

SUMMARY OF CONTRACT REQUEST TO THE HEALTH COMMISSION

Contractor	<u>Natural Languages, LLC</u>	Division/Section	<u>Dept Wide</u>
Address	<u>924 Bergen Avenue</u>	Deputy Director	<u>Baljeet Sangha</u>
	<u>Jersey City, NJ 07306</u>	DPH Administrator	<u>Bruce Occena</u>
Contact	<u>Lily Pacheco</u>	Program Administrator	<u>David Dao</u> Phone <u>628-206-8665</u>
	<u>Owner</u>	Contract Analyst	<u>Cynthia Wu</u> Phone <u>415-554-2533</u>

Request for approval of a new contract with Natural Languages, LLC to provide as-needed onsite interpreter services. The total proposed contract amount is \$409,173 which includes a 12% contingency for the initial term of March 1, 2021 through February 29, 2024. The contract has two options to extend for a period of three years each.

Profit Non-Profit LBE RFP-Number: 30-2020 Date: 8/18/2020

New Renewal Mod GPO

Number of years DPH has been doing business with this organization: 0

<u>CONTRACT INFORMATION:</u>	<u>Prior Transaction</u>	<u>Proposed Transaction</u>	<u>Annualized Difference*</u>
	(New)	3/1/2021 – 2/29/2024	
Funding Sources:			
General Fund		\$365,333	\$365,333
TOTAL DPH REVENUES		\$365,333	\$365,333
12% Contingency Amount		\$43,840	\$43,840
CONTRACT TOTAL		\$409,173	\$409,173
<i>ANNUAL AMOUNT OF CONTRACT (estimate)</i>			
Agency Funds		-\$0-	-\$0-
Contract FTE		N/A	N/A

PROPOSED:

Mode(s) of Service & Unit of Service Definition	No. Of Clients		Unit Cost (per hour)	Unit Cost (per hour)
	Duplicated	Unduplicated		
1 Unit of Service = 1 hour of work	N/A	N/A		
*Core languages: Arabic, Chinese, Korean, Russian, Spanish, Tagalog & Vietnamese			Spanish	*Other Core Languages
Regular Rate:	N/A	N/A	\$50.00	\$55.00
Premium Rate:	N/A	N/A	\$54.74	\$64.74
Night Rate:	N/A	N/A	\$74.74	\$81.74
Weekend & Holiday Rates:	N/A	N/A	\$74.74	\$81.74
Same Day/ Next Working Day Fee:	N/A	N/A	\$74.74	\$81.74

Explanation of Service Change and Variances:

This is a new contract.

Monitoring Report/Program Review & Follow-up:

The contract will be monitored in accordance with all applicable Departmental procedures through the Interpreter Services Department.

Nondiscrimination and Cultural Competency:

The Department will work closely with the contractor to ensure compliance with City and Departmental procedures.

Other Significant Issues:

Natural Languages will provide interpretation in the seven core languages (Arabic, Chinese, Korean, Russian, Spanish, Tagalog and Vietnamese) for as needed onsite interpreting to back-fill for civil service staff on extended leave, and other unanticipated absences at Zuckerberg San Francisco General Hospital and at other department facilities. Natural Languages will also be used to support COVID emergency responses.

Natural Languages, LLC was selected under RFP 30-2020 to provide as-needed onsite interpreter services. RFP 30-2030 established two contracts to the two highest ranking responsive responsible Proposers. The highest ranked Proposer was deemed "Primary," and the second highest ranked Proposer was deemed "Backup". Natural Languages, LLC ranked the highest and was deemed the Primary. Interlingva, Inc, was deemed the "Backup" proposer. The Department is also in negotiations with the backup proposer and will present the contract to the Commission if negotiations are successful.

Natural Languages is a Limited Liability Company established in 2007 in the state of New Jersey and has been in business for 14 years. Natural Languages understands the importance of an interpreter and the profound impact of effective communications. Available 24/7 in-person and in more than 60 spoken languages, interpreter services help connect you with the right interpreter for your specific need. Natural Languages enables you to transmit your messages in a way that is both accurate and relatable.

Listing of Board of Directors, Owners of 10% or More of the Firm, and Executive Director

This firm is a privately owned company owned by Lily Pacheco.

Recommendation: The Department recommends approval of this contract.