



Board Agenda Item 55

DATE: November 18, 2025

TO: Board of Supervisors

SUBMITTED BY: Sanja Bugay, Director, Department of Social Services
Joe Prado, Interim Director, Department of Public Health
Susan Holt, Director, Department of Behavioral Health
James Kus, County Clerk/Registrar of Voters
Kirk Haynes, Chief Probation Officer, Probation Department
Steven White, Director, Department of Public Works and Planning
Melissa Cregan, Agricultural Commissioner/Sealer
David Tan, Executive Director, In-Home Supportive Services Public Authority

SUBJECT: Third Amendment to Agreement 25-316 with United Language Group, LLC for Translation and Interpretation Services

RECOMMENDED ACTION(S):

Sitting as the Fresno County Board of Supervisors:

Approve and authorize the Chairman to execute a Third Amendment to Agreement 25-316 with United Language Group, LLC, for continued written translation and telephonic interpretation services, extending the term by six months from January 1, 2026, through June 30, 2026, and increasing the maximum compensation by \$257,100 to a total of \$4,260,645.

Sitting as the In-Home Supportive Services Public Authority Governing Board:

Approve and authorize the Chairman to execute a Third Amendment to Agreement 25-316 with United Language Group, LLC, for continued written translation and telephonic interpretation services, extending the term by six months from January 1, 2026, through June 30, 2026, and increasing the maximum compensation by \$257,100 to a total of \$4,260,645.

There is no Net County Cost associated with the recommended actions, which will extend the term of the Agreement by six months and increase the maximum compensation by \$257,100 to continue to provide Limited English Proficiency (LEP) clients with interpretation and translation services. This amendment will allow the Departments in this agreement the flexibility to utilize the services provided by United Language Group, LLC while the current Request for Proposal process for a new agreement is completed. This item is countywide.

ALTERNATIVE ACTION(S):

There are no viable alternative actions. Should your Board not approve the recommended action, it will result in a lapse in interpretation and translation services for LEP clients. Such an action will put the Departments

in this Agreement out of compliance with mandated access to government services.

FISCAL IMPACT:

There is no increase in Net County Cost associated with the recommended actions. If approved, the maximum cost (\$4,260,645) of the agreement will be offset with State and Federal funds (\$196,039), Mental Health and Social Services Realignment (\$50,714), Mental Health Services funds (\$3,178), grants (\$4,502), fees, and budgeted Net County Cost (\$2,667). The \$257,100 increase to the agreement includes a \$218,879 increase for the Department of Social Services, \$1,121 for the IHSS Public Authority, \$20,000 for Behavioral Health, \$600 for Probation, \$16,500 for Public Health and no change to the allocations for Departments of Public Works & Planning, Agriculture, and County Clerk/Registrar of Voters. Sufficient appropriations and estimated revenues are included in the FY 2025-26 Adopted Budget for the participating departments and will be included in subsequent budget requests.

DISCUSSION:

On June 23, 2020, the Board approved Agreement No. 20-240 with United Language Group, Inc. for translation and interpretation services with the following County Departments: Social Services, Public Health, Behavioral Health, County Clerk/Registrar of Voters, Probation, Public Works and Planning, Agriculture, and the IHSS Public Authority. These Departments use written translation and telephonic interpretation services to ensure individuals with LEP have access to government services and ensure communication between County employees, contracted providers, patients, and clients are in accordance with the Civil Rights Act of 1964 and Executive Order 13166.

On September 10, 2024, the Board approved an amendment to Agreement No. 20-240 to update an address and add a new fee for written translation services. The amendment allowed a minimum fee of \$54 on translation requests with a word count of 250 words or less.

On June 24, 2025, the Board approved an amendment to Agreement No. 24-504 to revise the name from United Language Group, Inc. to United Language Group, LLC, extend the term of the contract by six months from July 1, 2025, through December 31, 2025, and increase the maximum compensation by \$263,700 to a total of \$4,003,545.

On March 14, 2025, the County departments began collaborating with General Services - Purchasing to issue a Request for Quotation (RFQ) to renew these services under a new contract. At the discretion of the Purchasing Manager, the RFQ was changed to a Request for Proposal (RFP). RFP 25-098 for Written Translation and Telephonic Interpretation was issued on June 5, 2025. Addendum one to RFP 25-098 was issued on July 3, 2025 to extend the closing date of the RFP. This allowed the departments time to respond to the 60 questions that were received from interested bidders about the RFP. Addendum two to the RFP was issued on July 7, 2025 to provide the departments responses to the 60 questions received. The RFP 25-098 officially closed on July 30, 2025.

Given the high volume of bids received, additional time is needed by the five-member review panel to thoroughly review each submission and provide a fair assessment. Approval of amending the existing agreement will ensure uninterrupted services are provided timely to LEP individuals by allowing the departments to continue to utilize United Language Group, LLC services as needed while the RFP process is finalized. Furthermore, should a new vendor be awarded the contract, the additional six months of services will allow for a transition from the previous provider to the new vendor without disruption to client services. All provisions, terms, and conditions contained in this Agreement not amended shall remain unchanged and in full force and effect.

REFERENCE MATERIAL:

BAI #79, June 24, 2025

BAI #66, September 10, 2024

BAI #40, June 23, 2020

ATTACHMENTS INCLUDED AND/OR ON FILE:

On file with Clerk - Third Amendment to Agreement with ULG

On file with Clerk - Digital Signature Certificate

CAO ANALYST:

Ronald Alexander