



Legislation Text

File #: 24-1190, **Version:** 1

STRATEGIC PRIORITY: Government Performance & Financial Management
AGENDA DATE: April 24, 2024
COUNCIL DISTRICT(S): All
DEPARTMENT: Office of Procurement Services
EXECUTIVE: Jack Ireland

SUBJECT

Authorize a three-year cooperative purchasing agreement for over-the-phone language interpretation services for the Police Department with Language Line Services, Inc. through the Department of Information Services cooperative agreement - Estimated amount of \$463,918.56 - Financing: General Fund (subject to annual appropriations)

BACKGROUND

This action does not encumber funds; the purpose of a cooperative purchasing agreement is to establish firm pricing for services, for a specific term, which are ordered on an as needed basis according to annual budgetary appropriations. The estimated amount is intended as guidance rather than a cap on spending under the agreement, so that actual need combined with the amount budgeted will determine the amount spent under this agreement.

This cooperative purchasing agreement will provide for over-the-phone language interpretation services for the Police Department. The Police Department and 311 utilize these language interpretations services when answering phone calls 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 process 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 agreement 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 agreement will also 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 as long as necessary to complete the service request. Currently, 876 Texas agencies utilize Language Line Services, Inc. through the Department of Information Resources.

The Department of Information Services 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 which 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, the 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.

On December 14, 2022, the City Council authorized Supplemental Agreement No. 1 to increase the service price agreement with Language Lines Services, Inc. through the Department of Information Resources cooperative agreement for language interpretation services for call centers by Resolution No. 22-1798.

FISCAL INFORMATION

Fund	FY 2024	FY 2025	Future Years
General Fund	\$141,752.93	\$155,139.52	\$167,026.11

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
\$463,918.56	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.		
• Language Line Services, Inc. - Non-local; Workforce - 0.00% Local		

PROCUREMENT INFORMATION

Method of Evaluation of for Award Type:

Cooperative Purchasing Agreement	<ul style="list-style-type: none">• Cooperative purchasing agreements enable the City to associate with State agencies, other local governments, or local cooperative organizations comprised of other state and local governments, to leverage market buying power and enable the City to purchase goods or services at lower prices• The cooperative purchasing agreement is an alternative method of meeting the requirements for competitive bidding or competitive sealed proposals, not an exception from that requirement
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OWNER

Language Line Services, Inc.

1 Lower Ragsdale Drive

Building 1

Monterey, CA 93942

Scott Klein, Chief Executive Officer

Bonaventura A. Cavaliere, Chief Financial Officer