

24482

DATE: January 26, 2012

TO: Board of Acquisition and Contract

FROM: Marguerite Beirne, Chief Information Officer

RE: AUTHORIZATION TO ENTER INTO AN AGREEMENT (IT-1229) WITH LANGUAGE LINE SERVICES, INC. FOR ON-DEMAND FOREIGN LANGUAGE INTERPRETATION SERVICES FOR A TERM COMMENCING FEBRUARY 29, 2012 AND TERMINATING ON AUGUST 9, 2012 FOR A TOTAL NOT TO EXCEED AMOUNT OF \$17,000

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BACKGROUND:

- With your Honorable Board's approval, the County has been using Language Line Services, Inc. ("Language Line") for a dial up telephone service offering on-demand foreign language interpreter services since 2000. These services are used by several County Departments and E911 Public Safety Answering Points (PSAPs). (E911 PSAP operating expenses are reimbursed through 911 surcharge funds administered by the County).
- By resolutions approved on March 12, 2009, May 12, 2011 and August 11, 2011, this Honorable Board granted authority to enter into an agreement (IT-1072) for these services from Language Line, for a term of three years from March 1, 2009 until February 28, 2012 with a total not to exceed contract cap of \$76,000.
- Services provided by Language Line have been excellent during the terms of previous agreements and remain useful to departments and PSAPs utilizing their services. In addition, Language Line services are now covered by New York State Contract PS63093 at reduced rates of \$.90 per minute for Group 1 languages, \$.95 per minute for Group 2 languages, and \$.99 per minute for Group 3 languages.
- Foreign language interpreter services serve a public purpose because such service promotes the public health, safety and general welfare of County residents by enhancing our ability to communicate with residents that have limited English language capabilities.
- The primary goal and objective for the requested service is to provide interpreter services to residents with limited English language skills. This service is in the best interest of the County because resident's safety and health will be considered by providing a mechanism whereby staff can answer questions and respond to emergencies. Interpreter services will be tracked and monitored by DoIT staff in conjunction with the department or PSAP utilizing the service.

- The agreement requested on the attached resolution is exempt from the Westchester County Procurement Policy and Procedures pursuant to Section 3(a)i of the Westchester County Procurement Policy as this is a procurement from a State contract pursuant to Section 104 of the General Municipal Law.
- Therefore, we now come before your Honorable Board requesting approval to enter into an agreement with Language Line for on-demand foreign language interpreter services commencing on February 29, 2012 and terminating August 9, 2012 for a not to exceed amount of \$17,000.

**ACTION REQUESTED:**

- Authorization to enter into an agreement (IT-1229) with Language Line Services, Inc., having an office and place of business at One Lower Ragsdale Drive, Monterey, California 93940, for a dial up telephone service offering on-demand foreign language interpreter services, for a term commencing February 29, 2012 and terminating August 9, 2012, for a total not to exceed contract amount of \$17,000 over the term of the agreement, subject to future appropriations, payable monthly at the rate of \$.90 per minute for Group 1 languages, \$.95 per minute for Group 2 languages, and \$.99 per minute for Group 3 languages, based on usage and paid by the department utilizing the service.

A resolution authorizing the above agreement is submitted herewith for your approval.

APPROVED BOARD OF ACQUISITION & CONTRACTS

JOMARY VIEIRA SECRETARY

