



London Breed, Mayor

Trent Rhorer, Executive Director

MEMORANDUM

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: DAN KAPLAN, DEPUTY DIRECTOR
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *JH*

DATE: DECEMBER 13, 2019

SUBJECT: CONTRACT MODIFICATIONS (FOR-PROFIT) :
 • AVANTPAGE TRANSLATION
 • TRUSTFORTE LANGUAGE SERVICES
 • INTERNATIONAL EFFECTIVENESS CENTER (IEC)

TO PROVIDE ORAL INTERPRETATION AND WRITTEN TRANSLATION TO HSA CLIENTS.

	<u>Current</u>	<u>Modification</u>	<u>Revised</u>	<u>Contingency</u>	<u>Total</u>
CONTRACT TERM:	07/01/18-06/30/21	01/01/20-6/30/21	07/01/18-06/30/21	07/01/18-06/30/21	07/01/18-06/30/21
TOTAL CONTRACT AMOUNTS:	\$1,140,000	\$230,000	\$1,370,000	\$137,000	\$1,507,000
ANNUAL AMOUNTS:	SEE TABLE				

	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
Funding Source MODIFICATION FUNDING:	\$172,500	\$27,600	\$29,900	\$23,000	\$253,000
PERCENTAGE:	75%	12%	13%		100%

The Department of Human Services (DHS) requests authorization to modify the existing contracts with Avantpage Translation, International Effectiveness Center, and Trustforte Language Services for the provision of oral interpretation and written translation services for the period of January 1, 2020 to June 30, 2021, in an additional amount of \$230,000, for a revised total amount not to exceed of \$1,507,000.

Background

In order to comply with State law and a City ordinance regarding equal access to services, DHS has contracted with several agencies to offer bilingual services and written materials to the public

and clients accessing services. The DHS Office of Civil Rights 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.

AGENCY	Avantpage Translation (Written)	Trustforte Language Services (Written)	International Effectiveness Center (Oral)	TOTAL
FY 18/19 AMOUNT	\$15,000	\$15,000	\$350,000	\$380,000
Original FY 19/20 AMOUNT	\$15,000	\$15,000	\$350,000	\$380,000
Additional FY 19/20 AMOUNT	\$15,000	\$15,000	\$120,000	\$150,000
Revised FY 19/20 AMOUNT	\$30,000	\$30,000	\$470,000	\$530,000
Original FY 20/21 AMOUNT	\$15,000	\$15,000	\$350,000	\$380,000
Additional FY 20/21 AMOUNT	\$15,000	\$15,000	\$50,000	\$80,000
Revised FY 20/21 AMOUNT	\$30,000	\$30,000	\$400,000	\$460,000
3 YEAR TOTAL	\$75,000	\$75,000	\$1,220,000	\$1,370,000
10% Contingency	\$7,500	\$7,500	\$122,000	\$137,000
Total not to Exceed	\$82,500	\$82,500	\$1,342,000	\$1,507,000

Contract Modification

In the summer of 2019, the State's policy that precluded SSI recipients from receiving food stamps (CalFresh) ended. This change allowed approximately 45,000 San Francisco residents to become eligible for CalFresh. Many of the newly eligible recipients are limited or non-English speaking. The influx of translation needs at service centers from the eligibility change along with other items such as departmental name changes have increased the need for translation services. This modification is to address the projected budget shortfalls due to the increased need.

Services to be Provided

Oral Interpretation: (International Effectiveness Center)

Contractors 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).

Written Translation (Avantpage Translation and Trustforte Language Services)

Contractors translate text documents, brochures, and forms into the requested languages, including, but not limited to Spanish, Russian, Traditional Chinese, Tagalog and Vietnamese. Contractors translate source documents (in languages other than English) into English. Contractors 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

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

Funding

These contracts will be funded by Federal, State and County General Funds.

Attachments

Avantpage

Appendix A-Scope of Services

Appendix B1-Calculation of Charges

Trustforte Language Services

Appendix A-Scope of Services

Appendix B1-Calculation of Charges

International Effectiveness Center

Appendix A-Scope of Services

Appendix B1-Calculation of Charges

Appendix A – Services to be Provided

Avantpage

7/1/2018-6/30/2021

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.
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VIII. Service Objectives

Contractor will meet the following service objectives:

1. 100% of written translation referrals will be 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 B1 – Calculation of Charges
Avantpage
7/1/2018-6/30/2021

***Modified January 1, 2020**

- 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:

Language Combination	Basic Rate (per word)
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 **\$75,000** plus 10% contingency for a total not to exceed of **\$82,500** for the period **July 1, 2018 to June 30, 2021**.

Appendix A – Services to be Provided
Trustforte Language Services
7/1/2018-6/30/2021

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	Trustforte
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 during the term of this contract:

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.
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VIII. Service Objectives

Contractor will meet the following service objectives:

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 document name, requestor name, date of service, program name, language and the service(s) provided.

Appendix B1 – Calculation of Charges
Trustforte Language Services
7/1/2018-6/30/2021

***Modified January 1, 2020**

- 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:

Language Combination	Basic Rate (per word)
Spanish	.16 cents
Russian	.19 cents
Chinese	.19 cents
Vietnamese	.19 cents
Tagalog	.19 cents
All others	.19-.25 cents

- III. Invoices submitted for payment will include the written translation project description and number of hours.
- IV. No mileage/parking/rush charges.
- V. The total contract amount is **\$75,000** plus 10% contingency for a total not to exceed of **\$82,500** for the period **July 1, 2018 to June 30, 2021**.

Appendix A – Services to be Provided
International Effectiveness Center
7/1/2018-6/30/2021

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 B1 - Calculation of Charges
International Effectiveness Center
7/1/2018-6/30/2021**

***Modified January 1, 2020**

- 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 **\$1,220,000** plus 10% contingency for a total not to exceed of **\$1,342,000** for the period **July 1, 2018 to June 30, 2021**.