

Agenda item 21

**CITY OF SAN ANTONIO
SAN ANTONIO METROPOLITAN HEALTH DISTRICT
CITY COUNCIL AGENDA MEMORANDUM**

TO: Sheryl Sculley, City Manager

FROM: Fernando A. Guerra, MD, MPH, Director of Health

SUBJECT: Language Services

DATE: May 18, 2006

SUMMARY AND RECOMMENDATIONS

An ordinance authorizing the execution of a professional services agreement totaling \$70,000.00 with Instituto Panamericano to provide language interpretation and translation services to the San Antonio Metropolitan Health District (SAMHD) for an initial term of March 01, 2006 through February 29, 2008 with one renewal option of two (2) years extension with future City Council approval; and authorizing payments.

Staff recommends the approval of this ordinance.

BACKGROUND INFORMATION

San Antonio's community is growing with people from all over the world. Many of these individuals access SAMHD services, especially those new residents brought here through the Refugee Program. Generally, SAMHD has the expertise to converse with Spanish-speaking patients and customers. However, for other languages, SAMHD periodically requires language interpretation and translation services in order to meet the needs of its Limited English Proficiency (LEP) clients who are not able to speak, read, write, or understand the English language at a level that permits them to interact effectively with SAMHD's health service providers. Language services are needed in three main service categories: in-person interpretation, telephonic interpretation, and translation. On December 14, 2005, staff issued a Request for Proposals (RFP) to solicit submissions from qualified language services providers for interpretation (either in-person or over the telephone) and translation. On January 16, 2006 three proposals were received for in-person interpretation services, two proposals were received for telephonic interpretation services, and two proposals were received for translation services. Instituto Panamericano and Tele-Interpreters submitted in all three categories. Texas Interpreters Fellowship submitted only for in-person interpretation.

An evaluation committee composed of SAMHD staff reviewed the proposals according to the following evaluation criteria: Proposed Plan (30%); Experience, Background, Qualifications (30%); Price (20%); and Small Business Economic Development Advocacy Program (20%). Separate scores were prepared in each of the three service categories in order to assure that those respondents not offering all three services were fairly scored. A summary of the scores is attached as Exhibit A. Instituto's experience and qualifications along with a solid plan for the

provision of services and their strength as a local, small business resulted in their scoring the highest on all three services categories. Based on the scores, the committee determined that Instituto should be recommended to the City Council.

POLICY ANALYSIS

The proposed contract is consistent with the requirements of many of the primary granting agencies which provide patient care funding to SAMHD. It is also consistent with SAMHD's Personal/Family Health Services Policy Number II-A which establishes the departmental guidelines for the use of language interpreters and translators to communicate with LEP patients.

FISCAL IMPACT

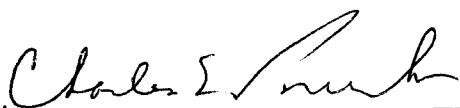
The contract will allow SAMHD to procure up to \$70,000.00 in language services over its two year term. Work orders specifying the type of services required will be issued on as needed basis for telephonic interpretation at \$3.50 per minute, for in-person interpretation at \$100.00 per hour with a two hour minimum and for translation services at \$0.22 per word.

COORDINATION

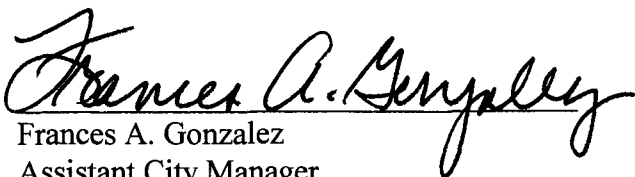
This item has been coordinated with the City Attorney's Office, the Office of Management and Budget, and the following departments: Finance Department, Contract Services, and Human Resources (Risk Management Division).

SUPPLEMENTARY COMMENTS

The Discretionary Contracts Disclosure Form is attached as Exhibit B.

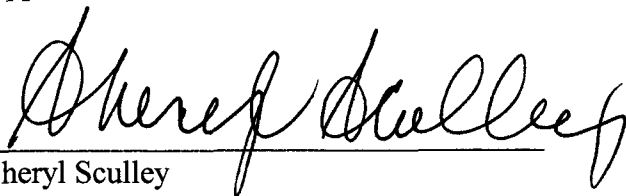


✓ Fernando A. Guerra, MD, MPH
✓ Director of Health



Frances A. Gonzalez
Assistant City Manager

Approved for Council Consideration:



Sheryl Sculley
City Manager

Exhibit A

Language Services - In Person Interpretation Only

Score Summary

	Maximum Points	Instituto Panamericano	Tele-Interpreters	TX Interpreters
A - Proposed Plan	30	28.00	23.67	16.67
B - Experience/Qualifications of Staff	30	28.00	25.33	16.67
C - Proposed Fee Schedule	20	13.75	7.24	20.00
D - Local Business Enterprise	10	10.00	0.00	10.00
D - Historically Underutilized Enterprise	5	5.00	0.00	0.00
D - Compliance w/ SBEDA	5	4.00	0.00	0.00
TOTAL SCORE	100	88.75	56.24	63.33

Language Services - Telephonic Interpretation

Score Summary

	Maximum Points	Instituto Panamericano	Tele-Interpreters
A - Proposed Plan	30	28.00	23.67
B - Experience/Qualifications of Staff	30	28.00	25.33
C - Proposed Fee Schedule	20	7.43	20.00
D - Local Business Enterprise	10	10.00	0.00
D - Historically Underutilized Enterprise	5	5.00	0.00
D - Compliance w/ SBEDA	5	4.00	0.00
TOTAL SCORE	100	82.43	69.00

Language Services - Translation Only

Score Summary

	Maximum Points	Instituto Panamericano	Tele-Interpreters
A - Proposed Plan	30	28.00	23.67
B - Experience/Qualifications of Staff	30	28.00	25.33
C - Proposed Fee Schedule	20	20.00	11.89
D - Local Business Enterprise	10	10.00	0.00
D - Historically Underutilized Enterprise	5	5.00	0.00
D - Compliance w/ SBEDA	5	4.00	0.00
TOTAL SCORE	100	95.00	60.89

E. Discretionary Contracts Disclosure:

City of San Antonio

Discretionary Contracts Disclosure

For use of this form, see Section 2-59 through 2-61 of the City Code (Ethics Code)

Attach additional sheets if space provided is not sufficient.

(1) Identify any individual or business entity that is a party to the discretionary contract:

N/A

(2) Identify any individual or business entity which is a *partner, parent* or *subsidiary* business entity of any individual or business entity identified above in Box (1):

☒ **No partner, parent or subsidiary; or**

List partner, parent or subsidiary of each party to the contract and identify the corresponding party:

(3) Identify any individual or business entity that would be a *subcontractor* on the discretionary contract:

☐ **No subcontractor(s); or**

List subcontractors:

Arruti, Leticia, M.D.	Brigham, JanellKay	De Bonet D'Oleon, Valerie
Evans, Taeko	Kaur, Amarjit	Kercher, Kibra
Lind, Hyon O.	Naji, Harja	Phuong Koang, Victoria
Yuchen Wu, Ginger	Languages, Unlimited.	Advance Audio Visuals
Leon Translations, Inc.	Herrera, Monica, M.D.	Maya Translations

(4) Identify any *lobbyist* or *public relations firm* employed by any party to the discretionary contract for purposes related to seeking the discretionary contract:

☒ **No lobbyist or public relations firm employed; or**

List lobbyists or public relations firms:

³ A *business entity* means a sole proprietorship, partnership, firm, corporation, holding company, joint-stock company, receivership, trust, unincorporated association, or any other entity recognized by law. A sole proprietor should list the name of the individual and the d/b/a, if any.

(5) Political Contributions

List all political contributions totaling one hundred dollars (\$100) or more within the past twenty-four (24) months made to any *current or former member* of City Council, any *candidate* for City Council, or to any *political action committee* that contributes to City Council elections, by any individual or business entity whose identity must be disclosed under Box (1), (2), (3) or (4) above, or by the officers, owners of any business entity listed in Box (1), (2) or (3).

☒ No contributions made; If contributions made, list below:

By Whom Made:	To Whom Made:	Amount:	Date of Contribution:


(6) Disclosures in Proposals

Any individual or business entity seeking a discretionary contract with the city must disclose any known facts which, reasonably understood, raise a question⁴ as to whether any city official or employee would violate Section 2-43 of the City Code (Ethics Code), ("conflicts of interest") by participating in official action relating to the discretionary contract.

☒ Party not aware of facts which would raise a "conflicts-of-interest" issue under Section 2-43 of the City Code; or

Party aware of the following facts:

This form is required to be supplemented in the event there is any change in the information before the discretionary contract is the subject of council action, and no later than five (5) business days after any change about which information is required to be filed, whichever occurs first.

Signature: 	Title: Owner Company or D/B/A: Instituto Panamericano	Date: January 13, 2006
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⁴ For purposes of this rule, facts are "reasonably understood" to "raise a question" about the appropriateness of official action if a disinterested person would conclude that the facts, if true, require recusal or require careful consideration of whether or not recusal is required.