



## Legislation Text

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File #: 22-2662, Version: 1

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**STRATEGIC PRIORITY:** Government Performance & Financial Management  
**AGENDA DATE:** December 14, 2022  
**COUNCIL DISTRICT(S):** All  
**DEPARTMENT:** Office of Procurement Services  
**EXECUTIVE:** Jack Ireland

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### **SUBJECT**

Authorize Supplemental Agreement No. 1 to increase the service price agreement with Language Line Services, Inc. through the Department of Information Resources cooperative agreement for language interpretation services for call centers - Not to exceed \$158,053.00, from \$632,212.00 to \$790,265.00 - Financing: General Fund (\$156,978.24) and Risk Management Fund (\$1,074.76)

### **BACKGROUND**

This action does not encumber funds; the purpose of a service contract is to establish firm pricing for services, for a specific term, which are ordered on an as needed basis.

This Supplemental Agreement will provide for language interpretation services for the City's 9-1-1 and 3-1-1 call centers and will provide interpreter services for more than 240 languages. As a diverse City, the call centers receive calls that require immediate and accurate translation service. The call centers processes an average of 5,000 emergency calls for service per day. The City uses staff to translate as often as possible, but at times call volume necessitates the need for an outside vendor to assist in translating calls.

Communication barriers pose a difficult challenge to any government agency. This service price agreement also provides Video Remote Interpreting for the limited English speaking, deaf and hard of hearing community that face a unique communication barrier that impedes their ability to effectively communicate. This contract provides access to video interpreters to see firsthand the critical non-verbal gestures, body language or facial expressions during the encounter, which improves understanding and clarity of communication.

The contractor will provide the City with a central phone number for remote capabilities which is routed to a live phone bank. Once the language need is identified, an interpreter is connected to both parties; the interpreter stays connected if necessary, to complete the service request. Currently, 876 Texas agencies utilize Language Line Services, Inc. through the Department of Information Resources cooperative agreement.

The Department of Information Resources cooperative agreement is authorized by Chapter 791 of the Texas Government Code and Subchapter F, Chapter 271, Texas Local Government Code. Section 271.102 of the Texas Local Government Code authorizes a local government to participate in a Cooperative Purchasing Program with another local government or a local cooperative organization.

**PRIOR ACTION/REVIEW (COUNCIL, BOARDS, COMMISSIONS)**

On September 12, 2018, City Council authorized a five-year service price agreement for language interpretation services for call centers with Language Line Services, Inc. through the Department of Information Resources cooperative agreement by Resolution No. 18-1264.

**FISCAL INFORMATION**

Fund	FY 2023	FY 2024	Future Years
General Fund	\$156,978.24	\$0.00	\$0.00
Risk Management Fund	\$ 1,074.76	\$0.00	\$0.00
Total	\$158,053.00	\$0.00	\$0.00

**M/WBE INFORMATION**

In accordance with the City’s Business Inclusion and Development Policy adopted on September 23, 2020, by Resolution No. 20-1430, as amended, the M/WBE participation on this contract is as follows:

Contract Amount	Procurement Category	M/WBE Goal
\$158,053.00	Other Services	N/A
M/WBE Subcontracting %	M/WBE Overall %	M/WBE Overall Participation \$
N/A	N/A	N/A
• The Business Inclusion and Development Policy does not apply to Cooperative Purchasing Agreements.		
• One Lower Ragsdale Drive Bldg. Two - Non-local; Workforce - 0.00% Local		

**OWNER**

**Language Line Services, Inc.**  
One Lower Ragsdale Drive Bldg. Two  
Monterey, CA 93940

Scott Klein, President  
David Bethea, Vice President