



Mark Farrell, Mayor

Department of Human Services
 Department of Aging and Adult Services
 Office of Early Care and Education

Trent Rhorer, Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: DANIEL KAPLAN, DEPUTY DIRECTOR
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JKJ*

DATE: MAY 18, 2018

SUBJECT: CONTRACT MODIFICATION: **INTERNATIONAL EFFECTIVENESS CENTER (IEC) (FOR-PROFIT) TO PROVIDE ORAL INTERPRETATION SERVICES TO DHS STAFF WORKING WITH DHS CLIENTS**

CONTRACT TERM:	<u>Current</u> 7/1/15- 6/30/18	<u>Modification</u> 7/1/17 – 6/30/18	<u>Revised</u> 7/1/15- 6/30/18	<u>Contingency</u>	<u>Total</u> 7/1/15- 6/30/18
TOTAL CONTRACT AMOUNT:	\$1,050,000	\$90,000	\$1,140,000	\$114,000	\$1,254,000
ANNUAL AMOUNT:	<u>FY 15/16</u>	<u>FY 16/17</u>	<u>FY 17/18</u>	<u>Revised</u> <u>FY 17/18</u>	
	\$350,000	\$350,000	\$350,000	\$440,000	
Funding Source MODIFICATION FUNDING:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
PERCENTAGE:	\$67,500	\$10,800	\$11,700	\$9,000	\$99,000
	75%	12%	13%		100%

The Department of Human Services (DHS) requests authorization to modify the existing contract with International Effectiveness Center for the provision of oral interpretation services for the period of July 1, 2017 through June 30, 2018 an additional \$90,000 for a new contract amount \$1,140,000 plus a 10% contingency for a total amount not to exceed \$1,254,000. The purpose of this contract is to provide oral interpretation services to DHS staff working with DHS clients.

Background

In order to comply with State law and a City ordinance regarding equal access to services, DHS has contracted with agencies to offer bilingual services to the public and clients accessing services. The DHS Employee/Labor Relations unit coordinates with the Department’s Bilingual

Services Committee and designated program contacts to ensure effective bilingual interpretive services are available to staff and clients.

Oral interpretation services for the contract term have exceeded the original budget estimates. Due to increased demand for interpretation services at the HSA's 1235 Mission Service Center for CalFresh, Medi-Cal, and County Adult Assistance Programs (CAAP), it has been determined that an additional 8.6% will need to be added to the original contract amount in order to maintain services through the fiscal year. The modification is requested to cover the costs of compliance with State law and the City ordinance regarding equal access to services.

Services to be Provided

Contractors will provide oral interpreters in requested languages, including but not limited to: Spanish, Chinese (Mandarin or Cantonese), Vietnamese, Russian, Tagalog, and other languages as identified by the DHS Employee Labor Relations unit and/or other staff. Contractors will provide and schedule oral interpreters in as short a turnaround time as possible (i.e., within 24 to 48 hours).

Selection

Contractor was selected through Request for Proposals 633, which was issued on March 18, 2015.

Funding

This contract is funded by Federal, State and County General Funds.

Attachments

- Appendix A-1, Scope of Services
- Appendix B-1, Budget

Appendix A-1 – Services to be Provided
International Effectiveness Center
7/1/2015-6/30/2018

I. Purpose of Contract

The purpose of this contract is to provide oral interpretation services to San Francisco Human Services Agency (HSA) clients with Limited English Proficiency (LEP). This language service is vital in enabling HSA staff to effectively communicate with clients, determine eligibility for programs, and provide appropriate referrals for services.

II. Definitions

Contractor	International Effectiveness Center
HSA	Human Services Agency of the City and County of San Francisco
OCR	HSA’s Office of Civil Rights
ATA	American Translators Association
NTA	National Translator Association

III. Target Population

Contractor will provide oral interpretation services to HSA staff and its community partners working with HSA clients.

IV. Description of Services

Contractor shall provide the following services during the term of this contract:

Oral Interpretation

- A. Provide professional and culturally competent interpreters certified by ATA, NTA, or by other appropriate evaluation tools or similar accrediting organizations.
- B. Provide oral interpreters in requested languages, including but not limited to: Spanish, Chinese (Mandarin and Cantonese), Vietnamese, Russian, Filipino (Tagalog) and other languages as identified by HSA-OCR.
- C. Schedule and provide oral interpreters within 24 hours of request.
- D. Accept telephone and written requests from HSA-OCR and/or other authorized requestors designated by HSA-OCR, assign interpreters, and provide confirmation to HSA-OCR unit and/or HSA project staff in a timely manner.
- E. Ensure that interpreters assigned to HSA are culturally competent, are familiar with the nature of interactions with social service clients, and are sensitive to

the barriers that clients face in terms of language, disabilities (both mental and physical) and educational levels.

V. Location and Time of Services

Oral Interpretation

Designated service locations will be within but not limited to the City and County of San Francisco. Appointments may be scheduled for any day of the week.

VI. HSA Responsibilities

- A. HSA-OCR will report performance feedback to the Contractor.
- B. Provide ongoing technical assistance related to, but not limited to, overall service implementation, and allowable activities and expenses.
- C. Communicate in a timely fashion the service needs of the agency at various locations and develop appropriate service plans with vendor.
- D. Act as the final authority regarding service provision questions and the handling of grievances.
- E. Review and process invoices for payments.
- F. HSA will monitor all vendors during the course of the contract. Monitoring will include, but may not be limited to, the following requirements:
 - Monitor service delivery
 - Verify the contracted scope has been implemented
 - Observe service provision
 - Review vendor service files
 - Monitor and review service performance in relationship to stated contractual terms and conditions

VII. Contractor Responsibilities

- A. If services (as described in Section IV) provided are deemed less than satisfactory by HSA-OCR, Contractor will resolve the matter and/or assign a new interpreter before a subsequent interpretation request is executed.
- B. Failure to address issues raised by HSA-OCR may lead to discontinuation of the contract.
- C. To verify services rendered, Contractor shall provide HSA-OCR with certification forms that are clear and legible. Contractor acknowledges payment may be delayed due to missing, incomplete, or illegible certification forms.
- D. Enact and maintain a strict confidentiality policy adhering to the City and HSA standards described in the contract agreement.

- E. Staff working with children, seniors and other social services clients must require background checks.

VIII. Service Objectives

Contractor will meet the following service objective:

Oral Interpretation

- A. 100% of oral translation referrals responded within two hours.
- B. 100% of oral translations occurring within 24 hours of request.

IX. Outcome Objectives

Contractor will meet the following outcome objectives:

Oral Interpretation

- A. Random testing of translations by HSA will have an accuracy rate of no less than 90%.
- B. 90% of oral translation referrals received will be provided.

X. Monthly Reporting

Contractor will provide a monthly report for the oral interpretation services. The monthly reporting will include the client's name, requestor name, date of service, start time and end time, location, program name, number of clients served (when applicable), number of hours and the service(s) provided.

Appendix B-1- Calculation of Charges
International Effectiveness Center
7/1/2015-6/30/2018

I. Contractor will bill for each project according to the following rate schedule for oral interpretation services:

Language	Interpreting Rate/per hour**	Interpreting Rate/per day
Spanish and Russian*	\$50	\$320
Arabic	\$70	5% Discount
Laotian, Mien, Hmong, Cambodian,	\$75	5% Discount
Vietnamese*	\$55	\$400
Cantonese, Mandarin*	\$50	\$320
Punjabi, Hindi, Urdu, Dari	\$65	5% Discount
Amharic/Tigrinya	\$65	5% Discount
Mongolian	\$55	5% Discount
Korean, Toisan	\$55	5% Discount
Filipino (Tagalog*)	\$65	5% Discount
All others	\$75	5% Discount

* There will be a one-hour minimum charge for Spanish, Cantonese/Mandarin, Vietnamese, Russian, and Filipino (Tagalog). For all other languages, there is a two-hour minimum charge. If IEC utilizes its in-house interpreters, no minimum hours charge will apply.

- Cancellation: cancellation received less than 24 hours before the requested date of service will incur 100% of the total estimated costs.
- No mileage/parking/rush charges.
- Free estimates always provided.
- Simultaneous interpreting equipment rental
Standard: \$10 per headphone
\$75 for Receiver (one per interpreter)
\$0.80 per lb. shipping (25 headphones are about 50 lbs.)

II. Invoices submitted for payment will include the client's name, requestor's name, date of service, start time and end time, location, program name, number of hours and the service(s) provided.

III. The total contract amount is **\$1,140,000** plus 10% contingency for a total not to exceed of **\$1,254,000** for the period **July 1, 2015 to June 30, 2018**.