



Fulton County Board of Commissioners
Agenda Item Summary

18-0987

BOC Meeting Date
 12/19/2018

Requesting Agency

Diversity and Civil Rights Compliance

Commission Districts Affected

All Districts

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

Requests approval to renew existing contract – Diversity and Civil Rights Compliance 17RFP106385B-BR, Qualified Foreign Language Oral Interpretation and Written Translation Services in the amount of \$50,000.00 with TransPerfect Remote Interpreting Inc., d/b/a TransPerfect Connect (Tempe, AZ) to provide qualified foreign language oral interpreter and written translation services. This action exercises the first of two renewal options. One renewal option remains. Effective dates: January 1, 2019 through December 31, 2019.

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

In accordance with Purchasing Code Section 102-394(6), the Purchasing Department shall present all renewal requests to the Board of Commissioners at least 90 days prior to the contract renewal date or 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 Department of Diversity and Civil Rights Compliance (DCRC) 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 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: The DCRC requests approval to renew existing contract for foreign language oral interpreter (by phone, visual remote interpreting [VRI] or in person) and written translation consultant services from TransPerfect Remote Interpreting Inc. (Atlanta, GA)

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)

Project Implications: Failure to approve the renewal of 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	07/19/2017	\$50,000.00
Renewal No. 1			\$50,000.00
Total revised Amount			\$100,000.00

Contract & Compliance Information	<i>(Provide Contractor and Subcontractor details.)</i>
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Contract Value: \$50,000.00
Prime Vendor: TransPerfect Translations, Inc.
Prime Status: White Female Business Enterprise Non-Certified
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: \$50,000.00 or 100.00%

Solicitation Information	NON-MFBE	MBE	FBE	TOTAL
No. Bid Notices Sent:				
No. Bids Received:				
Total Contract Value	\$50,000.00 or 100.00%			
Total M/FBE Values	\$50,000.00 or 100.00%			
Total Prime Value	\$50,000.00 or 100.00%			
Fiscal Impact / Funding Source	<i>(Include projected cost, approved budget amount and account number, source of funds, and any future funding requirements.)</i>			
	100-118-1822-1162: General, DCRC, Interpreter/Translator - \$50,000 contingent on funding			
Exhibits Attached	<i>(Provide copies of originals, number exhibits consecutively, and label all exhibits in the upper right corner.)</i>			
	Exhibit 1: Contract Renewal Agreement Exhibit 2: Contract Renewal Evaluation Form Exhibit 3: Contractors Performance Report			
Source of Additional Information	<i>(Type Name, Title, Agency and Phone)</i>			
	Dr. Ann Harris, Director, DCRC 404-612-0598			

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

Contract Attached: Yes	Previous Contracts: Yes		
Solicitation Number: 17RFP106385B-BR	Submitting Agency: DCRC	Staff Contact: Dr. Ann Harris	Contact Phone: 404-612-0598

Description: Qualified Foreign Language Oral Interpretation and Written Translation Services .

FINANCIAL SUMMARY

Total Contract Value:		MBE/FBE Participation:	
Original Approved Amount: .		Amount: .	%. .
Previous Adjustments: .		Amount: .	%. .
This Request: \$50,000.00		Amount: \$50,000	100.00%. .
TOTAL: \$50,000.00		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 \$: .		

Funding Line 1: 100-118-1822-1162	Funding Line 2: .	Funding Line 3: .	Funding Line 4: .
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KEY CONTRACT TERMS

Start Date: .01/01/2019	End Date: .12/31/2019
Cost Adjustment: Click here to enter text.	Renewal/Extension Terms: Click here to enter text.

ROUTING & APPROVALS
(Do not edit below this line)

X	Originating Department:	Harris, Ann	Date: 10/16/2018
X	County Attorney:	Martinez, Dominique	Date: 12/6/2018
X	Purchasing/Contract Compliance:	Strong-Whitaker, Felicia	Date: 12/6/2018
X	Finance/Budget Analyst/Grants Admin:	Stewart, Hugh	Date: 10/16/2018
.	Grants Management:	.	Date: .
X	County Manager:	Anderson, Dick	Date: 12/7/2018

DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT
PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
1/1/2018	6/30/2018	1/1/2018	12/31/2018
O Number			PO Date
8SC113473B-BR			6/1/2018
Department	DCRC		
id Number			
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 Adhered to Work Plan; Met technical requirements; prompt reports and personnel assignments

1

2

3

4

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

1

2

3

4

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

Comments:

0

1

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: 3.8

Would you select/recommend this vendor again?
(Check box for Yes. Leave Blank for No)

Yes No

Rating completed by:

marsha.mccracken

Department Head Name

Department Head Signature

Date

Dr. Stewart Harris

Stewart Harris

9/21/2018

Contract Renewal Evaluation Form

Date:	October 9, 2018
Department:	OFFICE OF EQUAL EMPLOYMENT OPPORTUNITY
Contract Number:	17RFP106385B-BR
Contract Title:	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 (formerly Office of Equal Employment Opportunity) and the Title VI Coordinator provides oversight and centrally manage the contract for TransPerfect Remote Interpreting Services Inc. Utilizing consistent centralized procedures minimized the need for other County departments to identify qualified foreign language interpreters and translators for their departmental needs. While departments have real time access to over the phone oral interpretation services, all written documents are reviewed, approved and submitted for written translation by the Title VI Coordinator. In this way, only vital documents are approved for more expensive written translation services. The Office of Diversity and Civil Rights Compliance (DCRC) also conducts quarterly performance and service utilization reviews as required.

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:

Click here to enter text.

Market Survey of other jurisdictions:

Date contacted:	Click here to enter a date.
Jurisdiction Name / Contact name:	Click here to enter text.
Date of last purchase:	Click here to enter a date.
Price paid:	Click here to enter text.
Inflation rate:	Click here to enter text.
Adjusted price:	Click here to enter text.
Percent difference between past purchase price and renewal price:	Click here to enter text.
Are they aware of any new vendors?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are they aware of a reduction in pricing in this industry?	<input type="checkbox"/> Yes <input type="checkbox"/> No
How does pricing compare to Fulton County's award contract?	Click here to enter text.

Explanation / Notes:

Click here to enter text.

Other (Describe in detail the analysis conducted and the outcome):

The subject solicitation was completed within the past 6 months with 6 vendors providing bid responses and reflected the current market for foreign language oral over the phone interpretation as well as written document translation services.

3. What was the actual expenditure (from the AMS system) spent for this contract for previous fiscal year?

It should be noted that this is a new service that not provided during FY 2017. Further, the subject contract was not executed until May 2018. Therefore, expenditures at this writing represent activity for only 4 full months. To date approximately \$4,000.00 has been spent under the contract to provide the subject services for County departments.

4. Does the renewal option include an adjustment for inflation? **Yes** **No**
 (Information can be obtained from CPI index)

Was it part of the initial contract? **Yes** **No**

Date of last purchase:	Click here to enter a date.
Price paid:	Click here to enter text.

Inflation rate:

Click here to enter text.

Adjusted price:

Click here to enter text.

Percent difference between past purchase price and renewal price:

Click here to enter text.

Explanation / Notes:

Click here to enter text.

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 have internal resources to provide these services to departments. Further, use of familial members for foreign language oral interpreting is only appropriate on an emergency basis and should otherwise not be considered unless a last resort

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

Fulton County could potentially face liability for not providing the accessible services to persons with Limited English Proficiency as mandated by the Title VI of the Civil Rights Act and other related non-discrimination federal statutes. The Department of Justice or funding agencies from whom Fulton County receives grant dollars could decide an Title VI Compliance Review is in order, which could subsequently be followed by a Settlement Agreement Department of Justice and/or the client who needed the services could request damages based on denial of services and a failure to effectively communicate

Dr. Ann F. Harris

October 16, 2018

Prepared by

Date

Dr. Ann F. Harris

October 16, 2018

Department Head

Date



Fulton County, GA

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:

RENEWAL PERIOD: FROM: 1/1/19 **THROUGH:** 12/31/19

RENEWAL OPTION: # 1 OF 2

NUMBER OF RENEWAL OPTIONS: 2

RENEWAL AMOUNT: Not to exceed \$50,000

COMPANY'S NAME: TransPerfect Remote Interpreting, Inc. d/b/a TransPerfect Connect

ADDRESS: 1170 Peachtree Street NE, Suite 500

CITY: Atlanta

STATE: Georgia

ZIP: 30309

This Renewal Agreement No. 1 was approved by the Fulton County Board of Commissioners on BOC DATE: BOC NUMBER:

SIGNATURES: SEE NEXT PAGE

SIGNATURES:

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)

VENDOR'S SIGNATURE: _____ **DATE:** _____

ATTEST:

NOTARY PUBLIC: _____

TITLE: _____ **COUNTY:** _____

SEAL (Affix) **MY COMMISSION EXPIRES:** _____

FULTON COUNTY, GEORGIA

ROBERT L. PITTS
CHAIRMAN **DATE:** _____

ATTEST:

JESSE A. HARRIS
CLERK TO THE COMMISSION **DATE:** _____

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