

28695

DATE: September 21, 2012

TO: Board of Acquisition and Contract

FROM: John McCaffrey, Acting Chief Information Officer

RE: AUTHORIZATION TO AMEND AN AGREEMENT (IT-1229) WITH LANGUAGE LINE SERVICES, INC., FOR ON-DEMAND FOREIGN LANGUAGE INTERPRETATION SERVICES BY INCREASING THE AMOUNT OF THE AGREEMENT BY \$8,175 FOR A NEW TOTAL NOT TO EXCEED AMOUNT OF \$25,175 AND TO EXTEND THE TERM THREE MONTHS TO A NEW TERMINATION DATE OF NOVEMBER 9, 2012

---

BACKGROUND:

- In a resolution approved on February 23, 2012, your Honorable Board authorized the County to enter into an agreement with Language Line Services, Inc. ("Language Line") 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 amount of \$17,000. 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).
- 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 covered by New York State contract PS63093 at a reduced rate 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 a resident's safety and health will be considered by providing a mechanism whereby staff can answer questions and respond to emergencies. Fiscal responsibility is shown by utilizing reduced rates negotiated by New York State. Interpreter services will be tracked and monitored by DoIT staff in conjunction with the department or PSAP utilizing the service.

- The agreement requested in the attached resolution is exempt from the Westchester County Procurement Policy and Procedures pursuant to Section 3(a) of the Westchester County Procurement Policy.
- Therefore, we now come before your Honorable Board requesting approval to amend the agreement (IT-1229) with Language Line by increasing the amount by \$8,175 to a new total not to exceed amount of \$25,175 and extending the term three months to a new termination date of November 9, 2012, with all other terms and conditions to remain the same. It is anticipated that New York State OGS will have a new contract in place by the completion of this extension.

ACTION REQUESTED:

- Authorization to amend 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, by increasing the amount by \$8,175 to a new total not to exceed contract amount of \$25,175, 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 and by extending the term three months to a new termination date of November 9, 2012 with all other terms and conditions of the agreement to remain the same.

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

## **RESOLUTION**

UPON A COMMUNICATION FROM THE CHIEF INFORMATION OFFICER,  
DEPARTMENT OF INFORMATION TECHNOLOGY, BE IT HEREBY

RESOLVED: that the County of Westchester is hereby authorized to amend 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, by increasing the amount by \$8,175 to a new total not to exceed contract amount of \$25,175, 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 and extending the term three months to a new termination date of November 9, 2012; and be it further

RESOLVED, this Agreement is subject to County appropriations; and be it further

RESOLVED, all other terms and conditions of the existing agreement shall remain the same; and be it further

RESOLVED, that the County Executive or his duly authorized designee is hereby authorized to execute and deliver any and all documents and to take all action necessary and appropriate to effectuate the purposes hereof.

# RESOLUTION

Contract No. IT-1229

Original Agreement: \$ 17,000  
**This Amendment: \$ 8,175**  
Total: \$ 25,175

Account to be  
Charged/credited:

Year	Fund	Agency	Capital Project Or Org	Object/ Sub Object	Trust Account	Activity	Dollars
2012	101	16	2000	4160			\$1,500
2012	101	22	4000	4420			\$3,000
2012	101	25	0200	4420			\$300
2012	101	27	0010	4380			\$2,100
2012	101	39	1000	4380			\$ 900
2012	101	16	6610	4070			\$375

Budget Funding Year(s): 2012  
(must match resolution)

Start Date: February 28, 2012

End Date: November 9, 2012

Funding Source:

Tax Dollars: \$6,675

State Aid: \_\_\_\_\_

**\$8,175**

Federal Aid: \_\_\_\_\_

(must match resolution)

Other: \$ 1,500 E-911 Surcharge

APPROVED BOARD OF ACQUISITION & CONTRACT - 10/18/2012 - JOHANNY VIEIRA, SECRETARY