



**SUBMITTAL TO THE RIVERSIDE UNIVERSITY HEALTH SYSTEM MEDICAL CENTER GOVERNING BOARD  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



ITEM: 15.2  
(ID # 20357)

**MEETING DATE:**

Tuesday, November 01, 2022

**FROM :** RUHS-MEDICAL CENTER:

**SUBJECT:** RIVERSIDE UNIVERSITY HEALTH SYSTEM-MEDICAL CENTER: Ratify and Approve the First Amendment to the Professional Service Agreement with Language Line Services, Inc. for Interpreting and Translation Services to increase the total annual contract amount by \$180,000 from \$720,000 to \$900,000 through the current termination date of June 30, 2026, All Districts. [Total (Amendment) Cost \$180,000, annually; up to \$90,000 in additional compensation annually], 100% Hospital Enterprise Fund

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

1. Ratify and approve the First Amendment to the Professional Service Agreement with Language Line Services, Inc. for interpreting and translation services to increase the total annual contract amount by \$180,000 from \$720,000 to \$900,000 through the current termination date of June 30, 2026, and authorize the Chair of the Board to sign the Amendment on behalf of the County; and
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding and as approved as to form 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 the sum total of ten percent (10%) of the total annual cost of the agreement.

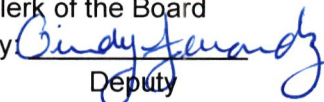
**ACTION:Policy**

  
 Jennifer Cruikshank, Chief Executive Officer – Health System, 10/18/2022

**MINUTES OF THE GOVERNING BOARD**

On motion of Supervisor Washington, 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, Hewitt, and Perez  
 Nays: None  
 Absent: None  
 Date: November 1, 2022  
 xc: RUHS-MC

Kecia R. Harper  
 Clerk of the Board  
 By   
 Deputy

**SUBMITTAL TO THE RIVERSIDE UNIVERSITY HEALTH  
SYSTEM MEDICAL CENTER GOVERNING BOARD OF DIRECTORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

<b>FINANCIAL DATA</b>	<b>Current Fiscal Year</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$180,000	\$180,000	\$720,000	\$0
<b>NET COUNTY COST</b>	\$0	\$0	\$0	\$0
<b>SOURCE OF FUNDS: Hospital Enterprise Fund.</b>			<b>Budget Adjustment: No</b>	
			<b>For Fiscal Year: 22/23 – 25/26</b>	

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

**BACKGROUND:**

**Summary**

On July 21, 2021, the Riverside University Health System (RUHS), under the Purchasing Agent’s authority, entered into a new Professional Service Agreement for interpreting and translation services with Language Line Services, Inc. (Language Line). This Agreement provides interpreting and translation services to the following RUHS departments: Medical Center, Arlington Campus, Medical and Surgical Center, Community Health Clinics, Correctional Health, and Ancillary Support Services.

Language Line offers interpreting services in over 170 languages, including the indigenous languages of Mexico and South America often encountered at RUHS and has successfully delivered 24/7 remote telephonic and video interpreting services to RUHS patients across its campuses. Additionally, Language Line is RUHS’s primary translation vendor for documents that require rush translation when the Language and Cultural Services translation team is beyond their short-term productive capacity.

RUHS’s demand for these services has steadily increased over the last four years. This increased need for services is attributed to both census surges and an increase in the volume of patients, many of which require translation services.

The requested Board action will allow RUHS to increase the annual contract maximum with Language Line from \$720,000 to \$900,000 and allow for an increased number of the following services to be provided such as: over-the-phone and on-site language interpreting; document translation; and, remote-video interpretation. This increase in services is necessary for RUHS to plan for census surges and to meet the demand for non-English-speaking translation services.

**Impact on Residents and Businesses**

These services are a component of RUHS’s system of care aimed at improving the health and safety of its patients and the community.

**Additional Fiscal Information**

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SYSTEM MEDICAL CENTER GOVERNING BOARD OF DIRECTORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

There are sufficient appropriations in the Department's FY22/23 budget. No additional County funds are required.

**Contract History and Price Reasonableness**

On July 21, 2021, a new five-year Professional Services Agreement, effective July 1, 2021, through June 30, 2026, for interpreting and translation services between County and Language Line was executed under the Purchasing Agent's authority with maximum annual compensation of \$720,000.

Currently, RUHS participates with a separate interpreting and translation services vendor, Health Care Interpreter Network (HCIN), who partners with Language Line to provide additional support needed during demand surges. As a participating member with HCIN, Language Line provides RUHS with a 22% discount for services.

The agreement requires Board approval as the compensation provision exceeds the Purchasing Agent's authority and \$750,000 threshold for contracting with a single vendor for healthcare translation and interpretation services per the Patient Care Resolution 2021-116.

**ATTACHMENTS:**

**Attachment A:**

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

  
Suzanna Hackley, Assistant Director of Purchasing and Fleet Service

10/20/2022

  
Jacqueline Ruiz, Sr. Management Analyst

10/26/2022

  
Gregg Gu, Chief Deputy County Counsel

10/21/2022



**FIRST AMENDMENT TO THE PROFESSIONAL SERVICE AGREEMENT  
FOR  
INTERPRETING AND TRANSLATION SERVICES  
BETWEEN  
COUNTY OF RIVERSIDE (Riverside University Health System) AND LANGUAGE  
LINE SERVICES, INC.**

This First Amendment to the Professional Service Agreement for Interpreting and Translation Services (herein referred to as "First Amendment") is made and entered into by and between the **County of Riverside (Riverside University Health System)**, a political subdivision of the State of California, (herein referred to as "COUNTY"), on behalf of Riverside University Health System (herein referred to as "RUHS"), and **Language Line Services, Inc.**, a Delaware corporation, (herein referred to as "CONTRACTOR"), sometimes collectively referred to as the "Parties" or individually referred to as a "Party."

**RECITALS**

**WHEREAS**, COUNTY and CONTRACTOR have entered into that certain Professional Service Agreement for Interpreting and Translation Services, approved July 21, 2021, and effective July 1, 2021, (herein referred to as "Agreement"); and

**WHEREAS**, the Parties now desire to amend the Agreement to increase the contract maximum amount from \$720,000 to \$900,000;

**NOW, THEREFORE**, the Parties agree as follows:

1. **Recitals.** The recitals set forth above are true and correct and incorporated herein by this reference.
2. **Compensation.** The second sentence of Subsection 3.1 of Section 3. Compensation is hereby amended to increase the maximum payments by \$180,000 from \$720,000 to \$900,000, as follows: "Maximum payments by COUNTY to CONTRACTOR shall not exceed nine hundred thousand dollars (\$900,000) annually including all expenses."
3. **Miscellaneous.** All other terms and conditions of the Agreement not modified herein shall remain unchanged and in full force and effect.
4. **Effective Date.** This First Amendment to the Agreement shall become effective upon signature of both Parties, or July 1, 2022, whichever should come first.

*[Signature Page Follows]*

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

**COUNTY OF RIVERSIDE (Riverside University Health System),**

a political subdivision of the State of California

By: *Jeffrey Hewitt*

Name: Jeffrey Hewitt  
Title: Chair, Board of Supervisors

Dated: 11/1/22

**LANGUAGE LINE SERVICES, INC.,**

a Delaware Corporation



By: *Bonaventura Cavaliere*  
376092BB958A4BB

Name: Bonaventura Cavaliere  
Title: Secretary and CFO

Dated: September 16, 2022

**ATTEST:**

Kecia R. Harper  
County Clerk of the Board

By: *Meanna Smith*  
Deputy

**APPROVED AS TO FORM:**

County Counsel

By: *Esen Sainz*

Name: Esen Sainz  
Title: Deputy County Counsel

Dated: Sep 21, 2022

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# First Amendment to the Professional Service Agreement between Language Line and County

Final Audit Report

2022-09-21

Created:	2022-09-21
By:	Jose Curiel (jo.curiel@ruhealth.org)
Status:	Signed
Transaction ID:	CBJCHBCAABAACyDLodRY9PgvWAXM5gW_GE0fVe5_3ZZU

## "First Amendment to the Professional Service Agreement between Language Line and County" History

-  Document created by Jose Curiel (jo.curiel@ruhealth.org)  
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-  Document emailed to Denise Esparza (dresparza@rivco.org) for signature  
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-  Email viewed by Denise Esparza (dresparza@rivco.org)  
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-  Document signing delegated to Esen Sainz (esainz@rivco.org) by Denise Esparza (dresparza@rivco.org)  
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-  Email viewed by Esen Sainz (esainz@rivco.org)  
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-  Document e-signed by Esen Sainz (esainz@rivco.org)  
Signature Date: 2022-09-21 - 11:14:31 PM GMT - Time Source: server
-  Agreement completed.  
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