

AGENDA



Thursday, July 29, 2010

**Purchasing Office
RECOMMENDATION FOR COUNCIL ACTION**
Item No. 75

Subject: Authorize award and execution of a 12-month requirements service contract with LANGUAGE LINE SERVICES, Monterey, CA for language interpretation services for the Austin Police Department in an estimated amount not to exceed \$64,412, with two 12-month extension options in an estimated amount not to exceed \$64,412 per extension option, for a total estimated contract amount not to exceed \$193,236.

Amount and Source of Funding: Funding in the amount of \$10,735 is available in the Fiscal Year 2009-2010 Operating Budget of the Austin Police Department. Funding for the remaining 10 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.

For More Information: Sydney Ceder, Sr. Buyer, 974-2035

Purchasing Language: Lowest bid of three bids received.

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 is for over-the-phone interpreter services for Non-English speaking clients of the City of Austin Police Department's 311 and 911 callers. The contractor will provide interpretation services for a minimum of 32 different languages which will include Spanish, Vietnamese, Russian, Korean, Mandarin, Arabic, French and Japanese. This contract will be used 24 hours/day year round.

Once a call from the public is received at 911/311 and the caller cannot speak English, the operator has a single button to connect the caller with an interpreter immediately and can begin interpreting the message from the caller for the 911/311 operator to activate the appropriate level of service.

MBE/WBE solicited: 2/4

MBE/WBE bid: 0/0

PRICE ANALYSIS

- a. Adequate competition.
- b. Thirty-two notices were sent, including two MBEs and four WBEs. Two bids were received, with no response from the MBE/WBEs.
- c. The pricing offered represents no change to the last contract award in April 2006.

APPROVAL JUSTIFICATION

- a. Lowest responsive bid received. Language Line Services is the current provider of these services.
- b. The Purchasing Office concurs with the Austin Police Department's recommended award.
- c. Advertised in the Austin American-Statesman and on the Internet.