



COUNTY OF HUMBOLDT

For the meeting of: 4/6/2021

File #: 21-358

To: Board of Supervisors
From: County Administrative Office

Agenda Section: Consent

SUBJECT:

Professional Services Agreement with Language Line Services, Inc. Regarding the Provision of Language Translation and Interpretation Services

RECOMMENDATION(S):

That the Board of Supervisors:

1. Approve, and authorize the Chair of the Board to execute, the attached professional services agreement with Language Line Services, Inc. regarding the provision of language translation and interpretation services for the period of December 1, 2020 through November 30, 2025;
2. Authorize the Humboldt County Purchasing Agent, or a designee thereof, to execute any and all subsequent amendments to the attached professional services agreement with Language Line Services, Inc. after review and approval by County Counsel and Risk Management; and
3. Direct the Clerk of the Board to return one (1) fully executed original copy of the attached professional services agreement with Language Line Services, Inc. to the County Administrative Office for further processing.

SOURCE OF FUNDING:

All County Funds

DISCUSSION:

The County of Humboldt has an ongoing need for language translation and interpretation services for its limited English proficiency clients. Language Line Services, Inc. has provided telephone-based interpretation services for clients needing immediate interpreter assistance on an as-needed basis since 1999. The specific services provided by Language Line Services, Inc. include, without limitation: over-the-phone interpretation of Spanish, Chinese, French, Japanese, Polish, Russian, Vietnamese, German, Haitian Creole, Italian, Korean, Portuguese, Farsi, Tagalog and other languages; document translation, training assistance and materials; interpreter appointments; and custom reporting.

The attached professional services agreement will allow eligible County of Humboldt clients to continue receiving language translation and interpretation services from Language Line Services, Inc. for the period of December 1, 2020 through November 30, 2025. It should be noted that the attached professional services agreement with Language Line Services, Inc. comes to Board after the start date

thereof due to inadvertent delays that occurred during the contract development process.

Accordingly, the County Administrative Office recommends that the Board approve, and authorize the Chair of the Board to execute, the attached professional services agreement with Language Line Services, Inc. regarding the provision of language translation and interpretation services for the period of December 1, 2020 through November 30, 2025. It is also recommended that the Board authorize the Humboldt County Purchasing Agent, or a designee thereof, to execute any and all subsequent amendments to the attached professional services agreement with Language Line Services, Inc., after review and approval by County Counsel and Risk Management, in order to avoid any unnecessary delays in the provision of needed language translation and interpretation services.

FINANCIAL IMPACT:

The attached professional services agreement with Language Line Services, Inc. has a maximum amount payable of Eight Hundred Thousand Dollars (\$800,000.00) for the period of December 1, 2020 through November 30, 2025. However, in the event local, state or federal funding is reduced or eliminated, the County of Humboldt may reduce the above-referenced maximum amount payable or terminate the attached professional services agreement with Language Line Services, Inc. in its entirety.

Costs associated with the provision of language translation and interpretation services are distributed to the departments that utilize such services. Approval of the attached professional services agreement with Language Line Services, Inc. will allow the County of Humboldt to receive discounted rates for the language translation and interpretation services provided thereunder.

STRATEGIC FRAMEWORK:

The recommended actions support the Board of Supervisors' Strategic Framework by protecting vulnerable populations and providing community-appropriate levels of service.

OTHER AGENCY INVOLVEMENT:

None

ALTERNATIVES TO STAFF RECOMMENDATIONS:

The Board may choose not to approve the attached professional services agreement with Language Line Services, Inc. regarding the provision of language translation and interpretation services. However, this alternative is not recommended as it would leave the County of Humboldt without language translation and interpretation services, and therefore unable to serve certain groups of citizens until a new vendor was located.

ATTACHMENTS:

1. Professional Services Agreement with Language Line Services, Inc. Regarding the Provision of Language Translation and Interpretation Services

PREVIOUS ACTION/REFERRAL:

File #: 21-358

Board Order No.: C-7

Meeting of: June 6, 2015

File No.: 15-662