

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

April 6, 2021

**FROM**

**WILLIAM L. GILBERT, Director, Arrowhead Regional Medical Center**

**SUBJECT**

Amendment to Agreement with Language Services Associates for Interpretive Services

**RECOMMENDATION(S)**

Approve **Amendment No. 3** to **Agreement No. 20-184** with Language Services Associates, to extend the termination date, from April 30, 2021 to October 31, 2021 for a total period of June 2, 2015 through October 31, 2021, for interpretive services with no change to the total contract amount of \$2,250,000.

(Presenter: William L. Gilbert, Director, 580-6150)

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

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

**FINANCIAL IMPACT**

Approval of Amendment No. 3 to Agreement No. 20-184 with Language Services Associates (LSA) will not result in the use of Discretionary General Funding (Net County Cost) as the recommended amendment does not change the total contract amount of \$2,250,000. Adequate appropriation and revenue have been included in the Arrowhead Regional Medical Center (ARMC) 2020-21 budget and will be included in future recommended budgets.

**BACKGROUND INFORMATION**

Approval of the Amendment No. 3 with LSA will ensure that patients receiving healthcare services at ARMC will continue to have access to language interpretive services to understand and participate in their care. ARMC utilizes LSA to provide patients with timely access to medically qualified translators through telephonic translation and Video Remote Interpretation (VRI) for Limited English Proficient (LEP) populations, face-to-face interpretation, and Video Remote Interpretation (VRI) for the deaf and hearing impaired.

On June 2, 2015 (Item No. 13), the Board of Supervisors (Board) authorized Purchasing to issue a Master Blanket Purchase Order with LSA, for the provision of telephonic translation and video relay interpretation services in the amount of \$125,000, for the period of June 2, 2015 through April 30, 2017.

On June 11, 2015, Purchasing executed a Client Agreement Letter (LSA Agreement) with LSA to obtain LSA's services under the County's Group Purchasing Organizational Agreement with Vizient.

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On March 1, 2016 (Item No. 9), the Board authorized Purchasing to increase the Master Blanket Purchase Order with LSA by \$105,000, from \$125,000 to \$230,000, with no change to the expiration of April 30, 2017.

On May 24, 2016 (Item No. 12), the Board authorized Purchasing to increase the Master Blanket Purchase Order with LSA by \$470,000, from \$230,000 to \$700,000, with no change to the expiration of April 30, 2017.

On April 4, 2017 (Item No. 5), the Board authorized Purchasing to increase the Master Blanket Purchase Order with LSA by \$1,200,000, from \$700,000 to \$1,900,000, and extend the expiration of April 30, 2017 to April 30, 2020, for the provision of telephonic translation, video relay interpretation services and face-to-face interpretation services.

On May 1, 2017, Purchasing executed Amendment No. 1 to the LSA Agreement, which extended the term of the LSA Agreement, from April 30, 2017 through April 30, 2020.

On April 7, 2020 (Item No. 9), the Board approved Amendment No. 2 to the LSA Agreement, extending the term through April 30, 2021, and increase the total contract amount by \$350,000, from \$1,900,000 to \$2,250,000. This allowed ARMC to initiate the Request for Proposal (RFP) process and anticipates selecting a winning vendor and award the contract by October 31, 2021.

**PROCUREMENT**

This continues to be a competitive procurement based on the existing Vizient Supplier Services Agreement SV0920-2014 with LSA, effective through April 30, 2022. ARMC is seeking a six-month extension to the existing agreement to allow time to complete the RFP for interpretive services and the related contract negotiations.

**REVIEW BY OTHERS**

This item has been reviewed by County Counsel (Charles Phan, Deputy County Counsel, 387-5455) on March 2, 2021; Purchasing Department (Ariel Gill, Buyer III, 777-2070) on March 4, 2021; ARMC Finance (Chen Wu, Budget and Finance Officer, 580-3165) on March 4, 2021; Finance (Yael Verduzco, Administrative Analyst, 387-5285) on March 19, 2021; and County Finance and Administration (Matthew Erickson, County Chief Financial Officer, 387-5423) on March 22, 2021.

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

**APPROVED (CONSENT CALENDAR)**

Moved: Joe Baca, Jr. Seconded: Col. Paul Cook (Ret.)

Ayes: Col. Paul Cook (Ret.), Janice Rutherford, Dawn Rowe, Curt Hagman, Joe Baca, Jr.

Lynna Monell, CLERK OF THE BOARD

BY   
DATED: April 6, 2021



cc: ARMC- Gilbert w/agree  
Contractor- C/O ARMC w/agree  
File- w/agree

LA 04/8/2021