

# AUSTIN CITY COUNCIL

## AGENDA



Thursday, July 27, 2006

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### Purchasing Office RECOMMENDATION FOR COUNCIL ACTION

ITEM No. 68

**Subject:** Authorize award and execution of a 36-month service requirements contract with TELELANGUAGE, INC., Portland, OR, for over-the-phone language interpretation services in an estimated amount not to exceed \$188,892, with three 12-month extension options in an estimated amount not to exceed \$66,112 for the first extension option, \$69,418 for the second extension option, and \$72,889 for the third extension option, for a total estimated contract amount not to exceed \$397,311.

**Amount and Source of Funding:** Funding in the amount of \$7,920 is available in the Fiscal Year 2005-2006 Approved Operating Budget of the Community Care Services Department. Funding in the amount of \$2,574 is available in the Fiscal Year 2005-2006 Approved Operating Budget of the Austin/Travis County Health and Human Services Department. Funding for the remaining 34 months of the original contract period and extension options is contingent upon available funding in future budgets.

**Fiscal Note:** There is no unanticipated fiscal impact. A fiscal note is not required.

#### Additional Backup Material

(click to open)

[D TELELANGUAGE - List  
of Languages for  
Telephonic Interpreting  
Services](#)

**For More Information:** Barbara McConnell, Buyer I/972-4009

**Purchasing Language:** Sole bid.

**MBE/WBE:** This contract will be awarded in compliance with Chapter 2-9C of the City Code (Minority-Owned and Women-Owned Business Enterprise Procurement Program). No subcontracting opportunities were identified; therefore, no goals were established for this solicitation.

This contract will provide services for over-the-phone language interpretation services to non-English speaking patients seeking medical care at the Community Care Services Department's Community Health Centers and at the Austin/Travis County Health and Human Services Department's health center and clinic locations on an as needed basis. Also, the contract will provide for translation and transcription of medical records, when necessary.

MBE/WBE solicited: 15/5 MBE/WBE bid: 0/0

IFB No. BM06300029 PRICE ANALYSIS a. Sole bid. Other potential bidders felt they could not compete with the current contractor's rate and the scope of work was too broad for their limited resources. This service is available through the State of Texas, but the current cost per minute rate of \$1.04 is higher than \$.99 per minute being offered through this contract. b. Ninety-six notices were sent including fifteen MBEs and five WBEs. Eight solicitations were issued. One bid was received with no response from the MBEs/WBEs. c. The bid pricing offered reflects a 4% decrease to the last contract award in February 2004. This pricing is 5% lower than the pricing offered through the State of Texas contract.

APPROVAL JUSTIFICATION a. Sole bid. b. The Purchasing Office concurs with Community Care Services Department and Austin/Travis County Health and Human Services Department's recommended award. c. Advertised in the Austin American-Statesman and on the Internet.

## b. Methodology and Approach

Telelanguage offers telephonic interpretation services in over 157 different languages - the most commonly spoken in the US. To ensure the best possible service, we continually update languages based on evolving customer needs.

Our goal for interpreter work force composition is to have at least 85% of all

calls covered by regularly scheduled, consistently utilized interpreters. We schedule enough interpreters in the primary languages to cover 150% of anticipated calls. This means that each of our primary interpreters is utilized between 60% and 75% of their available minutes.

Language	# of Interpreters	Lowest Level	Hours Supported
Afghani	19	4	24/7
Afrikaans	15	4	24/7
Akan	4	1	24/7
Albanian	16	5	24/7
Amharic	25	9	24/7
Arabic	49	11	24/7
Armenian	9	4	24/7
Assyrian	5	1	24/7
Azeri	6	2	24/7
Bahar	4	2	24/7
Basque	4	2	24/7
Belorussian	45	2	24/7
Bengali	11	2	24/7
Bosnian	21	6	24/7
Bulgarian	19	4	24/7
Burkina Faso	4	1	24/7
Burmese	5	2	24/7
Cambodian	44	5	24/7
Cantonese	59	16	24/7
Catalan	4	2	24/7
Chaldean	2	1	24/7
Cherokee	4	1	24/7
Chin	9	2	24/7
Chiu Chow	6	2	24/7
Chuukese	4	1	24/7
Croatian	44	6	24/7
Czech	9	2	24/7
Dakota	2	1	24/7
Danish	47	5	24/7
Dari	11	4	24/7
Diula	4	1	24/7
Dutch	45	1	24/7
Estonian	25	4	24/7
Ewe	4	1	24/7
Farsi	29	7	24/7
Fijian	5	2	24/7
Finnish	16	1	24/7
Flemish	5	2	24/7
French	61	5	24/7

Language	# of Interpreters	Lowest Level	Hours Supported
French Canadian	47	9	24/7
Fon	3	1	24/7
Frisian	4	2	24/7
Fukanesse	5	2	24/7
Fulani	2	1	24/7
Fuzhou	4	1	24/7
Ga	4	2	24/7
Gaddang	3	1	24/7
Gaelic	5	2	24/7
Georgian	19	5	24/7
German	46	4	24/7
Glagolitic	2	1	24/7
Greek	16	4	24/7
Greenlandian	5	1	24/7
Gujarati	5	1	24/7
Hakka	1	1	24/7
Haitian Creole	19	5	24/7
Hawaiian	7	1	24/7
Hebrew	21	5	24/7
Hia	5	2	24/7
Hindi	49	4	24/7
Hmong	27	4	24/7
Hunanese	2	1	24/7
Hungarian	21	4	24/7
Ibo	4	1	24/7
Icelandic	3	1	24/7
Ilocano	15	2	24/7
Indonesian	19	4	24/7
Italian	26	4	24/7
Itanbobal	4	1	24/7
Jakartanese	4	1	24/7
Japanese	29	5	24/7
Jarai	4	1	24/7
Jola	2	1	24/7
Kanjobal	5	1	24/7
Kashmiri	6	1	24/7
Kikuyu	6	1	24/7
Kirghiz	7	2	24/7
Korean	47	9	24/7

## b. Methodology and Approach

In addition to regularly scheduled interpreters, we have a large number of "on-call" interpreters who are available randomly throughout the day and night. These interpreters can expect to be utilized between 10% and 60% of their available minutes. These are the interpret-

ers who receive overflow calls and handle fluctuation in call volumes.

For rare or infrequently utilized languages, we keep a minimum of two to five active interpreters in the database who can take calls. This gives us an almost guaranteed chance of finding an available interpreter at any time.

Language	# of Interpreters	Lowest Level	Hours Supported
Krio	3	1	24/7
Kurdish	11	4	24/7
Lakota	4	1	24/7
Laotian	44	6	24/7
Latvian	7	2	24/7
Lingala	7	1	24/7
Lithuanian	16	2	24/7
Macedonian	5	1	24/7
Malagasy	4	1	24/7
Malay	7	1	24/7
Malinke	5	1	24/7
Maltese	5	1	24/7
Mandarin	67	11	24/7
Mandinka	5	1	24/7
Marathi	5	1	24/7
Marshallese	9	1	24/7
Mien	29	5	24/7
Moldavian	19	2	24/7
Mongolian	14	2	24/7
Mortlockese	2	1	24/7
Navajo	5	1	24/7
Nepali	3	1	24/7
Norwegian	19	1	24/7
Oromo	12	2	24/7
Pampangan	4	1	24/7
Papiamentu	4	1	24/7
Pao-An	2	1	24/7
Pashto	15	4	24/7
Persian	15	4	24/7
Polish	25	5	24/7
Portuguese	41	4	24/7
Pulaar	4	1	24/7
Punjabi	29	4	24/7
Quiche	4	1	24/7
Romanian	42	5	24/7
Russian	197	26	24/7
Samoan	7	1	24/7
Sango	4	1	24/7
Senegalese	4	1	24/7

Language	# of Interpreters	Lowest Level	Hours Supported
Serbian	26	4	24/7
Shanghaiese	5	1	24/7
Sindhi	2	1	24/7
Sinhalese	4	1	24/7
Slovak	11	1	24/7
Slovenian	15	4	24/7
Somali	47	4	24/7
Sorani	2	1	24/7
Spanish	499	69	24/7
Sudanese	9	2	24/7
Swahili	19	9	24/7
Swedish	19	1	24/7
Szechuan	4	1	24/7
Tadzhik	9	1	24/7
Tagalog	45	5	24/7
Taiwanese	9	2	24/7
Tamil	4	1	24/7
Tatar	7	1	24/7
Telugu	4	1	24/7
Thai	29	4	24/7
Tibetan	9	2	24/7
Tigre	4	1	24/7
Tigrinya	9	2	24/7
Toishanese	6	1	24/7
Tongan	7	1	24/7
Turkish	19	2	24/7
Turkmen	7	1	24/7
Twi	4	1	24/7
Ughur	5	1	24/7
Ukrainian	59	9	24/7
Urdu	21	4	24/7
Uzbek	9	1	24/7
Vietnamese	97	14	24/7
Visayan	4	1	24/7
Welsh	5	1	24/7
Wolof	5	1	24/7
Yiddish	7	1	24/7
Yoruba	3	1	24/7
Zulu	5	1	24/7