

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

864



**FROM:** Purchasing and Fleet Services Department

**SUBMITTAL DATE:**  
September 26, 2006

**SUBJECT: APPROVAL OF COUNTY-WIDE INTERPRETATIVE LANGUAGE SERVICE PROVIDER CONTRACTS**

**RECOMMENDED MOTION:** Move that the Board of Supervisors:

1. Approve and execute the professional service agreements with (a) Language Line Services, Inc. and (b) Continental Interpreting Services, Inc., in the amount of \$300,000, for each vendor for the 1<sup>st</sup> year and for 2 additional years in one year increments for the same annual amount and at the same rate.
2. Authorize the Purchasing Agent to sign amendments and exercise the renewal options.
3. Authorize the Purchasing Agent to move funds between vendors as required not to exceed the total annual aggregate amount of \$600,000

Departmental Concurrence

**BACKGROUND:** The California State Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Section 210115 requires the County Welfare departments to provide effective bilingual and interpretative services to serve the needs of non-English and limited English speaking population (LEP) and individuals with disabilities. This population includes those whose primary language is English. However, assistance with bilingual and interpretative language services is necessary to apply for or receive aid and services from the County of Riverside.

(Continued on Page 2)

*Robert J. Howdysshell*  
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 ROBERT J. HOWDYSHELL  
 Director, Purchasing and Fleet Services Dept.

<b>FINANCIAL DATA</b>	Current F.Y. Total Cost:	\$ \$600,000	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$ \$300,000	Budget Adjustment:	No
	Annual Net County Cost:	\$ \$300,000	For Fiscal Year:	FY 06/07 & 08/09

<b>SOURCE OF FUNDS:</b> 50% General fund, 50% State, Federal or enterprise funds. Contract Funding by County Departments Including: District Attorney's Office, DPSS, Mental Health, Probation, and RCRMC	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

**C.E.O. RECOMMENDATION:** **APPROVE**

*Seena Chow*

**County Executive Office Signature**

Policy  
 Policy  
 Consent  
 Consent  
 Dep't Recomm.:  
 Per Exec. Ofc.:

Prev. Agn. Ref.: \_\_\_\_\_ District: \_\_\_\_\_ Agenda Number: \_\_\_\_\_

**ATTACHMENTS FILED  
WITH THE CLERK OF THE BOARD**

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**BOARD OF SUPERVISORS**  
**FORM 11: APPROVAL OF COUNTY-WIDE INTERPRETATIVE LANGUAGE SERVICE**  
**PROVIDER CONTRACTS**

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**BACKGROUND (Continued)**

The County of Riverside's annual expenditure for interpretative language services is estimated to be \$600,000. Due to the volume of interpretative language services required, the County found it prudent to solicit interpretative language service agencies and select responsive/responsible vendors to obtain the most economical rates for County language interpretation services. The selected contractors, Language Line Services, Inc. and Continental Interpreting Services, Inc. will provide this service to County departments, divisions, agencies, and authorized community organizations. These contractors are proficient in an array of languages in a variety of settings, such as court appearances, depositions, investigative interviews, and on-site medical appointments, on an as needed basis.

**PRICE REASONABLENESS**

On February 21, 2006, County Purchasing issued RFP #PUARC798 seeking competitive proposals from qualified agencies that provide interpretative language services utilizing registered, certified, and telephonic interpreters. The RFP was mailed to twenty-six organizations, posted on the County's website, and closed on March 30, 2006. Six proposals were received by County Purchasing, with an averaged hourly rate for all three categories requested ranging from \$ 59.60 to \$81.66 per hour. An evaluation team was established and consisted of members of County departments that currently utilize interpretative language services including the District Attorney's Office, DPSS, Mental Health, Probation, and RCRMC. The evaluation team reviewed each proposal and scored them based upon the evaluation criteria as set forth in the RFP. The low bidder was determined non-responsive, leaving a responsible and responsive averaged hourly bid range of \$72.50 to \$81.60. Based on this evaluation, Continental Interpreting Services, at an averaged hourly rate of \$72.50, and Language Line Services, with an averaged hourly rate of \$80.10, were selected as the lowest responsive and responsible bidders, with the ability to provide all the necessary resources required by the RFP. Because no one vendor has the resources to meet all the County needs, the award will be split between the two vendors. However, in all cases the low bidder will be offered the opportunity to perform first before contacting the secondary vendor.

**PERIOD OF PERFORMANCE**

The contracts will be effective from July 28, 2006 through June 30, 2007 and will be eligible for renewal for each year up to June 30, 2009 for an amount not greater than \$300,000 each, up to the total aggregate of \$600,000.

**REVIEW/APPROVAL**

These contracts have been form approved by the Office of the County Counsel.

# FORM 11 ATTACHMENT SUMMARY DATA

## Form 11 Attachment Contract/Lease/Purchase Summary Data

**Contract**

- Approval/Renewal
- Sole Source
- Personal Services
- Independent Contractor
- Other than low Bid
- Change Order

**Lease**

- Approval/Renewal
- Multi-Year Lease
- Equipment
- Real Property
- Change Order

**Purchase**

- Sole Source
- Other Than Low Bid
- Change Order

<b>User Department:</b>	Various
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<b>Vendor/Lessor Name:</b>	Language Line Service and Continental Interpreting Services
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<b>Vendor/Lessor Location:</b>	Continental-Orange, CA Language Line-Monterey, CA
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Selection Committee Member Names (RFP's Only) J. De la Cruz, P. Franks, R. Hai, L. Renter, B. Robles, T. Vaughan & M. Wallace

Minority Status:            M            W            DV            None X

Local Preferences Applied:            Yes No X  
Effected Award?                            Yes No X

**Applicable Board Policy # California Code 459.4**

**Comments:**

**RFQ/RFP Process:**

Date Mailed:            2/21/2006  
Response Date:        3/30/2006  
# of Responses:        6  
# of Qualified Responses: 5

**Bidding Process:**

Bid Range:                \$59.60    To:    \$81.66/hr  
Local Bid Range:        None  
Responsive and  
Responsible Bid Range: \$72.50 To:    \$81.66  
Local Preference Award Cost  
Local Preference FYTD: Cost

### Contract/Lease Renewals Only Proposed Differences

Existing Agreement Items

Proposed Agreement Items

1. Rates
2. Terms
3. Conditions
4. Legal Issues
5. Accountability
6. Other

(Continue on blank sheet, if necessary)