

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

August 20, 2019

FROM

CASONYA THOMAS, Assistant 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 who are deaf, hearing impaired, or hard of hearing, in a total aggregate amount of \$3,750,000, for the period of September 1, 2019 through August 31, 2024:

1. Asian American Educational & Cultural Resources Center, Inc. dba Asian American Resource Center **Contract No. 19-583**
2. Avantpage, Inc. **Contract No. 19-584**
3. Focus Language International, LLC **Contract No. 19-585**
4. Hanna Interpreting Services, LLC **Contract No. 19-586**
5. Interpreters Unlimited, Inc. **Contract No. 19-587**
6. Keller Translation Development Services, LLC dba GlobalReady **Contract No. 19-588**
(Presenter: CaSonya Thomas, Assistant Executive Officer, 387-4717)

COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES

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 \$3,750,000 for translation and interpretation services is funded with approximately 75% (\$2,812,500) federal and state sources, 20% (\$750,000) Realignment, and 5% (\$187,500) Discretionary General Funding. Adequate appropriation and revenue have been included in the Human Services (HS) Administrative Claim 2019-20 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, Department of Aging and Adult Services, Transitional Assistance Department, and Human Services Program Integrity Division, will provide mandated translation and interpretation services for customers experiencing English language barriers and who are deaf, hearing impaired, or hard of hearing. The Dymally-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

Contracts for Translation and Interpretation Services
August 20, 2019

services to those challenged by language barriers and are delivered in more than 26 languages. The County has utilized contracted agencies to provide these services since July 2001.

The contracts, which do not guarantee a minimum number of referrals, are paid on a fee-for-service basis subject to availability of funds to the County. The contracts are written in this manner to allow the departments the flexibility of selecting the vendor that best meets their customer's translation and interpretation needs. Translation and interpretation services are delivered in more than 26 languages.

PROCUREMENT

On May 10, 2019, the County Administrative Office approved and authorized the release of a Request for Applications (RFA), conducted jointly with HS and the Department of Behavioral Health Contracts Units, to solicit applications for interested and qualified agencies to provide countywide translation and interpretation services. The RFA was advertised through direct mail and posted on the San Bernardino County Electronic Procurement Network (ePro) website. Of the 16 applications received, 14 applications met the requirements of the RFA and were reviewed during the evaluation process.

Agency/Location	Proposed Service	Languages
Asian American Educational & Cultural Resources Center, Inc. dba Asian American Resource Center San Bernardino, CA	On-Site Telephonic Translation Video	All (of the 26 Requested)
Avantpage, Inc. Davis, CA	On-Site Telephonic Translation Video	All
Excel Interpreting & Translating Sacramento, CA	On-Site Translation	All
Fiat Luxx, Sacramento, CA	On-Site Translation	All except ASL
Flix Translations Group, LLC Coral Gables, FL	Translation	All
Focus Language International Victorville, CA	On-Site Telephonic Translation Video	All
Global Interpreting Network Panorama City, CA	On-Site Telephonic Translation	All
Hanna Interpreting Services, LLC Spring Valley, CA	On-Site Telephonic Translation Video	All
Interlingva, Inc. Sacramento, CA	On-Site Telephonic Translation Video	All except ASL
Interpreters Unlimited, Inc. San Diego, CA	On-Site Telephonic	All

Contracts for Translation and Interpretation Services
August 20, 2019

Agency/Location	Proposed Service	Languages
	Translation Video	
Keller Translation Development Service, LLC dba GlobalReady Glendale, CA	On-Site Telephonic Translation	All
Language Line Solutions, Inc. Monterey, CA	Telephonic Translation Video	All
Translating Services Inc. dba Lazar Translating & Interpreting Los Angeles, CA	On-Site Telephonic Translation	No ASL
Stratus Video, LLC Clearwater, FL	Telephonic Video	Not available in all languages.

An evaluation of the applications was completed by a team of five evaluators, representing Department of Aging and Adult Services, Children and Family Services, Department of Behavioral Health, and HS Auditing. Of the applications submitted, six agencies are recommended for contract award.

Applications were evaluated on the following criteria:

- Translation and interpretation rates and ancillary costs.
- Ability to provide countywide services.
- Breadth of languages available, including American Sign Language.
- Experience of translators and interpreters in providing proposed services.
- Ability to meet language needs 24/7.
- Ability to meet needs of County and requirements of RFA.

Based on the evaluation of the applications, the following six top-ranking agencies were determined to best meet the needs of the County and are recommended for contract award:

1. Asian American Educational & Cultural Resources Center, Inc. dba Asian American Resource Center
2. Avantpage, Inc.
3. Focus Language International, LLC
4. Hanna Interpreting Services, LLC
5. Interpreters Unlimited, Inc.
6. Keller Translation Development Services, LLC dba GlobalReady

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 mail that they may protest the recommendation by submitting a formal protest letter to the HS Contracts Unit. No written protests were received.

REVIEW BY OTHERS

This item has been reviewed by Human Services Contracts (Jennifer Mulhall-Daudel, Contracts Manager, 388-0241) on August 2, 2019; County Counsel (Michael Markel, Principal Assistant County Counsel, 387-5455) on August 2, 2019; Purchasing Department (Michelle Churchill, Lead Buyer, 387-2070) on August 6, 2019; Finance (John Hallen, Administrative Analyst, 388-0208) on August 1, 2019; and HS Finance and Administration (Tanya Bratton, Deputy Executive Officer, 388-0332) on August 1, 2019.

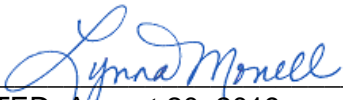
Contracts for Translation and Interpretation Services
August 20, 2019

Record of Action of the Board of Supervisors
County of San Bernardino

APPROVED (CONSENT CALENDAR)

Moved: Josie Gonzales Seconded: Dawn Rowe
Ayes: Janice Rutherford, Dawn Rowe, Curt Hagman, Josie Gonzales
Absent: Robert A. Lovingood

Lynna Monell, CLERK OF THE BOARD

BY 
DATED: August 20, 2019



cc: HS- Baxter w/agree
Contractor c/o HS w/agree
File- w/agree
vh 08/23/2019