

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



ITEM
3.28
(ID # 6822)

MEETING DATE:

Tuesday, May 22, 2018

FROM : RUHS-MEDICAL CENTER:

SUBJECT: RIVERSIDE UNIVERSITY HEALTH SYSTEM - MEDICAL CENTER: Ratification and Approval of the Third Amendment to the Professional Service Agreement for Telephonic Interpreting and Translation Services between the County of Riverside and Language Line Services, Inc. All Districts [\$300,000, annually; up to \$30,000 in additional compensation], Hospital Enterprise Fund

RECOMMENDED MOTION: That the Board of Supervisors:

1. Ratify and approve the Third Amendment to the Professional Service Agreement for Telephonic Interpreting and Translation Services Between the County of Riverside and Language Line Services, Inc. to extend the period of performance from July 1, 2016 through June 30, 2019 and increase the maximum contract amount by \$100,000 from \$200,000 to \$300,000, and authorize the Chairman of the Board to sign the amendment on behalf of the County.
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: sign amendments that do not change the substantive terms of the agreement and sign amendments to the compensation provisions that do not exceed ten (10) percent annually.

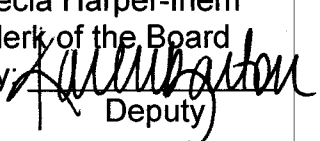
ACTION: Policy


Jennifer Cruikshank, Chief Executive Officer - Health System 5/3/2018

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Perez, seconded by Supervisor Jeffries and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Tavaglione, Washington, Perez and Ashley
Nays: None
Absent: None
Date: May 22, 2018
xc: RUHS-Medical Center, Purchasing

Kecia Harper-Ihem
Clerk of the Board
By: 
Deputy

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

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	On Going Cost:
COST	\$ 300,000	\$ 300,000	\$ 600,000	\$0
NET COUNTY COST	\$ 0	\$ 0	\$ 0	
SOURCE OF FUNDS: HOSPITAL ENTERPRISE FUND - 40050			Budget Adjustment: No	
			For Fiscal Year: 2016/2017-2018/2019	

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

The requested board action will allow the Medical Center to extend the Language Line contract term through June 30, 2019 and add an additional \$100,000 for fiscal year 2017/2018 to the contract to allow Language Line to provide remote telephonic interpreting services and translation services to RUHS patients. Language Line is the chosen vendor of Health Care Interpreter Network Services. Language Line Services, Inc. offers interpreting services in over 170 languages, including the Indigenous languages of Mexico and South America often encountered at RCRMC. Due Language Line's compatibility with the HCIN system, Language Line has successfully delivered 24/7 remote telephonic and video interpreting services to RUHS patients across the Moreno Valley, Detention health clinics and Arlington campuses. In addition, Language Line also offers in person interpretation services including American Sign Language.

Impact on Residents and Businesses

The Hospital, its site-based clinics and community-based clinics serve residents in all five Riverside County supervisorial districts, providing more than 450,000 patient encounters each year. RUHS patients requiring interpretation services will have access 24 hours a day, 7 days a week through interpretation services, to receive high quality care

Contract History and Price Reasonableness

On January 27, 2015 Agenda item 3.15 under a sole source approval number 15.361, the Board of Supervisors approved the Professional Services Agreement. On July 12, 2016 Agenda item 3.33, the Board of Supervisors approved the amendment to the Professional Services agreement to increase the dollars by \$50,000 from \$150,000 to \$200,000 annually. The maximum contract amount will not exceed \$300,000 for fiscal year 2017/2018 and 2018/2019 Through RUHS contract affiliation with Health Care Interpreter Network, Language Line currently extends a cost friendly rate of \$1.10 per minute to RUHS for telephonic and video interpreting services in comparison to a \$2.00 per minute rate offered countywide.

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

ATTACHMENTS:

Attachment A:

**THIRD AMENDMENT TO THE PROFESSIONAL SERVICE
AGREEMENT FOR TELEPHONIC INTERPRETING AND
TRANSLATION SERVICES BETWEEN THE COUNTY OF RIVERSIDE
AND LANGUAGE LINE SERVICES, INC.**

**THIRD AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT FOR
TELEPHONIC INTERPRETING AND TRANSLATION SERVICES
BETWEEN THE COUNTY OF RIVERSIDE AND LANGUAGE LINE SERVICES, INC.**

That certain Professional Service Agreement for Telephonic Interpreting and Translation Services, approved January 27, 2015, Agenda Item No. 3.15 ("Agreement"), made by and between the County of Riverside, a political subdivision of the State of California, ("COUNTY"), on behalf of Riverside University Health System, ("RUHS"), and Language Line Services, Inc., a Delaware corporation, ("CONTRACTOR"), with a first amendment executed June 11, 2015, and a second amendment approved July 12, 2016, Agenda Item No. 3.33, is hereby amended as follows:

1. Subsection 2.1 of Section 2. Period of Performance is hereby amended to extend the period of performance as follows:

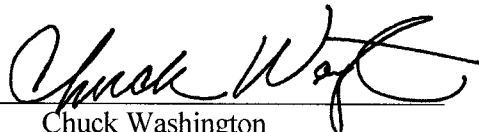
"This Agreement shall be effective July 1, 2014 through June 30, 2019."
2. Subsection 3.1 of Section 3. Compensation is hereby amended to increase the maximum compensation amount as follows:

"Maximum payments by COUNTY to CONTRACTOR shall not exceed three hundred thousand dollars (\$300,000) annually including all expenses."
3. All other terms and conditions of the Agreement shall remain unchanged and in full force and effect.
4. Effective Date. This Third Amendment to the Agreement shall become effective July 1, 2016.

[Intentionally Left Blank; Signature Page Follows]


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

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

By: 
Chuck Washington
Chairman, Board of Supervisors

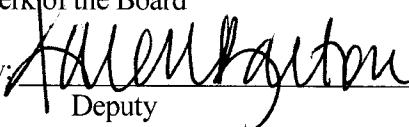
Date: MAY 22 2018

LANGUAGE LINE SERVICES, INC., a Delaware corporation

By: 
Bonaventura A. Cavaliere
CFO

Date: 04/28/2018

ATTEST:
Kecia Harper-Ihem
Clerk of the Board

By: 
Deputy

APPROVED AS TO FORM:
Gregory P. Priamos
County Counsel

By:  5/4/18
Danielle Maland
Deputy County Counsel