



## PUBLIC HEARING AGENDA ITEM

<b>DATE OF PUBLIC HEARING:</b> August 29, 2017
<b>SUBJECT:</b> Countywide Translation and Interpretation Services
<b>FROM:</b> Raymond H. Gonzales, Interim County Manager Patti Duncan, Interim Deputy County Manager Benjamin Dahlman, Finance Director Kim Roland, Procurement and Contracts Manager
<b>AGENCY/DEPARTMENT:</b> All
<b>HEARD AT STUDY SESSION ON</b>
<b>AUTHORIZATION TO MOVE FORWARD:</b> <input type="checkbox"/> YES <input type="checkbox"/> NO
<b>RECOMMENDED ACTION:</b> That the Board of County Commissioners approves a proposal award with CESCO Linguistic Services to provide Translation and Interpretation Services.

### **BACKGROUND:**

Adams County Government (“County”) solicited the services of qualified agencies to provide translation and interpretation services, on an “*as needed*” basis. Multiple County Offices and Departments work with individuals where language barriers exist, are unable to read, write, or speak English, or are deaf/hearing impaired. To better assist this population, face-to-face and over the phone interpretation and translation services are required to support the diverse culture of the Adams County’s community who speak various languages at specified locations, and often on short notice.

A Request for Proposal was solicited through the Rocky Mountain Bid System and responses were opened on April 6, 2017. Sixteen (16) proposals were submitted from; CESCO Linguistic Services, Transperfect Translation, Language Nexus Inc., Human Touch Translation, LionBridge Technology, A&A Languages, LLC, Accredited Languages Services, Mile High Multilanguage Services, Translation Excellence, One World Translation, Languages Translation Services, LanguageLine Solutions, Globelink Foreign Language Center, Professional Sign Language Interpreting Inc., and Purple Communications.

Proposals were evaluated on the following criteria:

- Experience and qualifications of the agency and staff
- Experience translating written documents, including government and legal documents
- Demonstrated knowledge of translation and interpretation of public documents
- Diversity of language services
- Fee Schedule

- Programs and availability of in-person services and response time
- Overall capability to provide oversight of service and timely reports and billing

After a thorough review, the Evaluation Committee recommends three agencies that would best meet the County's translation and interpretation needs:

- **CESCO Linguistic Services** – offers all services as requested in the RFP; experience with Government agencies, Human Services, trauma victims and children; provides service outside of business hours; offers 90 languages on-site and 200 languages telephonic; strong background in legal, medical and other documents; immediate response time and 24/7 availability.
- **A&A Languages, LLC** - offers some of the services requested in the RFP; experience with Social Services, schools, medical services, trauma victims and children; 80 spoken languages, provides simultaneous equipment and sign languages, immediate response time and 24/7 availability.
- **LanguageLine Solutions** – provides telephonic services; experience with Government agencies including law enforcement, Courts, and low income clients; strong background in legal documents; immediate response time and 24/7 availability.

Staff is recommending an award to each of the three agencies to provide the best coverage for all said services, for an initial one (1) year with two (2) additional one-year renewal options. These agencies have agreed to provide translation and interpretation services according to their proposed fee schedule.

	Initial Year <u>Estimated Utilization</u>
CESCO Linguistic Services	\$400,000.00
A&A Languages, LLC	\$100,000.00
LanguageLine Solutions	\$ 50,000.00

The initial agreement with CESCO Linguistic Services will be in the not to exceed amount of four hundred thousand dollars and no cents (\$400,000.00), based on estimated usage.

A&A Languages, LLC and LanguageLine Solutions do not require a Resolution at this time, as they are both within the approval authorization limit of Purchasing Policy 1010.

#### **AGENCIES, DEPARTMENTS OR OTHER OFFICES INVOLVED:**

All County Offices and Departments

#### **ATTACHED DOCUMENTS:**

Resolution  
Compiled Evaluation Score Sheet

**FISCAL IMPACT:**

Please check if there is no fiscal impact ☐. If there is fiscal impact, please fully complete the section below.

**Fund:** Multiple**Cost Center:** Multiple

	<b>Object Account</b>	<b>Subledger</b>	<b>Amount</b>
Current Budgeted Revenue:			
Additional Revenue not included in Current Budget:			
<b>Total Revenues:</b>			

	<b>Object Account</b>	<b>Subledger</b>	<b>Amount</b>
Current Budgeted Operating Expenditure:	7665		\$223,038
Add'l Operating Expenditure not included in Current Budget:	7665		\$225,300*
Current Budgeted Capital Expenditure:			
Add'l Capital Expenditure not included in Current Budget:			
<b>Total Expenditures:</b>			\$448,338

**New FTEs requested:** ☐ YES ☒ NO

**Future Amendment Needed:** ☐ YES ☒ NO

**Additional Note:**

\*Pending approval and adoption of 2018 Budget.

NOTE: Some Departments and Elected Offices may not budget specifically for translation and interpretation services, but instead budget for these services in their professional services line item at a higher level.