Inc.
7. Keller Translation Development Service, LLC dba GlobalReady
8. Hanna Interpreting Services LLC

Selection of multiple agencies will provide the flexibility to meet a broad range of countywide services. Agencies not recommended for contract awards did not fully meet the criteria, proposed relatively higher rates and ancillary fees, offered a limited range of language skills and experience, were unavailable to deliver countywide services, or a combination thereof. The unsuccessful agencies were notified by email and by mail, that they may protest the recommendation by submitting a formal protest letter to the HS Contracts Unit. No written protests were received.

The Purchasing Department supports this competitive procurement based on the formal solicitation above.

**REVIEW BY OTHERS**

This item has been reviewed by Human Services Contracts (Patty Steven, Contracts Manager, 388-0241) on November 13, 2024; County Counsel (Daniella Hernandez, Deputy County Counsel, 387-5455) on December 17, 2024; Purchasing (Ariel Gill, Supervising Buyer, 387-2070) on December 5, 2024; Finance (John Hallen, Administrative Analyst, 388-0208) on December 19, 2024; and County Finance and Administration (Cheryl Adams, Deputy Executive Officer, 388-0332) on December 23, 2024.

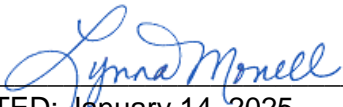
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Record of Action of the Board of Supervisors  
San Bernardino County

**APPROVED (CONSENT CALENDAR)**

Moved: Curt Hagman Seconded: Joe Baca, Jr.  
Ayes: Col. Paul Cook (Ret.), Jesse Armendarez, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY   
DATED: January 14, 2025



cc: HS - Paredes w/agrees  
Contractor - c/o HS w/agree  
File - w/agree  
CCM 01/27/2025