

Memorandum Department of Information Technology

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

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.

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 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 for Group 2 languages, and \$.99 per minute for Group 3 languages, based on usage and paid by the department utilizing the service; and be it further

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

RESOLVED, that 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.

Agreement No. IT-1229

Account to be charged/credited

Year	Dept.	Fund	Major Program, Program & Phase or Unit	Object/ Sub Object	Trust Account	Dollars
2012	101	16	2000	4160		\$3,000
2012	101	22	4210	4420		\$7,500
2012	101	25	0200	4420		\$1,000
2012	101	27	4000	4380		\$3,500
2012	101	39	1000	4380		\$2,000

Budget Funding Year(s): 2012 Start Date: February 29, 2012 End Date: August 9, 2012

(must match resolution)

Funding Source Tax Dollars \$14,000

\$ 17,000 Federal Aid (must match resolution)

Other \$3,000 E-911 Surcharge