

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

325



**FROM:** Purchasing and Fleet Services Department

**SUBMITTAL DATE:**  
April 11, 2016

**SUBJECT:** Approve Amendment No.1 for County Wide Verbal and Written Interpretative Language Services with Hanna Interpreting Services, Interpreters Unlimited, Inc. and Continental Interpreting Services, Inc., for Four Years. [All Districts]; [Annually - \$270,000]; [Total \$1,080,000]; 100% Department Funds.

**RECOMMENDED MOTION:** That the Board of Supervisors:

1. Approve Amendment No.1 for FY 15/16 to 20/21, to the professional service agreements:
  - a) Hanna Interpreting Services increasing the agreement \$20,000 from \$60,000 to \$80,000,
  - b) Interpreters Unlimited, Inc., increasing the agreement \$230,000 from \$60,000 to \$290,000,
  - c) Continental Interpreting Services increasing the agreement \$20,000 from \$60,000 to \$80,000, and;
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved by County Counsel to: (a) sign amendments that do not change the substantive terms of the agreement; (b) move the allocated funds among the vendors; and (c) sign amendments to the compensation provisions that do not exceed 10% annually.

**BACKGROUND:**

Summary

(Continued on page 2)

*Lisa Brandl*

Lisa Brandl, Director  
Purchasing & Fleet Services Dept.

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 177,436	\$ 270,000	\$ 1,080,000	\$	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$ 177,436	\$ 270,000	\$ 1,080,000	\$	
<b>SOURCE OF FUNDS:</b> 100% Department Budgets				<b>Budget Adjustment:</b> No	
				<b>For Fiscal Year:</b> 15/16-20/21	

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

APPROVE

*Ivan M. Chand*

BY: Ivan M. Chand 4/15/2016

County Executive Office Signature

**MINUTES OF THE BOARD OF SUPERVISORS**

FORM APPROVED COUNTY COUNSEL 4/14/16  
BY: GREGORY P. PRIAMOS DATE

Departmental Concurrence

- A-30
- 4/5 Vote
- Positions Added
- Change Order

Prev. Agn. Ref.: 3-11 1/27/2015

District: All

Agenda Number:

3-23

**SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA  
FORM 11: Approve Amendment No.1 for County Wide Verbal and Written Interpretative Language  
Services with Hanna Interpreting Services, Interpreters Unlimited, Inc. and Continental Interpreting  
Services, Inc., for Four Years. [All Districts]; [Annually - \$270,000]; [Total \$1,080,000]; 100%  
Department Funds.  
DATE: April 11,2016  
PAGE: 2 of 2**

**BACKGROUND:**

**Summary (continued)**

Riverside County requires the use of language interpreters for the County agencies such as Sheriff Department, Riverside University Health System, Department of Social Services and Probation. This service is needed by County agencies to assist the non-English speaking population of Riverside County receive the necessary care via applicable translation services.

The Board of Supervisors approved the three service agreements for translation services on January 27, 2015 (M.O. 3-11). An increase to the three service agreements from an aggregate annual amount of \$180,000 with an increase of \$270,000 will bring the new total to \$450,000. This increase is required to meet the countywide demand for translation services.

**Impact on Citizens and Businesses**

These services will enhance the County's communication to its constituents and provides a positive impact on citizens or businesses in the County of Riverside.

**SUPPLEMENTAL:**

**Additional Fiscal Information**

If approved, the annual authorized aggregate amount for all three contracts will be \$450,000 annually and taking into account this year's contract amount the five year period authorized amount will be \$1,800,000. Actual expenses may vary and are dependent on the usage of the contracts by county departments.

Estimated costs are based on the current fiscal year's expenses as extracted from the county's financial system. The current percentage use of the contracts by county departments are as follows:

1. Sheriff: 1.38%
2. RUHS - Behavioral Health: 65.45%
3. Department of Public Social Services: 32.77%
4. Probation: 0.4%

**Contract History and Price Reasonableness**

Purchasing released Request for Proposal (RFP) PUARC-1360 and advertised on the Purchasing web site soliciting bids from qualified vendors to provide Verbal and Written Interpretative Language Services to assist the non-English speaking population of Riverside County. Purchasing received five (5) proposals, from Hanna Interpreting Services, Interpreters Unlimited, Inc., Continental Interpreting Services, Inc., Language Access Network, LLC and Echo Interpreting, LLC. The evaluation committee composed of representatives from Purchasing, Mental Health, Regional Medical Center, and Public Social Services. The evaluation team reviewed and scored each proposal based on the bidders overall responsiveness to the requirements of the scope of service, bidder's experience and ability, technical capability and project methodology, overall cost, and reference checks.

The evaluation committee determined that due to the vast size of the County of Riverside, it was necessary to award to multiple vendors for Verbal and Written Interpretative Language Services. Hanna Interpreting Services, Interpreters Unlimited, Inc. and Continental Interpreting Services, Inc. were determined to be the most responsive/responsible vendors at the proposed rates from \$38.00 to \$105.00 per hour depending on the district, day, hour, and the urgency of need for services.

COUNTY OF RIVERSIDE  
AMENDMENT NO.1 TO THE AGREEMENT  
WITH  
CONTINENTAL INTERPRETING SERVICES

Original Contract Term: January 27, 2015 through December 31, 2020  
Contract Term Extended To: (Not applicable)  
Effective Date of Amendment: April 5, 2016  
Original Annual Maximum Contract Amount: \$60,000  
Amended Annual Maximum Contract Amount: \$80,000  
Contract ID: RIVCO-96146-010-12/20

The Agreement between County of Riverside herein referred to as COUNTY and **CONTINENTAL INTERPRETING SERVICES**, herein referred to as CONTRACTOR, entered into as of January 27, 2015, is amended as follows:

1. Section 3.1 is deleted in its entirety and replaced with the following: "The COUNTY shall pay for services performed, products provided and expenses incurred in accordance with the terms of Exhibit C, Payment provisions. Maximum payments by COUNTY to CONTRACTOR shall not exceed \$80,000.00 annually including all expenses. The COUNTY is not responsible for any fees or costs incurred above or beyond the contracted amount and shall have no obligation to purchase any specified amount of services or products. Unless otherwise specifically stated in Exhibit B, COUNTY shall not be responsible for payment of any CONTRACTOR'S expenses related to this Agreement."

2. All other terms and conditions of the Agreement not modified herein shall remain unchanged.

**IN WITNESS WHEREOF**, the Parties hereto have caused their duly authorized representatives to execute this Amendment.

**COUNTY OF RIVERSIDE**, a political subdivision of the State of California

By: \_\_\_\_\_  
John J. Benoit, Chairman  
Board of Supervisors  
Dated: \_\_\_\_\_

**CONTINENTAL INTERPRETING SERVICES**

By: \_\_\_\_\_  
Name: Luis M. Echeverry  
Title: President/CEO  
Dated: April 5, 2016

ATTEST:

Kecia Harper-Ihem  
Clerk of the Board

By: \_\_\_\_\_  
Deputy

APPROVED AS TO FORM:

Gregory P. Priamos  
County Counsel

By: \_\_\_\_\_  
Neal Kipnis,  
Deputy County Counsel

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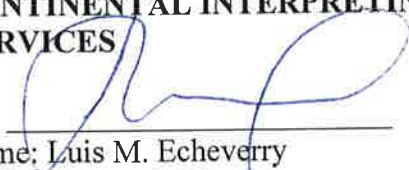
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Board of Supervisors  
Dated: \_\_\_\_\_

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By:   
Name: Luis M. Echeverry  
Title: President/CEO  
Dated: April 5, 2016

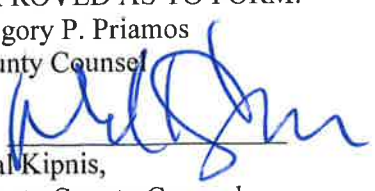
ATTEST:

Kecia Harper-Ihem  
Clerk of the Board

By: \_\_\_\_\_  
Deputy

APPROVED AS TO FORM:

Gregory P. Priamos  
County Counsel

By:   
Neal Kipnis,  
Deputy County Counsel

RFP# PUARC-1360  
BOS agenda # 3-11 & January 27, 2015  
Form #116-311 Revision Date: 01/13/2016

Purchasing and Fleet Services  
2980 Washington Street  
Riverside, CA 92504  
Contact: Richard Strickland

COUNTY OF RIVERSIDE  
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Board of Supervisors  
Dated: \_\_\_\_\_

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Name: Luis M. Echeverry  
Title: President/CEO  
Dated: April 5, 2016

ATTEST:

Kecia Harper-Ihem  
Clerk of the Board

By: \_\_\_\_\_  
Deputy

APPROVED AS TO FORM:

Gregory P. Priamos  
County Counsel

By: \_\_\_\_\_  
Neal Kipnis,  
Deputy County Counsel

COUNTY OF RIVERSIDE  
AMENDMENT NO.1 TO THE AGREEMENT  
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Original Annual Maximum Contract Amount:	\$60,000
Amended Annual Maximum Contract Amount:	\$80,000
Contract ID:	RIVCO-96146-008-12/20

The Agreement between County of Riverside herein referred to as COUNTY and **HANNA INTERPRETING SERVICES**., herein referred to as CONTRACTOR, entered into as of January 27, 2015, is amended as follows:


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By: \_\_\_\_\_  
John J. Benoit, Chairman  
Board of Supervisors  
Dated: \_\_\_\_\_

**HANNA INTERPRETING SERVICES**

By:   
Name: Tom Hanna  
Title: President  
Dated: 3/23/16

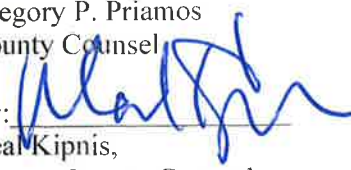
ATTEST:

Kecia Harper-Ihem  
Clerk of the Board

By: \_\_\_\_\_  
Deputy

APPROVED AS TO FORM:

Gregory P. Priamos  
County Counsel

By:   
Neal Kipnis,  
Deputy County Counsel

RFP# PUARC-1360  
BOS agenda # 3-11 & January 27, 2015  
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Purchasing and Fleet Services  
2980 Washington Street  
Riverside, CA 92504  
Contact: Richard Strickland

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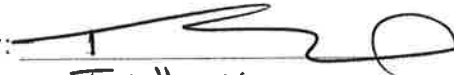
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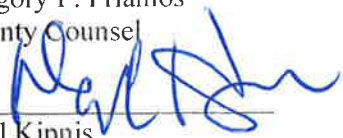
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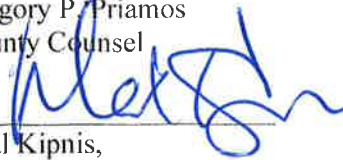
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Clerk of the Board

APPROVED AS TO FORM:  
Gregory P. Priamos  
County Counsel

By: \_\_\_\_\_  
Deputy

By:   
Neal Kipnis,  
Deputy County Counsel



COUNTY OF RIVERSIDE  
AMENDMENT NO.1 TO THE AGREEMENT  
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Effective Date of Amendment:	April 5, 2016
Original Annual Maximum Contract Amount:	\$60,000
Amended Annual Maximum Contract Amount:	\$290,000
Contract ID:	RIVCO-96146-009-01/20

The Agreement between County of Riverside herein referred to as COUNTY and **INTERPRETERS UNLIMITED, INC.**, herein referred to as CONTRACTOR, entered into as of January 27, 2015, is amended as follows:


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Board of Supervisors  
Dated: \_\_\_\_\_

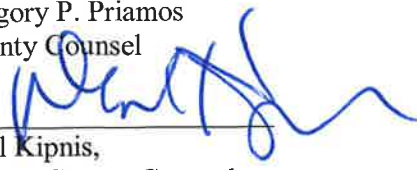
By:   
Name: Shamus Sayed  
Title: V.P. of Sales & Marketing  
Dated: April 4, 2016

ATTEST:

Kecia Harper-Ihem  
Clerk of the Board

By: \_\_\_\_\_  
Deputy

APPROVED AS TO FORM:  
Gregory P. Priamos  
County Counsel

By:   
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Deputy County Counsel

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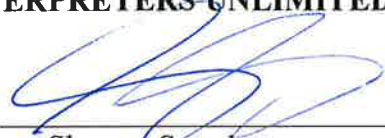
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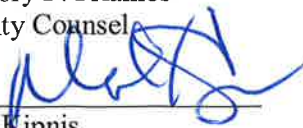
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