

City and County of San Francisco



Mark Farrell, Mayor

Human Services Agency

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

Trent Rhorer, Executive Director

TO: HUMAN SERVICES COMMISSION

THROUGH: TRENT RHORER, EXECUTIVE DIRECTOR

FROM: DAN KAPLAN, DEPUTY DIRECTOR
 JOHN TSUTAKAWA, DIRECTOR OF CONTRACTS *J41*

DATE: MAY 18, 2018

SUBJECT: CONTRACT RENEWALS: **(FOR-PROFIT)**

- AVANTPAGE TRANSLATION
- INTERNATIONAL EFFECTIVENESS CENTER (IEC)
- LANGUAGE LINE SOLUTIONS
- TRUSTFORTE LANGUAGE SERVICES

TO PROVIDE ORAL INTERPRETATION, WRITTEN TRANSLATION AND SIGN LANGUAGE SERVICES TO DHS STAFF WORKING WITH DHS CLIENTS.

CONTRACT TERMS: 7/1/2018-6/30/2021

CONTRACT AMOUNTS:	<u>New</u>	<u>Contingency</u>	<u>Total</u>		
	\$1,461,000	\$146,100	\$1,607,100		

ANNUAL AMOUNTS:	<u>FY 18/19</u>	<u>FY 19/20</u>	<u>FY 20/21</u>		
(SEE TABLE)	\$487,000	\$487,000	\$487,000		

Funding Source	<u>County</u>	<u>State</u>	<u>Federal</u>	<u>Contingency</u>	<u>Total</u>
FUNDING:	\$1,095,750	\$175,320	\$189,930	\$146,100	\$1,607,100
PERCENTAGE:	75%	12%	13%		100%

The Department of Human Services (DHS) requests authorization to renew contracts with Avantpage Translation, International Effectiveness Center, Language Line Solutions, and Trustforte Language Services for the period of July 1, 2018 to June 30, 2021, in an amount of \$1,461,000 plus a 10% contingency for a total amount not to exceed \$1,607,100. The purpose of these contracts is to provide oral interpretation, written translation services and sign language 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 several 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.

AGENCY	FY 18/19 AMOUNT	FY 19/20 AMOUNT	FY 20/21 AMOUNT	3 YEAR TOTAL	10% Contingency	Total not to Exceed
Avantpage Translation (Written)	\$15,000	\$15,000	\$15,000	\$45,000	\$4,500	\$49,500
International Effectiveness Center (Oral)	\$350,000	\$350,000	\$350,000	\$1,050,000	\$105,000	\$1,155,000
Language Line Solutions (Oral)	\$80,000	\$80,000	\$80,000	\$240,000	\$24,000	\$264,000
Language Line Solutions (Sign Language)	\$12,000	\$12,000	\$12,000	\$36,000	\$3,600	\$39,600
Language Line Solutions (Written)	\$15,000	\$15,000	\$15,000	\$45,000	\$4,500	\$49,500
Trustforte Language Services (Written)	\$15,000	\$15,000	\$15,000	\$45,000	\$4,500	\$49,500
TOTAL	\$487,000	\$487,000	\$487,000	\$1,461,000	\$146,100	\$1,607,100

Services to be Provided

Written Translation (Language Line Solutions, Avantpage Translation and Trustforte Language Services)

Contractors 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.

Oral Interpretation: (International Effectiveness Center and Language Line Solutions)

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).

Interpretation for Persons with Hearing Impairments/Sign Language: (Language Line Solutions)

Contractors will provide and schedule interpreters in as short a turnaround time as possible (i.e., within 24 to 48 hours). Contractors have experience in working with Minimal Language Skill (MLS) clients, and respond to such needs by providing a Certified Deaf Interpreter (CDI) to accompany the interpreter and serve as a relay interpreter.

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 B-Calculation of Charges

International Effectiveness Center

Appendix A-Scope of Services

Appendix B-Calculation of Charges

Language Line Solutions

Appendix A-Scope of Services

Appendix B-Calculation of Charges

Appendix A-1-Scope of Services

Appendix B-1-Calculation of Charges

Appendix A-2-Scope of Services

Appendix B-2-Calculation of Charges

Trustforte Language Services

Appendix A-Scope of Services

Appendix B-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.

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 B – Calculation of Charges
Avantpage
7/1/2018-6/30/2021

- 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 **\$45,000** plus 10% contingency for a total not to exceed of **\$49,500** 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 B - Calculation of Charges
International Effectiveness Center
7/1/2018-6/30/2021

- 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 **\$1,050,000** plus 10% contingency for a total not to exceed of **\$1,155,000** for the period **July 1, 2018 to June 30, 2021**.

Appendix A – Services to be Provided
Language Line Solutions
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	Language Line Solutions
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. 95% 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. 98% of oral interpretation 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 - Calculation of Charges
Languages Line Services
7/1/2018-6/30/2021

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

Language	Interpreting Rate/per hour*
Spanish and Russian	\$78.00
Arabic	\$78.00
Laotian, Mien, Hmong, Cambodian,	\$78.00
Vietnamese	\$78.00
Cantonese, Mandarin	\$78.00
Punjabi, Hindi, Urdu, Dari	\$78.00
Amharic/Tigrinya	\$78.00
Mongolian	\$78.00
Korean, Toisan	\$78.00
Filipino (Tagalog)	\$78.00
All others	\$78.00

* There will be a two-hour minimum charge for the languages listed above. If Language Line Solutions utilize 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.)
- Daily Placements – 8 hours per day for the following languages, totaling 36 hours daily, Monday – Friday 8am to 5pm:
 - Spanish (1.5 FTE)
 - Mandarin (1 FTE)
 - Cantonese (1 FTE)
 - Vietnamese (1 FTE)
- RATE: \$45.00 per hour

II. Invoices submitted for payment 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.

III. The total contract amount is **\$240,000** plus 10% contingency for a total not to exceed of **\$264,000** for the period **July 1, 2018 to June 30, 2021**

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

I. Purpose of Contract

The purpose of this contract is to provide sign language services to San Francisco Human Services Agency (HSA) clients with hearing impairments. 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	Language Line Solutions
HSA	Human Services Agency of the City and County of San Francisco
OCR	HSA’s Office of Civil Rights
ASL	American Sign Language
USL	Universal Sign Language
CDI	Certified Deaf Interpreter
MLS	Minimal Language Skill

III. Target Population

Contractor will provide sign language services to HSA staff and its community partners working with HSA clients.

IV. Description of Services

1. Provide professional and culturally competent interpreters certified in ASL or other languages appropriate to persons with hearing impairments.
2. Schedule and provide interpreters within 24 hours of request.
3. Accept telephone and written requests from HSA and/or other authorized requesters designated by HSA-OCR, assign interpreters, and provide confirmation to HSA-OCR and/or HSA. Provide a CDI to accompany the interpreter and serve as a relay interpreter when working with MLS clients.

V. Location and Time of Services

Sign Language

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

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. Vendors must have policies and procedures to address non-responses or late responses by an interpreter. If an interpreter is late or fails to respond to referrals, any contract with the vendor will be in jeopardy of termination.
3. Failure to address to issues raised by HSA-OCR may lead to discontinuation of the contract.
4. 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.

5. Vendors must conduct orientation for all interpreters prior to them providing services to HSA clients. The orientation must include, but not be limited to: the codes of professional conduct and confidentiality for interpreters, the role of the interpreter in working with HSA clients, and the specific requirements of this procurement.
6. Vendors must have a supervision process in place to minimize any possible barriers to achieving timely and accurate service.
7. 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.
8. Enact and maintain a strict confidentiality policy adhering to the City and HSA standards described in the contract agreement.
9. 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 interpretation referrals from HSA responded to within 2 hours.
2. 100% of interpretation requests occurring within 24 hours of request.

IX. Outcome Objectives

Contractor will meet the following outcome objectives:

1. Random testing of interpretations by HSA will have an accuracy rate of no less than 90%.
2. 98% of interpretation referrals received will be provided.

X. Monthly Reporting

Contractor will provide a monthly report for the sign language 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
Language Line Solutions
7/1/2018-6/30/2021

- I. Contractor will bill for each project according to the following rate schedule:
\$78.00/hour with a 2 hour minimum charge from 7am to 7pm. \$78.00/hour with a 2 hour minimum charge from 7pm to 7am. \$82.50/hour for weekends and holidays. After 2 hours, billing is in 30-minute increments when the assignment is over 10 minutes past scheduled ending time.
- II. Invoices submitted for payment 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.
- III. Free estimates always provided. Interpreting requests canceled or their duration changed less than 2 business days (48 hours) in advance will be billed the 2 hour minimum per interpreter if 2 hours or less were reserved. If more than 2 hours were reserved the fee will be for the entire time reserved per interpreter. Cancellation must be phoned in to 1- 888-225-6056, and/or sent to Tara Bland, tbland@languageline.com
- IV. Interpreting requests received less than 24 hours' notice; the emergency rate would apply (78.00x1.5).
- V. No mileage/parking/rush charges.
- VI. The total contract amount is **\$36,000** plus 10% contingency for a total not to exceed of **\$39,600** for the period **July 1, 2018 to June 30, 2021**.

Appendix A-2 – Services to be Provided
Language Line Solutions
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	Language Line Solutions
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.

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

Appendix B-2 – Calculation of Charges

Language Line Solutions

7/1/2018-6/30/2020

- 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)*
Chinese (Simplified)	\$0.12/word
Spanish (US), Chinese (Traditional)	\$0.15/word
Arabic, Farsi, Russian	\$0.18/word
Czech, Filipino (Tagalog), Punjabi, Urdu, Vietnamese	\$0.20/word
Polish	\$0.22/word
Romanian, Serbian	\$0.23/word
Armenian, Bosnian	\$0.25/word
Cambodian (Khmer), Hindi	\$0.27/word
Hmong	\$0.30/word
Lao	\$0.35/word
Mien	\$0.50/word
All others	Price available upon request

- III. No mileage/parking/rush charges.
- IV. Invoices submitted for payment will include the written translation project description and number of hours.
- IV The total contract amount is **\$45,000** plus 10% contingency for a total not to exceed of **\$49,500** 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.

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

- 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 **\$45,000** plus 10% contingency for a total not to exceed of **\$49,500** for the period **July 1, 2018 to June 30, 2021**.