



Fulton County Board of Commissioners  
**Agenda Item Summary**

**BOC Meeting Date**  
 12/18/2019

**Requesting Agency**

Diversity and Civil Rights Compliance

**Commission Districts Affected**

All Districts

**Requested Action** *(Identify appropriate Action or Motion, purpose, cost, timeframe, etc.)*

Request approval to renew existing contract – Diversity and Civil Rights Compliance (DCRC) - 17RFP106385B-BR, Qualified Foreign Language Oral Interpretation and Written Translation Services Interpreting, Inc., in the amount of \$50,000 with TransPerfect Remote Interpreting Inc. d/b/a Transperfect Connect (Atlanta, GA) to provide qualified foreign language oral interpreter and written translation services. This action exercises the second of two renewal options. No renewal options remain. Effective dates: January 1, 2020 through December 31, 2020.

**Requirement for Board Action** *(Cite specific Board policy, statute or code requirement)*

In accordance with Purchasing Code Section 102-394(7), the Purchasing Department shall present all renewal requests to the Board of Commissioners at least 90 days prior to the contract renewal date, 60 days if the contract term is six (6) months or less.

**Is this Item related to a Strategic Priority Area?** *(If yes, note strategic priority area below)*

Yes All People trust government is efficient, effective, and fiscally sound

**Is this a purchasing item?**

Yes

**Summary & Background**

*(First sentence includes Agency recommendation. Provide an executive summary of the action that gives an overview of the relevant details for the item.)*

Scope of Work: The Diversity and Civil Rights Compliance (DCRC) Department requests approval to renew existing contract to provide qualified foreign language oral interpreter and written translation services for Fulton County Department programs and services. The vendor will provide all personnel to perform foreign language oral interpreter (by phone, visual remote interpreting [VRI] or in person) and written translation services of vital public documents as requested.

Fulton County is required under Title VI of the Civil Rights Act 1964 as amended (Title VI CRA) to ensure that all services, programs and benefits are accessible to persons with Limited English Proficiency (LEP). If this request is not approved, Fulton County would not be in compliance with the Title VI CRA, and would risk legal exposure and sanctions, including loss of federal funds.

Community Impact: The present request ensures that federally mandated Title VI Limited English Proficiency requirements and considerations are implemented by programs at the point of service Countywide.

Department Recommendation: Approval.

<b>Agency Director Approval</b>		<b>County Manager's Approval</b>
<b>Typed Name and Title</b> Felicia Strong-Whitaker, Director	<b>Phone</b> (404) 612-5800	
<b>Signature</b>	<b>Date</b>	

Revised 03/12/09 (Previous versions are obsolete)

Project Implications: Failure to approve the contract could result in Fulton County not being compliant with Title VI CRA 1964 as amended LEP requirements, risking legal exposure and sanctions, including loss of federal funds.

Community Issues/Concerns: None

Department Issues/Concerns: Approval of this renewal is being sought in order to ensure the County continues to comply with federal law (e.g. Title VI CRA 1964 as amended LEP requirements) which requires all state and local governments, receiving federal funds to provide foreign language interpreter and translation services in order to meet LEP requirements.

History of BOC Agenda Item:

CURRENT CONTRACT HISTORY	BOC ITEM	DATE	DOLLAR AMOUNT
Original Award Amount	17-0574	7/19/17	\$50,000.00
1 <sup>st</sup> Renewal	18-0987	12/19/18	\$50,000.00
<b>2<sup>nd</sup> Renewal</b>			<b>\$50,000.00</b>
Total Revised Amount			\$150,000.00

**Contract & Compliance Information** (Provide Contractor and Subcontractor details.)

**Contract Value:** \$50,000.00  
**Prime Vendor:** TransPerfect Remote Interpreting Inc.  
**Prime Status:** Non-Minority  
**Location:** Atlanta, GA  
**County:** Fulton County  
**Prime Value:** \$50,000.00 or 100.00%  
  
**Total Contract Value:** \$50,000.00 or 100.00%  
**Total M/FBE Value:** \$-0-

To protect the interests of the County, the County Attorney shall approve the contract as to form and substance, and make any necessary modification, prior to execution by the Chairman.

Solicitation Information	NON-MFBE	MBE	FBE	TOTAL
No. Bid Notices Sent:				
No. Bids Received:				

<b>Total Contract Value</b>	<b>\$50,000.00 or 100.00%</b>
<b>Total M/FBE Values</b>	<b>\$-0-</b>
<b>Total Prime Value</b>	<b>\$50,000.00 or 100.00%</b>

**Fiscal Impact / Funding Source** *(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)*  
 100-186-1822-1162 – General, Diversity & Civil Rights Compliance, Equal Employment Opportunity, Interpreter / Translator - \$50,000.00 (Contingent upon 2020 funding).

**Exhibits Attached** *(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)*  
 Exhibit 1: Renewal Agreement Form No. 1  
 Exhibit 2: Contract Renewal Evaluation Form  
 Exhibit 3: Contractor Performance Report

**Source of Additional Information** *(Type Name, Title, Agency and Phone)*  
 Niger R. Thomas, Director, Diversity and Civil Rights Compliance (DCRC) – (404) 612-0960

Agency Director Approval		County Manager's Approval
Typed Name and Title Felicia Strong-Whitaker, Director	Phone (404) 612-5800	
Signature	Date	

Revised 03/12/09 (Previous versions are obsolete)

**Procurement**

<b>Contract Attached:</b> No	<b>Previous Contracts:</b> Yes		
<b>Solicitation Number:</b> 17RFP106385B-BR	<b>Submitting Agency:</b> Office of Diversity & Civil Rights Compliance	<b>Staff Contact:</b> Niger Thomas, Director	<b>Contact Phone:</b> (404) 612-7305

**Description: To provide qualified foreign language oral interpretation and written translation services.**

**FINANCIAL SUMMARY**

<b>Total Contract Value:</b>		<b>MBE/FBE Participation:</b>	
Original Approved Amount:	\$50,000.00	Amount: .	%: .
Previous Adjustments:	\$50,000.00	Amount: .	%: .
This Request:	\$50,000.00	Amount: \$-0-	0.00%: .
<b>TOTAL:</b>	<b>\$150,000.00</b>	Amount: .	%: .

**Grant Information Summary:**

Amount Requested: .	<input type="checkbox"/>	Cash
Match Required: .	<input type="checkbox"/>	In-Kind
Start Date: .	<input type="checkbox"/>	Approval to Award
End Date: .	<input type="checkbox"/>	Apply & Accept
Match Account \$: .		

<b>Funding Line 1:</b> 100-186-1822-1162	<b>Funding Line 2:</b> .	<b>Funding Line 3:</b> .	<b>Funding Line 4:</b> .
---	-----------------------------	-----------------------------	-----------------------------

**KEY CONTRACT TERMS**

<b>Start Date:</b> 1/1/2020	<b>End Date:</b> 12/31/2020
<b>Cost Adjustment:</b> .	<b>Renewal/Extension Terms:</b> No renewal options remain

**ROUTING & APPROVALS**

(Do not edit below this line)

X	Originating Department:	Thomas, Niger	Date: 11/14/2019
X	County Attorney:	Martinez, Dominique	Date: 12/11/2019
X	Purchasing/Contract Compliance:	Strong-Whitaker, Felicia	Date: 12/11/2019
X	Finance/Budget Analyst/Grants Admin:	Stewart, Hugh	Date: 11/15/2019
.	Grants Management:	.	Date: .
X	County Manager:	Anderson, Dick	Date: 12/11/2019



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

**CONTRACT RENEWAL AGREEMENT**

**DEPARTMENT:** OFFICE OF DIVERSITY AND CIVIL RIGHTS COMPLIANCE

**BID/RFP# NUMBER:** 17RFP106385B-BR

**BID/RFP# TITLE:** Qualified Foreign Language Oral Interpretation and Written Translation Services

**ORIGINAL APPROVAL DATE:** 07/19/2017

**RENEWAL PERIOD: FROM:** 1/1/2020 **THROUGH:** 12/31/2020

**RENEWAL OPTION:** 2 OF 2

**NUMBER OF RENEWAL OPTIONS:** two

**RENEWAL AMOUNT:** \$50,000

**COMPANY'S NAME:** TransPerfect Remote Interpreting Solutions.

**ADDRESS:** 1170 Peachtree Street NE, Suite 500

**CITY:** Atlanta

**STATE:** Georgia

**ZIP:** 30309

**This Renewal Agreement No. \_\_\_\_ was approved by the Fulton County Board of Commissioners on BOC DATE: BOC NUMBER:**

**SIGNATURES: SEE NEXT PAGE**

**# 19-1103**

**Vendor agrees to accept the renewal option and abide by the terms and conditions set forth in the contract and specifications for Bid/RFP# 17RFP106385B-BR**

(Person signing must have signature authority for the company/corporation)

**NAME:** \_\_\_\_\_ **(Print)**  
**(Director of Strategic Accounts)**

**VENDOR'S SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**ATTEST:**

\_\_\_\_\_ **NOTARY PUBLIC:** \_\_\_\_\_

**TITLE:** \_\_\_\_\_ **COUNTY:** \_\_\_\_\_

**SEAL (Affix)** **MY COMMISSION EXPIRES:** \_\_\_\_\_

**FULTON COUNTY, GEORGIA**

\_\_\_\_\_ **DATE:** \_\_\_\_\_  
**ROBERT L. PITTS, CHAIRMAN**  
**FULTON COUNTY BOARD OF COMMISSIONERS**

**ATTEST:**

\_\_\_\_\_ **DATE:** \_\_\_\_\_  
**TONYA R. GRIER**  
**INTERIM CLERK TO THE COMMISSION**

**SEAL (Affix)**

**DEPARTMENT AUTHORIZES RENEWAL OPTION ON THE AFOREMENTIONED BID/RFP:**

**DEPARTMENT HEAD:** \_\_\_\_\_ **(Print)**

**DEPARTMENT HEAD SIGNATURE:** \_\_\_\_\_ **DATE** \_\_\_\_\_

**ITEM#:** \_\_\_\_\_ **RCS:** \_\_\_\_\_  
**RECESS MEETING**

**ITEM#:** \_\_\_\_\_ **RM:** \_\_\_\_\_  
**REGULAR MEETING**

## Contract Renewal Evaluation Form

<b>Date:</b>	November 13, 2019
<b>Department:</b>	OFFICE OF EQUAL EMPLOYMENT OPPORTUNITY
<b>Contract Number:</b>	17RFP106385B-BR
<b>Contract Title:</b>	Qualified Foreign Language Oral Interpretation and Written Translation Services

**Instructions:**

It is extremely important that every contract be rigidly scrutinized to determine if the contract provides the County with value. Each renewal shall be reviewed and answers provided to determine whether services should be maintained, services/scope reduced, services brought in-house or if the contract should be terminated. Please submit a completed copy of this form with all renewal requests.

**1. Describe what efforts were made to reduce the scope and cost of this contract.**

The Office of Diversity and Civil Rights Compliance and the Office of the County Auditor jointly manage the contract for TransPerfect Remote Interpreting Services Inc. This partnership ensures the County employs a consistent centralized procedure that minimizes the need for County departments to identify qualified foreign language interpreters and translators for their departmental needs. Using this approach, departments have real time access to over the phone oral interpretation services. The Office of the County Auditor's, Title VI Coordinator reviews, approves and submits all written translations to reduce the cost and scope of the contract. In this way, only vital documents are approved for more expensive written translation services.

**2. Describe the analysis you made to determine if the current prices for this good or service is reflective of the current market. Check all applicable statements and provide documentation:**

Internet search of pricing for same product or service:

	Date of search:	Click here to enter a date.
	Price found:	Click here to enter text.
	Different features / Conditions:	Click here to enter text.
	Percent difference between internet price and renewal price:	Click here to enter text.

**Explanation / Notes:**





5. Is this a seasonal item or service?  Yes  No

6. Has an analysis been conducted to determine if this service can be performed in-house?  Yes  No If yes, attach the analysis.

Foreign Language Interpreting and Translation services must be conducted by “qualified” individuals in various types of interpreting settings who can perform this function within professional standards. Often times, the need for foreign language oral interpreting requires handling individual confidential information including medical, legal or other personal information. Interpreters must be prepared to provide specialized services immediately (if over the phone interpretation is required) or within a reasonable timeframe (if written translation of documents required for public consumption). The County does not employ “qualified” have internal resources to provide these services to departments.

7. What would be the impact on your department if this contract was not approved?

Fulton County would face significant liability if Foreign Language Interpreting and Translation services were not provided to persons with Limited English Proficiency as mandated by Title VI of the Civil Rights Act as amended. Additionally, not providing these services could expose the County to Title VI Compliance Reviews by the Department of Justice and other Federal Agencies. Subsequently, if interpreting and translation services are not provided, the County could be subject to settlement agreements with the Department of Justice or litigation from clients who were denied services based upon their limited English proficiency.

Ms. Niger R. Thomas

November 20, 2019

Prepared by

Date

Ms. Niger R. Thomas

November 20, 2019

Department Head

Date

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT  
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
10/1/2019	12/31/2019	1/1/2019	12/31/2019
PO Number			PO Date
19SC118320B-BR			3/20/2019
Department	DCRC		
Bid Number	17RFP106385B-BR		
Service Commodity	Language Translation		
Contractor	TransPerfect Remote Interpreting, Inc. dba Transperfect Connect		

= Unsatisfactory	<i>Achieves contract requirements less than 50% of the time, not responsive, effective and/or efficient, unacceptable delay, incompetence, high degree of customer dissatisfaction.</i>
= Poor	<i>Achieves contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customers somewhat satisfied.</i>
= Satisfactory	<i>Achieves contract requirements 80% of the time; generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.</i>
= Good	<i>Achieves contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied.</i>
= Excellent	<i>Achieves contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.</i>

. Quality of Goods/Services (-Specification Compliance - Technical Excellence - Reports/Administration - Personnel Qualification)

Comments:

0

1

2

3

4

Adhered to Work Plan; Met technical requirements; prompt reports and personnel assignments

. Timeliness of Performance (-Were Milestones Met Per Contract - Response Time (per agreement, if applicable) - Responsiveness to Direction/Change - On Time Completion Per Contract)

Comments:

0

1

2

3

4

Milestones were met as scheduled; displayed reliability, on time-no delays; efficient

. Business Relations (-Responsiveness to Inquiries - Prompt Problem Notifications)

Comments:

0

1

- 3
- 4

Customer Satisfaction (-Met User Quality Expectations - Met Specification - Within Budget - Proper Invoicing - No Substitutions)

- 0
- 1
- 2
- 3
- 4

Comments:  
Used this service a couple of times...staff very satisfied; met quality requirements and industry standards; proper invoicing

Contractors Key Personnel (-Credentials/Experience Appropriate - Effective Supervision/Management - Available as Needed)

- 0
- 1
- 2
- 3
- 4

Comments:  
Available as needed; credentials / experience appropriate

Overall Performance Rating:

Would you select/recommend this vendor again? Check box for Yes. Leave Blank for No <input checked="" type="radio"/> Yes <input type="radio"/> No	Rating completed by:	<input type="text" value="marsha.mccracken"/>
---	----------------------	---

Department Head Name	Department Head Signature	Date
<i>Niger R. Thomas</i>	<i>Niger R. Thomas</i>	<input type="text" value="11/13/2019"/>