



Mark Farrell, Mayor

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: **AVANTPAGE TRANSLATION(FOR-PROFIT)** TO PROVIDE WRITTEN TRANSLATION 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:	\$45,000	\$21,384	\$66,384	\$6,638	\$73,022
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>	
	\$15,000	\$15,000	\$15,000	\$36,384	
Funding Source MODIFICATION FUNDING:	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
PERCENTAGE:	\$16,038	\$2,566	\$2,780	\$2,138	\$23,522
	75%	12%	13%		100%

The Department of Human Services (DHS) requests authorization to modify the existing contract with Avantpage Translation for the provision of written translation services for the period of July 1, 2017 through June 30, 2018 an additional \$21,384 for a new contract amount \$66,384 plus a 10% contingency for a total amount not to exceed \$73,022. The purpose of this contract is to provide written translation 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 and written materials 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 identify and translate commonly used program documents and forms, and to ensure effective bilingual interpretive services are available to staff and clients.

Translation services for the contract term have exceeded the original budget estimates. In March and April of 2018 alone, over \$11,000, due in part to changes in State mandates for the CalWORKs Housing Support Program, created multiple translation projects for forms and notices in all threshold languages. 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**

Contractor will translate text documents, brochures, and forms into the requested languages, including, but not limited to Spanish, Russian, Traditional Chinese, Tagalog and Vietnamese. Contractors will translate source documents (in languages other than English) into English. Contractors will also translate documents according to instructions provided by DHS Employee Labor Relations unit and ensure that translators become familiar with DHS program terms, through reference to the DHS glossaries (Spanish, Russian, Traditional Chinese, and Vietnamese) and past translation projects.

**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**  
**Avantpage**  
**7/1/2015-6/30/2018**

**I. Purpose of Contract**

The purpose of this contract is to provide written translation 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	Avantpage
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 written translation services to HSA staff and its community partners working with HSA clients.

**IV. Description of Services**

Contractor shall provide the following services:

***Written Translation***

1. Provide professional and culturally competent translators certified by ATA, NTA, or by other appropriate evaluation tools or similar accrediting organizations.
2. Translate text documents, brochures and forms into the requested languages, including but not limited to: Spanish, Russian, Traditional Chinese, Filipino (Tagalog) and Vietnamese.
3. Translate source documents (in languages other than English) into English.
4. Engage in interactive processes with HSA staff to allow for review and corrections by proofreaders to determine the most appropriate translations of terms.
5. Translate documents according to instructions provided by HSA and other authorized requestors designated by HSA-OCR. Ensure that translators

become familiar with HSA program terminology through reference to the HSA glossaries and past translation projects to be provided as samples.

6. Target the translations to the appropriate educational level of the intended audience as identified by the authorized requester.
7. Provide translation projects in a format acceptable to the requester, including but not limited to Microsoft Office (e.g., .doc, .ppt, .xls), PDF, email, hard copy and CD.

**V. Location and Time of Services**

***Written Translation***

Contractor will determine where services will be provided and when the services will be performed.

**VI. HSA Responsibilities**

1. HSA-OCR will report performance feedback to the Contractor.
2. Provide ongoing technical assistance related to, but not limited to, overall service implementation, and allowable activities and expenses.
3. Communicate in a timely fashion the service needs of the agency at various locations and develop appropriate service plans with vendor.
4. Act as the final authority regarding service provision questions and the handling of grievances.
5. Review and process invoices for payments.
6. 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**

1. 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.
2. Failure to address issues raised by HSA-OCR may lead to discontinuation of the contract.
3. 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.

4. Enact and maintain a strict confidentiality policy adhering to the City and HSA standards described in the contract agreement.
5. Staff working with children, seniors and other social services clients must require background checks.

**VIII. Service Objectives**

Contractor will meet the following service objective:

1. 100% of written translation referrals responded to within two hours.
2. 100% of written translations will be completed within 5 business days.

**IX. Outcome Objectives**

Contractor will meet the following outcome objectives:

1. Random testing of translations by HSA will have an accuracy rate of no less than 90%.
2. 100% of written translation referrals received will be provided.

**X. Monthly Reporting**

Contractor will provide a monthly report for the written translation 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 hours and the service(s) provided.

**Appendix B-1 – Calculation of Charges**  
**Avantpage**  
**7/1/2015-6/30/2018**

- I. Invoices submitted for payment will include the client’s name, requestor name, date of service, start time and end time, location, number of hours, program name and the service(s) provided.
- II. Contractor will bill for each project according to the following rate schedule for written translation services:

<b>Language Combination</b>	<b>Basic Rate (per word)</b>
Spanish	.15 cents
Russian	.18 cents
Chinese	.18 cents
Vietnamese	.18 cents
Tagalog	.18 cents
Thai/Cambodian/Laotian/Hmong/Mien	.20 cents
Armenian, Bosnia, Czech, Polish, Romanian, Serbian	.20 cents
Hindi/Punjabi/Urdu	.20 cents
Arabic/Farsi	.19 cents
All others	.24 cents

- III. No mileage/parking/rush charges.
- IV. Invoices submitted for payment will include the written translation project description and number of hours.
- V. The total contract amount is **\$66,384** plus 10% contingency for a total not to exceed of **\$73,022** for the period **July 1, 2015 to June 30, 2018**.

