

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



ITEM: 3.25
(ID # 14133)

MEETING DATE:

Tuesday, December 15, 2020

FROM: PURCHASING AND FLEET SERVICES:

SUBJECT: PURCHASING AND FLEET: Approve Amendment No. 3 to the Service Agreements with Interpreters Unlimited, Inc. and Hanna Interpreting Services for Verbal and Written Interpretative Language Services without seeking competitive bids through June 30, 2021. (All Districts); [Total Cost \$215,000; up to \$21,500 in additional compensation] 100% Departmental Funds.

Recommended Motion: That the Board of Supervisors:

1. Approve Amendment No. 3 to the Service Agreement for Verbal and Written Interpretative Language Services with Interpreters Unlimited, Inc. to extend the period of performance through June 30, 2021 and increase the contract amount by \$185,000 without seeking competition, and authorize the Chairman of the Board to sign Amendment No. 3 on behalf of the County.
2. Approve Amendment No. 3 to the Service Agreement for Verbal and Written Interpretative Language Services with Hanna Interpreting Services, LLC to extend the period of performance through June 30, 2021 and increase the contract amount by \$30,000 without seeking competition, and authorize the Chairman of the Board to sign Amendment No. 3 on behalf of the County.
3. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based upon the availability of funding and as approved as to form by County Counsel to: a) sign amendments that exercise the options of each of the agreements, including modifications of the statement of work that stay within the intent of the agreements; (b) sign amendments to the compensation provisions that do not exceed the sum total of ten percent (10%) of the total annual cost of each of the contracts.

ACTION: Policy


Suzanna Hinkley, Assistant Director of Purchasing and Fleet Services
12/9/2020


Tina Grande, Director of Purchasing
12/9/2020

MINUTES OF THE BOARD OF SUPERVISORS

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

Ayes: Jeffries, Spiegel, Washington, Perez and Hewitt
Nays: None
Absent: None
Date: December 15, 2020
xc: Purchasing

Kecia R. Harper
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: | Ongoing Cost |
|--|-----------------------------|--------------------------|-------------------------------|---------------------|
| COST | \$215,000 | \$0 | \$215,000 | \$215,000 |
| NET COUNTY COST | \$ | \$ | \$ | \$ |
| SOURCE OF FUNDS: 100 % Various County Departmental Funds. | | | Budget Adjustment: No | |
| | | | For Fiscal Year: 20/21 | |

C.E.O. RECOMMENDATION: Approve

BACKGROUND:

Summary

Riverside County requires the use of language interpreters for the County agencies such as the Sheriff's Department, Riverside University Health Systems, Department of Public Social Services as well as Probation. The services are needed by County agencies to ensure that the non-English speaking population of Riverside County is receiving the necessary care and attention via applicable translation services.

The Board of Supervisors approved the three county-wide professional service agreements with Hanna Interpreting Services, Interpreters Unlimited, Inc. and Continental Interpreting Services, Inc. for Verbal and Written Interpretative Language Services on January 27, 2015 (Item #3-11).

The extension of the agreements through June 30, 2021 will ensure uninterrupted services and allow time to establish new contracts via the competitive bid process.

Impact on Residents and Businesses

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

Additional Fiscal Information

The annual aggregate amount for all two contracts is \$430,000, including the amount of Amendment No. 3 of \$215,000.

1. Sheriff: 2%
2. RUHS Behavioral Health 70%
3. Department of Public Social Services 25%
4. Probation: 1%
5. Various other departments: 2%

Contract History and Price Reasonableness


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

On May 12, 2014 the Purchasing Department released Request for Proposal (RFP) PUARC-1360 and advertised it on the Purchasing website soliciting bids from qualified vendors to provide Verbal and Written Interpretative Language Services to assist the non-English speaking population of Riverside County. In response to the proposal the Purchasing Department received five (5) proposals, from Hana Interpreting Services, Interpreters Unlimited, Inc., Continental Interpreting Services, Inc., Language Access Network, LLC and Echo Interpreting, LLC. The evaluation committee was composed of representatives from Purchasing, RUHS Behavioral Health, RUHS Medical Center, and the Department of Public Social Services.

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.

On April 26, 2016 (Item #3-23) the Board approved Amendment No. 1 to all three agreements to increase the aggregate amount; for Hanna Interpreting Services, Inc. and Continental Interpreting Services, Inc. each by \$20,000 from \$60,000 to \$80,000 and Interpreters Unlimited, Inc. by \$230,000 from \$60,000 to \$290,000.

Amendment No. 2 was issued effective July 1, 2019 to increase the amount for Interpreters Unlimited, Inc. by \$80,000 from \$290,000 to \$370,000. The amount for Hanna Interpreting Services was adjusted by \$20,000 from \$80,000 to \$60,000.00. In their letter dated August 21, 2019 Continental Interpreting Services, Inc. terminated their agreement without cause effective 180 days from the date of their letter.


Suzanna Mackley, Assistant Director of Purchasing and Fleet Service

12/9/2020


Douglas Ordonez Jr.

12/10/2020


Gregory V. Priamos, Director County Counsel

12/10/2020



Use this form to submit a single or sole source requisition for review by your Buyer and/or Procurement Contract Specialist. All procurements valued \$5,000 or more must seek competitive bids from a minimum of three suppliers, or the expectation that three or more suppliers will respond, or be justified by a Single/Sole Source. All purchases exceeding \$50,000 require a formal public bid. Procurement's may not be artificially segregated to lesser dollar amounts for the purpose of bypassing this requirement.

Sole/Single Source service requests that are greater than \$50,000 require additional Board of Supervisors approval.

Supplier Details

Vendor Hanna Interpreting Services LLC
Fulfillment Address LLCs - Services: (preferred)
 10783 Jamacha Blvd Ste 8
 Spring Valley, CA 91978 US
Vendor Phone +1 619-741-0000

Distribution

The system will distribute purchase orders using the method(s) indicated below:

Check this box to customize order distribution information.

Contract RIVCO-96146-008-12/20 (Legacy Contract)

Background Information

Please indicate if this is a single or sole source below

Sole Source

Have you previously requested and received approval for a sole/single source request for this vendor for your department?

No

If selected "yes", please provide the approved SSJ# below

SSJ#

If selected "yes", was the request approved for a different project?

Purchase Details

1. Supply/Service being requested:

Verbal and Written Interpretative Language Services

2. Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide:

Riverside County requires the use of language interpreters for the County agencies such as the Sheriff's Department, Riverside University Health Systems, Department of Public Social Services as well as Probation. The services are needed by County agencies to ensure that the non-English speaking population of Riverside County is receiving the necessary care and attention via applicable translation services.

3. Reasons why my department requires these

Current Year Cost

6. Identify all costs for this requested purchase.

You do not need to include previous fiscal year amounts. If approval is for multiple years, ongoing costs must be identified below. If annual increases apply to ongoing costs such as CPI or other contract increases, provide the estimated annual cost for each consecutive year. If the annual increase may exceed the Purchasing Agent's authority, Board approval must be obtained.

Describe all current fiscal year costs associated with this procurement in the box below. Insert all one time costs associated with this project in the table below.

unique features and what benefit will accrue to the county:

The extension of the agreements through June 30, 2021 will ensure uninterrupted services and allow time to establish new contracts via competitive bid process.

4. Period of Performance 01/01/2021

From:

Period of Performance To: 06/30/2021

Is this an annually renewable contract or is it fixed term?

Fixed Term

5. Price Reasonableness:

The vendor is keeping current contract pricing through June 30, 2021. This pricing was established via a competitive bidding process, RFP # PUARC-1360. Original period of performance: March, 2015 - December 31/2020.

Current annual contract maximum amount: \$60,000 according to Amendment #2.

Projected Board of Supervisor Date (if applicable): 12/15/2020

Commodity Code 96146

Current annual contract maximum amount: \$60,000 according to Amendment #2. Expected cost for the time period of January 1, 2021 - June 30, 2021: \$30,000.

Insert all current fiscal year costs in the table below. Label the 'description' as the item that is being purchased.

Current FY Costs

| Description | Price |
|-------------|-------|
|-------------|-------|

| | |
|--|--|
| Expected cost for the time period of January 1, 2021 - June 30, 2021 | |
| | |
| | |
| | |

Enter all additional FY costs in the table below . Only enter one fiscal year cost per line and identify the fiscal year that it pertains to. Fiscal year is from 7/1/00 to 6/30/00.. Example : FY 18/19 \$200

FY

FY

FY

FY

FY

Additional FY Cost

Describe all additional costs associated with this procurement in the box below. Include the dollar amounts for subsequent fiscal years if it differs from above.

Current annual contract maximum amount: \$60,000 according to Amendment #2. Expected cost for the time period of January 1, 2021 - June 30, 2021: \$30,000.

Current Year Cost Total: 0.00

Supporting Documentation

If this request is for professional services, attach the service agreement to this sole source request. The Purchasing Agent, or designee, is the signing authority for agreements unless the service is exempted by Ordinance 459, Board delegated authority or by State law.

Additional supporting documentation includes:

- Previously approved SSJ's
- other

For all other requests, attach the vendor's cost proposal

Internal Attachments

Purchasing Approval

| Approved by | Date Approved | Approval Conditions/Comments |
|--|---------------|---------------------------------|
| This section to be filled out by Purchasing Management only upon approval. Suzanna Hinckley | 12/9/2020 | |
| Total | | 0.00 |



Use this form to submit a single or sole source requisition for review by your Buyer and/or Procurement Contract Specialist. All procurements valued \$5,000 or more must seek competitive bids from a minimum of three suppliers, or the expectation that three or more suppliers will respond, or be justified by a Single/Sole Source. All purchases exceeding \$50,000 require a formal public bid. Procurement's may not be artificially segregated to lesser dollar amounts for the purpose of bypassing this requirement.

Sole/Single Source service requests that are greater than \$50,000 require additional Board of Supervisors approval.

Supplier Details

Vendor Interpreters Unlimited
Fulfillment Address Web Vendors Corp/Svcs: (preferred)
 11305 Rancho Bernardo Road Ste
 101
 San Diego , CA 92127 US
Vendor Phone +1 800-726-9891
Distribution
 The system will distribute purchase orders using the method(s) indicated below:
 Check this box to customize order distribution information.
Contract RIVCO-96146-009-01/20
 (INTERPRETATION SERVICES)

Background Information

Please indicate if this is a single or sole source below

Sole Source

Have you previously requested and received approval for a sole/single source request for this vendor for your department?

No

If selected "yes", please provide the approved SSJ# below

SSJ#

If selected "yes", was the request approved for a different project?

Purchase Details

1. Supply/Service being requested:

Verbal and Written Interpretative Language Services

2. Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide:

Riverside County requires the use of language interpreters for the County agencies such as the Sheriff's Department, Riverside University Health Systems, Department of Public Social Services as well as Probation. The services are needed by County agencies to ensure that the non-English speaking population of Riverside County is receiving the necessary care and attention via applicable translation services.

3. Reasons why my department requires these

Current Year Cost

6. Identify all costs for this requested purchase.

You do not need to include previous fiscal year amounts. If approval is for multiple years, ongoing costs must be identified below. If annual increases apply to ongoing costs such as CPI or other contract increases, provide the estimated annual cost for each consecutive year. If the annual increase may exceed the Purchasing Agent's authority, Board approval must be obtained.

Describe all current fiscal year costs associated with this procurement in the box below. Insert all one time costs associated with this project in the table below.

unique features and what benefit will accrue to the county:

The extension of the agreements through June 30, 2021 will ensure uninterrupted services and allow time to establish new contracts via competitive bid process.

4. Period of Performance 01/01/2021

From:

Period of Performance To: 06/30/2021

Is this an annually renewable contract or is it fixed term?

Fixed Term

5. Price Reasonableness:

The vendor is keeping current contract pricing through June 30, 2021. This pricing was established via a competitive bidding process, RFP # PUARC-1360. Original period of performance: March, 2015 - December 31/2020.

Current annual contract maximum amount: \$370,000 according to Amendment #2.

Projected Board of Supervisor Date (if applicable): 12/15/2020

Commodity Code 96146

Current annual contract maximum amount: \$370,000 according to Amendment #2. Expected cost for the time period of January 1, 2021 - June 30, 2021: \$185,000.

Insert all current fiscal year costs in the table below. Label the 'description' as the item that is being purchased.

Current FY Costs

| Description | Price |
|--|-------|
| Expected cost for the time period of January 1, 2021 - June 30, 2021 | |

Enter all additional FY costs in the table below . Only enter one fiscal year cost per line and identify the fiscal year that it pertains to. Fiscal year is from 7/1/00 to 6/30/00.. Example : FY 18/19 \$200

FY
FY
FY
FY
FY

Additional FY Cost

Describe all additional costs associated with this procurement in the box below. Include the dollar amounts for subsequent fiscal years if it differs from above.

Current annual contract maximum amount: \$370,000 according to Amendment #2. Expected cost for the time period of January 1, 2021 - June 30, 2021: \$185,000.

Current Year Cost Total: 0.00

Supporting Documentation

If this request is for professional services, attach the service agreement to this sole source request. The Purchasing Agent, or designee, is the signing authority for agreements unless the service is exempted by Ordinance 459, Board delegated authority or by State law.

- Additional supporting documentation includes:
 - Previously approved SSJ's
 - other

For all other requests, attach the vendor's cost proposal

Internal Attachments

Purchasing Approval

| Approved by | Date Approved | Approval Conditions/Comments |
|---|---------------|---------------------------------|
| Suzanna Hinckley | 12/9/2020 | |
| This section to be filled out by Purchasing Management only upon approval. | | Total 0.00 |

COUNTY OF RIVERSIDE
AMENDMENT NO. 3 TO THE AGREEMENT
WITH
HANNA INTERPRETING SERVICES

| | |
|---------------------------------|-------------------------------|
| Original Contract Term: | 03/06/2015 through 12/31/2020 |
| Contract Term Extended To: | 06/30/2021 |
| Annual Maximum Contract Amount: | \$60,000.00 |
| Contract ID: | RIVCO-96146-008-12/20 |

WHEREAS, the County of Riverside (“COUNTY”) and Hanna Interpreting Services, LLC (“CONTRACTOR”) entered into that Service Agreement for Verbal and Written Interpretative Language Services, effective March 6, 2015 (the “Agreement”); and

WHEREAS, COUNTY and CONTRACTOR now desire to amend the Agreement for the third time to revise the period of performance as well as the payment provisions.


NOW, THEREFORE, for good and valuable consideration the receipt and adequacy of which is hereby acknowledged, the Parties agree to amend the Agreement as follows:

1. The above recitals are true and correct and are incorporated herein by reference.
2. The Period of Performance of the Agreement is hereby extended until June 30, 2021.
3. Exhibit C (Payment Provisions) of the Agreement is hereby deleted in its entirety and replaced with Exhibit C-1, which is attached hereto and incorporated herein by this reference.
4. All other terms and conditions of the Agreement not modified herein shall remain unchanged.
5. This Amendment No. 3 shall be effective upon signature by all parties.

IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Amendment No. 3.

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

HANNA INTERPRETING SERVICES, LLC, a California limited liability company

By: 
Name: V. Manuel Perez
Title: Chairman of the Board of Supervisors

By: 
Name: Tom Hanna
Title: President

Dated: DEC 15 2020

Dated: 12/9/2020

APPROVED AS TO FORM:
Gregory P. Priamos
County Counsel

By: 
Susanna Oh
Deputy County Counsel

ATTEST:
KECIA R. HARPER, Clerk
By: 
DEPUTY

COUNTY OF RIVERSIDE
 AMENDMENT NO. 3 TO THE AGREEMENT
 WITH
 HANNA INTERPRETING SERVICES

**Exhibit C-1
 PAYMENT PROVISION**

ONSITE, IN-PERSON INTERPRETATION

| Languages | Minimum | Rate, Per Hour | 15 Minute Interval |
|----------------------------|---------|----------------|--------------------|
| Spanish | 2 Hours | \$45.00 | \$11.25 |
| All Other Spoken Languages | 2 Hours | \$60.00 | \$15.00 |
| American Sign Language | 2 Hours | \$80.00 | \$20.00 |

- Same rate for all times of the day.
- Same rate for less than or greater than 72 hours' notice.
- Same rate for all Zones

ON DEMAND TELEPHONE INTERPRETATION

| Languages | Minimum | Rate, Per Minute | 15 Minute Interval |
|----------------------------|---------|------------------|--------------------|
| Spanish | None | \$1.40 | N/A |
| All Other Spoken Languages | None | \$1.40 | N/A |

SCHEDULED TELEPHONE INTERPRETATION

| Languages | Minimum | Rate, Per Hour | 15 Minute Interval |
|---------------------|---------|----------------|--------------------|
| Spanish | None | \$45.00 | \$11.25 |
| All Other Languages | None | \$60.00 | \$15.00 |

ON DEMAND VIDEO REMOTE INTERPRETATION

| Languages | Minimum | Rate, Per Minute | 15 Minute Interval |
|---------------------|---------|------------------|--------------------|
| Spanish | None | \$2.99 | N/A |
| All Other Languages | None | \$2.99 | N/A |

SCHEDULED VIDEO REMOTE INTERPRETATION

| Languages | Minimum | Rate, Per Hour | 15 Minute Interval |
|------------------------|---------|----------------|--------------------|
| Spanish | None | \$45.00 | \$11.25 |
| All Other Languages | None | \$60.00 | \$15.00 |
| American Sign Language | None | \$80.00 | \$20.00 |

COUNTY OF RIVERSIDE
AMENDMENT NO. 3 TO THE AGREEMENT
WITH
HANNA INTERPRETING SERVICES

- Same rate for all times of the day.
- Same rate for less than or greater than 72 hours' notice.
- Same rate for all Zones.

DOCUMENT TRANSLATION

| Languages | Minimum | Rate, Per Word |
|---------------------|---------|----------------|
| Spanish | \$50.00 | \$0.15 |
| All Other Languages | \$75.00 | \$0.25 |

COUNTY OF RIVERSIDE
AMENDMENT NO. 3 TO THE AGREEMENT
WITH
INTERPRETERS UNLIMITED, INC.

| | |
|---------------------------------|-------------------------------|
| Original Contract Term: | 03/04/2015 through 12/31/2020 |
| Contract Term Extended To: | 06/30/2021 |
| Annual Maximum Contract Amount: | \$370,000.00 |
| Contract ID: | RIVCO-96146-009-01/20 |

WHEREAS, the County of Riverside (“COUNTY”) and Interpreters Unlimited, Inc. (“CONTRACTOR”) entered into that certain Service Agreement for Verbal and Written Interpretative Language Services, effective March 4, 2015 (the “Agreement”); and

WHEREAS, COUNTY and CONTRACTOR now desire to amend the Agreement for the third time to revise the period of performance.


NOW, THEREFORE, for good and valuable consideration the receipt and adequacy of which is hereby acknowledged, the Parties agree to amend the Agreement as follows:


1. The above recitals are true and correct and are incorporated herein by reference.
2. The Period of Performance of the Agreement is hereby extended until June 30, 2021.
3. Exhibit C (Payment Provision) of the Agreement is hereby deleted in its entirety and replaced with Exhibit C-1, which is attached hereto and incorporated herein by this reference.
4. All other terms and conditions of the Agreement not modified herein shall remain unchanged.
5. This Amendment No. 3 shall be effective upon signature by all parties.

IN WITNESS WHEREOF, the Parties hereto have caused their duly authorized representatives to execute this Amendment No. 3.

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

INTERPRETERS UNLIMITED, INC., a California corporation

By: 
Name: V. Manuel Perez
Title: Chairman of the Board of Supervisors

By: 
Name: Shamus Sayed
Title: Vice President

Dated: DEC 15 2020

Dated: 12/09/2020

ATTEST:
KECIAR HARPER, Clerk
By 
DEPUTY

APPROVED AS TO FORM:
Gregory P. Priamos
County Counsel

By: 
Susanna Oh
Deputy County Counsel

COUNTY OF RIVERSIDE
 AMENDMENT NO. 3 TO THE AGREEMENT
 WITH
 INTERPRETERS UNLIMITED, INC.

**Exhibit C-1
 PAYMENT PROVISION**

ONSITE, IN-PERSON INTERPRETATION

| Languages | Minimum | Rate, Per Hour | 15 Minute Interval |
|---------------------|---------|----------------|--------------------|
| Spanish | 2 Hours | \$43.00 | \$10.75 |
| All Other Languages | 2 Hours | \$85.00 | \$21.25 |

- Same rate for all times of the day.
- Same rate for less than or greater than 72 hours' notice.
- Same rate for all Zones.

ON DEMAND TELEPHONE INTERPRETATION

| Languages | Minimum | Rate, Per Minute | 15 Minute Interval |
|---------------------|---------|------------------|--------------------|
| Spanish | None | \$2.00 | N/A |
| All Other Languages | None | \$2.00 | N/A |

SCHEDULED TELEPHONE INTERPRETATION

| Languages | Minimum | Rate, Per Minute | 15 Minute Interval |
|---------------------|---------|------------------|--------------------|
| Spanish | None | \$43.00 | \$10.75 |
| All Other Languages | None | \$85.00 | \$21.25 |

ON DEMAND VIDEO REMOTE INTERPRETATION

| Languages | Minimum | Rate, Per Minute | 15 Minute Interval |
|---------------------|---------|------------------|--------------------|
| Spanish | None | \$2.25 | N/A |
| All Other Languages | None | \$2.25 | N/A |

SCHEDULED VIDEO REMOTE INTERPRETATION

| Languages | Minimum | Rate, Per Hour | 15 Minute Interval |
|---------------------|---------|----------------|--------------------|
| Spanish | None | \$43.00 | \$10.75 |
| All Other Languages | None | \$85.00 | \$21.25 |

COUNTY OF RIVERSIDE
AMENDMENT NO. 3 TO THE AGREEMENT
WITH
INTERPRETERS UNLIMITED, INC.

- Same rate for all times of the day.
- Same rate for less than or greater than 72 hours' notice.
- Same rate for all Zones.

DOCUMENT TRANSLATION

| Languages | Minimum | Rate, Per Word | 15 Minute Interval |
|---------------------|---------|----------------|--------------------|
| Spanish | \$50.00 | \$0.15 | N/A |
| All Other Languages | \$75.00 | \$0.25 | N/A |