

18800

DATE: April 25, 2011

TO: Board of Acquisition and Contract

FROM: Marguerite Beirne, Chief Information Officer

RE: AUTHORIZATION TO AMEND AGREEMENT (IT-1072) WITH LANGUAGE LINE SERVICES, INC., FOR ON-DEMAND FOREIGN LANGUAGE INTERPRETATION SERVICES BY INCREASING THE AMOUNT OF THE AGREEMENT BY \$36,000 FOR A TOTAL NOT TO EXCEED AMOUNT OF \$76,000

BACKGROUND:

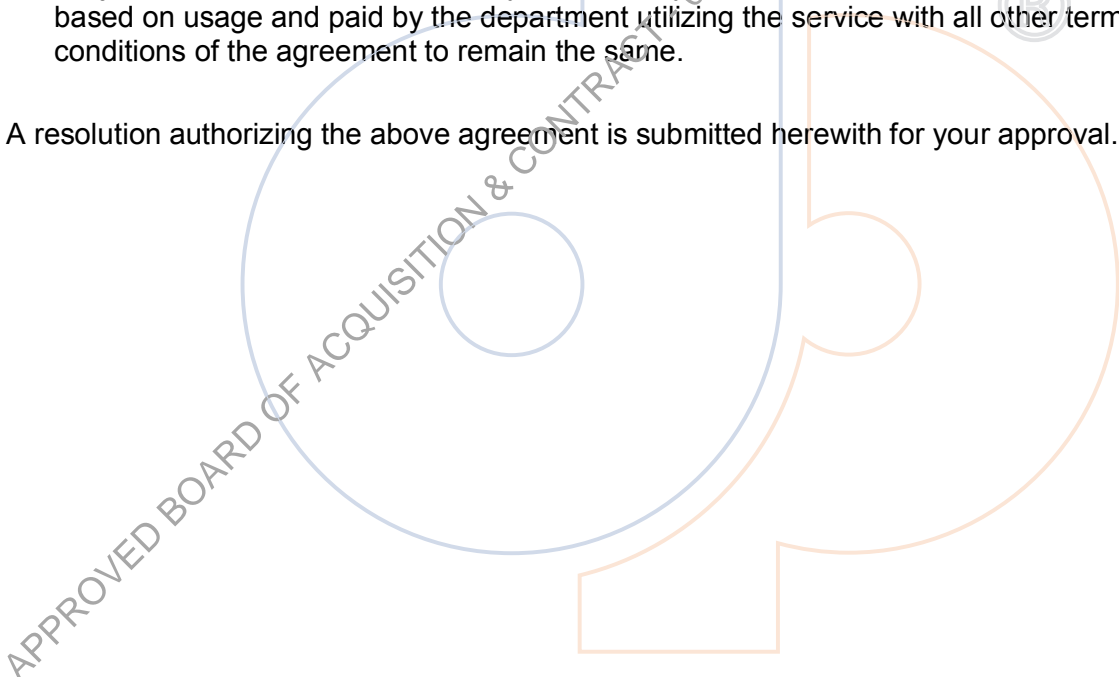
- In a resolution approved on March 12, 2009, your Honorable Board authorized the County to enter into an agreement with Language Line Services, Inc. ("Language Line") for a dial up telephone service offering on-demand foreign language interpreter services for a three year term commencing on March 1, 2009 and terminating on February 28, 2012, for a total not to exceed amount of \$40,000. 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 now covered by New York State contract PS6093 at a reduced rate of \$.90 to \$.95 per minute, which reflects almost a fifty percent reduction from the previous agreement rate of \$1.79 per minute.
- Due to an unanticipated increase in the need for these services, resulting in a substantial increase in usage by County Departments, an increase in the total not to exceed amount of the contract is required.
- 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 a reduction in price for this service of almost fifty percent for three years going forward. 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) i, of the Westchester County Procurement Policy.
- Therefore, we now come before your Honorable Board requesting approval to amend the agreement (IT-1072) with Language Line by increasing the amount by \$36,000 to a new total not to exceed amount of \$76,000, with all other terms and conditions to remain the same.

ACTION REQUESTED:

- Authorization to amend an agreement (IT-1072) 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 \$36,000 to a new total not to exceed contract amount of \$76,000, subject to future appropriations, payable monthly at the rate of \$.90 to \$.95 per minute, based on usage and paid by the department utilizing the service 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.



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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-1072) 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 \$36,000 to a new total not to exceed contract amount of \$76,000, subject to future appropriations, payable monthly at the rate of \$.90 to \$.95 per minute, based on usage and paid by the department utilizing the service with all other terms and conditions of the agreement to remain the same; and be it further

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

RESOLVED, this Agreement is also subject to further financial analysis of the impact of any New York State Budget (the "State Budget") proposed and adopted during the term of this Agreement. The County shall retain the right, upon the occurrence of any release by the Governor of a proposed State Budget and/or the adoption of a State Budget or any amendments thereto, and for a reasonable period of time after such release(s) or adoption(s), to conduct an analysis of the impacts of any such State Budget on County finances. After such analysis, the county shall retain the right to either terminate this Agreement or to renegotiate the amounts and rates approved herein. If the County subsequently offers to pay a reduced amount to the Contractor, then the Contractor shall have the right to terminate this Agreement upon reasonable prior written notice; 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-1072**

Original Agreement: \$ 40,000
This Amendment: \$ 36,000
 Total: \$ 76,000

Account to be charged/credited	Fund	Agency	Capital Project Or Org	Object/ Sub Object	Trust Account	Activity	Dollars
2011	101	16	2000	4160			\$ 2000
2011	101	22	4210	4420			\$15000
2011	101	25	0200	4420			\$ 1500
2011	101	27	4000	4380			\$ 4500
2011	101	39	1000	4380			\$ 5600

Account to be charged/credited	Fund	Agency	Capital Project Or Org	Object/ Sub Object	Trust Account	Activity	Dollars
2012	263	16	2000	4160			\$ 900
2012	101	22	4210	4420			\$ 4000
2012	101	25	0200	4420			\$ 500
2012	101	27	4000	4380			\$ 1000
2012	101	39	1000	4380			\$ 1000

Budget Funding Year(s): 2011-2012 Start Date: March 1, 2009 End Date: February 28, 2012
 (must match resolution)

Funding Source Tax Dollars: \$33,100
 State Aid: _____
\$36,000 Federal Aid: _
 Other: \$2,900 E-911 Surcharge

