



**DEPARTMENT OF PROCUREMENT SERVICES
NON-COMPETITIVE REVIEW BOARD (NCRB) APPLICATION**

Complete this cover form and the **Non-Competitive Procurement Application Worksheet** in detail. Refer to the page entitled **"Instructions for Non-Competitive Procurement Application"** for completing this application in accordance with its policy regarding NCRB. Complete "other" subject area if additional information is needed. Subject areas must be fully completed and responses merely referencing attachments will not be accepted and will be immediately rejected.

Department The Office of Emergency Management and Communications	Originator Name Rosemary McDonnell	Telephone 312.746.9369	Date April 9, 2015	Signature of Application Author
Contract Liaison Rosemary McDonnell	Email Contract Liaison rmdonnell@cityofchicago.org	Telephone 312.746.9369		

List Name of NCRB Attendees/Department	
Frank Lindbloom, OEMC Zachary Williams, OEMC Rosemary McDonnell, OEMC Lisa Clark, OEMC	Roberto Diaz, OEMC Aviation (David Bowman, James Hankin, Grafe Smith) Family and Support Services (Brandie Knazze, Yolanda Curry, Gail Woods) Health (Maribel Veldez)

Request NCRB review be conducted for the product(s) and/or service(s) described herein.

Company: Language Line Services, Inc.

Contact Person: Thomas Costello	Phone: 831.648.5537	Email: tcostello@languageline.com
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Project Description: We are respectfully requesting a contract modification for PO 28387, "Foreign Language Interpretation and Translation Services."

This is a request for: <input type="checkbox"/> New Contract	<input checked="" type="checkbox"/> Amendment / Modification
Contract Type <input type="checkbox"/> Blanket Agreement Term: ____ (# of mo) <input type="checkbox"/> Standard Agreement	Type of Modification <input checked="" type="checkbox"/> Time Extension <input checked="" type="checkbox"/> Vendor Limit Increase <input type="checkbox"/> Scope Change Contract Number: 28387 Specification Number: 117209 Modification Number: 1

Department Request Approval DEPARTMENT HEAD OR DESIGNEE Gary W. Schenkel PRINT NAME	Recommended Approval BOARD CHAIRPERSON Rich Butler PRINT NAME
<i>7 April 2015</i> DATE	APR 15 2015 DATE

(FOR NCRB USE ONLY)

Recommend Approval/Date: 4-14-15

Return to Department/Date: _____

Rejected/Date: _____

Approved Rejected

CHIEF PROCUREMENT OFFICER
APR 15 2015
DATE



**DEPARTMENT OF PROCUREMENT SERVICES
NON-COMPETITIVE REVIEW BOARD (NCRB) APPLICATION
JUSTIFICATION FOR NON-COMPETITIVE PROCUREMENT WORKSHEET**

All applicable information on this worksheet must be addressed using each question found on the "Instructions for Non-Competitive Procurement Application" in this application.

Justification for Non-Competitive Procurement Worksheet

PROCUREMENT HISTORY

1. Describe the requirement and how it evolved from initial planning to its present status.

a. The Office of Emergency Management and Communications (OEMC) is requesting a one (1) year time extension, with the option to extend for an additional 181 days or until a new contract is in place, and a Vendor Limit Increase (VLI) for PO 28387 with Language Line Services, Inc. This contract began April 16, 2014 and will end April 15, 2015, and was approved by the Non-Competitive Review Board (NCRB) and Department of Procurement Services (DPS). The OEMC is asking for special consideration with the time extension and VLI. The new contract will not be in place by April 16, 2015. The current contract (28387) was a continuation of PO 9383, also with Language Line Services, Inc. That contract existed from August 1, 2005 to July 31, 2013.

The OEMC is requesting this modification because of delays with awarding a new contract. The OEMC and Department of Procurement Services (DPS) advertised a Request for Proposal (RFP), Requisition 91050, on November 26, 2014, with a Pre-Bid conference on December 10, 2014. All proposals were due January 15, 2015. However, the OEMC received 216 questions at the Pre-Bid Conference. It took many weeks to obtain all of the answers from the using departments. Through an Addendum, the proposal due date was pushed back to April 20, 2015. A new contract will not be in place by April 16, 2015; therefore an extension is necessary. Since the contract must be extended, more funds need to be added to the contract. The PO limit is \$700,000 and approximately \$540,607.43 has been spent, leaving an estimated \$159,392.57 left. This is not enough to sustain this contract for an additional 18 months with several using Departments (OEMC, Health, Aviation, Mayor's Office, and Family and Support Services).

The Office of Emergency Management and Communications (OEMC) is a first respondent department answering and administrating services for the 9-1-1 emergency call center, and the 3-1-1 operators including customer service calls. The OEMC is accountable for the optimal administration of the 9-1-1 emergency call center, 3-1-1 operators due to the 24/7/365 operational facilities. The telephone calls are primarily from Chicago residents seeking emergency assistance. Language Line Services, Inc. has provided online interpretation and translation services, using skilled interpreters who respond within 2-3 rings of receiving a call. Language Line Services's staff has the capability to translate a minimum of 200 language translations and interpretation in three (3) way-telephone conversations in multiple languages.

The OEMC began these operational services in 1995, as an "online" provider for language translators in order to communicate with non-English speaking calls to the 9-1-1 and 3-1-1 centers. The provider of this service had been AT&T Language Line Services and payments for these services were processed as direct payment vouchers, dealing with the vendor as a Telephone utility service provider. Business was successfully conducted for five (5) years with no contract established.

In December 1998, the Mayor's Office of Inquiry and Information became part of the Office of Emergency Management and Communications with the implementation of the City's 3-1-1 non-emergency calling system, creating an increase in the amount of Language interpretation service requirements.

In March 1999, AT&T divested itself of this segment of business, resulting in a company no longer associated with AT&T in name or ownership, but continuing its business operations in exactly the same manner. The company is Language Line Service, Inc. and is headquartered in Monterey, CA. At that time, Department of Procurement Services and the Office of the City Comptroller determined that a purchase contract needed to be established with the vendor to cover this ongoing requirement. This contract with Language Line Services, Inc. was awarded as a Sole Source contract in 2005, providing interpretation and translation services for 9-1-1 and 3-1-1 Dispatch Operators. The OEMC services the entire Chicago metropolitan area 24/7/365 days a year. It is of great importance to provide



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these services to the citizens of Chicago for both emergency and non-emergency services.

2. Is this a first time requirement or a continuation of previous procurement from the same source? If so, explain the procurement history.

This is a continuation of services under an existing contract with Language Line Services, Inc. (PO 28387).

The OEMC began these operational services in 1995, as an "online" provider for language translators in order to communicate with non-English speaking calls to the 9-1-1 and 3-1-1 centers. The provider of this service had been AT&T Language Line Services and payments for these services were processed as direct payment vouchers, dealing with the vendor as a telephone utility service provider. Business was successfully conducted for five (5) years with no contract established.

In December 1998, the Mayor's Office of Inquiry and Information became part of the Office of Emergency Management and Communications with the implementation of the City's 3-1-1 non-emergency calling system, creating an increase in the amount of Language interpretation service requirements.

In March 1999, AT&T divested itself of this segment of business, resulting in a company no longer associated with AT&T in name or ownership, but continuing its business operations in exactly the same manner. The company is Language Line Services, Inc. and is headquartered in Monterey, CA. At that time, the Department of Procurement Services and the Office of the City Comptroller determined that a purchase contract needed to be established with the vendor to cover this ongoing requirement.

3. Explain attempts made to competitively bid the requirement. (Attach copy of notices and list of sources contacted)

Contract 28387 was approved through the non-competitive process because it was a continuation of services with Language Line Services, Inc. that began in 2005. At that time, Language Line Services, Inc. was the only vendor that could provide these specialized services.

There are now competitors in the field and OEMC and DPS advertised a Request for Proposal (RFP) in November 2014 (Requisition 91050). However, since the new contract will not be in place by the end date of PO 28387, the OEMC is requesting that PO 28387 be extended for 1 year, with an additional 181 days extension option or until a new contract is in place. We are also requesting a vendor limit increase. The PO limit is close to being reached. Multiple City departments use this contract, so there is high demand and usage for interpretation and translation services.

4. Describe all research done to find other sources. (List other cities contacted, companies in the industry contacted, professional organizations, periodicals and other publications used).

The existing contract with Language Line Services, Inc. has historically been a non-competitive bid. The number of participating departments and types of interpretation and translation services has expanded from the original scope of services. There are now competitors in the industry, so competitive bidding is available.

5. Explain future procurement objectives. Is this a one-time request or will future requests be made for doing business with the same source?

Language Line Services, Inc. historically was the only vendor who was able to provide these quality and confidential emergency and non-emergency services. There are competitors in the industry so competitive bidding is possible. However, until the new contract is finalized, the using departments need services under PO 28387. An extension and vendor limit increase will allow continuity of services.

6. Explain whether or not future competitive bidding is possible. If not, why not?

There is a current advertised Request for Proposal, so the new vendor will be selected through the competitive process.

ESTIMATED COST

1. What is the estimated cost for this requirement?

The OEMC spends \$35,448 per month. For the one (1) year plus 181 days (total of 18 months) extension, OEMC's total requested increase is \$638,064. The Department of Public Health is requesting \$45,000, the Department of



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Aviation is requesting \$6,000, and the Department of Family and Support Services is requesting \$50,000. The total vendor limit increase request is \$739,064. Upon approval, the new PO limit will be \$1,439,064.

2. What is the estimated cost by fiscal year, if the job project or program covers multiple years?

The OEMC spends \$35,448 per month on services. The OEMC is requesting a total of \$638,064 for the 18 month extension. The total VLI request is \$739,064 for OEMC, Health, Aviation, and Family and Support Services. The new PO limit will be \$1,439,064.

3. Explain the basis for estimating the cost and what assumptions were made and/or date used (i.e. budgeted amount, previous contract price, current catalog or cost proposal from firms solicited, engineering or in-house estimate, etc.).

The OEMC estimated its future spending based on current monthly expenditures from Business Objects usage reports. Other departments derived their increases based on past monthly usage and future requirements.

4. Explain whether the proposed Contractor or the City has substantial dollar investment in original design, tooling or other factors which would be duplicated at City expense if another source was considered. Describe cost savings or other measurable benefits to the City which may be achieved.

No dollars are invested but it is the quality and efficiency of service levels that are performed by Language Line Services, Inc. to the City in emergency and non-emergency citizen translation services. The Vendor's 24/7/365 days availability response to emergency, medical, court interpretation and translation services in a minimum of 200 languages is exclusive; the trained and certified qualified staffing; and the customer service including the confidentiality of each translation or interpretation services.

5. Explain what negotiation of price has occurred or will occur. Detail why the estimated cost is deemed reasonable.

The OEMC is basing its required funding increase on past usage and historical payments. Language Line Services, Inc. has reduced some of their fees. They revised their rate for phone interpretation and will charge a flat rate of \$1.25/minute for all languages. Previously, the rate depended upon how many minutes they interpreted per month. The more minutes one used, the less expensive the rate was. With that said, their previous lowest rate of \$1.42/minute for 40,001 minutes/more a month was still more than the current proposed flat rate. The new rate is reduced and is not based on how many minutes they translate per month.

SCHEDULE REQUIREMENTS

1. Explain how the schedule was developed and at what point the specific dates were known.

Upon approval, contract 28387 will extend for one (1) year, with the option to extend for an additional 181 days or until a new contract is in place. Accounting for the full extension, the new end date will be October 13, 2016. The OEMC anticipates this amount of time is needed to execute a new contract.

2. Is lack of drawings and/or specifications a constraining factor to competitive bidding? If so, why is the proposed Contractor the only person or firm able to perform under these circumstances? Why are the drawings and specifications lacking? What is the lead time required to get drawings and specifications suitable for competition? If lack of drawings and specifications is not a constraining factor to competitive bidding, explain why only one person or firm can meet the required schedule.

a. This contract does not include drawings. This request is for a continuation of services under contract 28387. That contract was approved through the non-competitive process because it was a continuation of services with Language Line Services, Inc. under a previous contract. At that time, Language Line Services, Inc. was the only vendor that could provide these specialized services. There are now competitors in the field and OEMC and DPS are working on the new RFP.

3. Outline the required schedule by delivery or completion dates and explain the reasons why the schedule is critical.

The current contract, PO 28387, began April 16, 2014 and ends April 15, 2015. The Non-Competitive Review Board had approved this contract for 1 year while the RFP for a new contract was in process. The OEMC and DPS advertised the current RFP on November 26, 2014, with a Pre-Bid conference on December 10, 2014. All proposals



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were due January 15, 2015. However, the OEMC received 216 questions at the Pre-Bid Conference. It took many weeks to obtain all of the answers from the various using departments, and there is ongoing Legal review. Through an Addendum, the proposal due date has been pushed back to to April 20, 2015. This pushes the entire timeline back. A new contract will not be in place by the current contract end date; therefore an extension is necessary. Since the contract must be extended, more funds need to be added to the contract. The PO limit is \$700,000 and approximately \$540,607.43 has been spent. The OEMC, Family and Support Services, Health, and Aviation are requesting a total VLI of \$739,064.

4. Describe in detail what impact delays for competitive bidding would have on City operations, programs, costs and budgeted funds.

The new contract has been advertised but due to the large volume of pre-bid questions and ongoing review, the timeline has been pushed back. A new contract will not be in place by the current contract's end date of April 15, 2015. Should the NCRB not approve this request then PO 28387 will end on April 15, 2015 and there will be no contract to provide translation and interpretation services.

Services would be compromised if there is no contract. There are numerous City departments, particularly the OEMC 9-1-1, 3-1-1 centers, that would not be able to aid a citizen in an emergency or disaster situation. This could comprise the health or mental well-being of any individual. The continuation of this contract will allow for the City to aid citizens and prevent further endangerment.

EXCLUSIVE OR UNIQUE CAPABILITY

1. If contemplating hiring a person or firm as a Professional Service Consultant, explain in detail what professional skills, expertise, qualifications, and/or other factors make this person or firm exclusively or uniquely qualified for the project. Attach a copy of the cost proposal, scope of services, and temporary consulting services form.

When contract 28387 was executed, Language Line Services, Inc. was the exclusive provider of an acceptable level of service to address the spoken language interpretation requirements of the City's 9-1-1 and 3-1-1 operations. This vendor had the exclusive ability to invoke a competent interpreter into a 3-way telephone conversation within 30 seconds or less and has a nationwide on-duty staff of over 2,000 employees, capable of providing language interpretation of over 200 languages.

Language Line Services, Inc. has a multi-tiered quality program. This program is comprised of processes to monitor interpreters, mechanisms to track the progress of interpreters over time and a strategy to identify and implement training programs. They place a high importance on monitoring our interpreters and their calls. Due to the confidential nature of one's conversations with their interpreters and Chicago citizens, they do not record or store any calls that are monitored. Instead, their Senior Language Specialists will monitor a call without disrupting the conversations. The Senior Language Specialists assess their interpreters at regular intervals. The frequency of these evaluations depends on each interpreter's years of service and his or her overall individual performance. Newly hired interpreters are closely monitored. Their calls are measured against a set of prescribed quality metrics. Language Line Services Monitors are more experienced interpreters and who consistently exceed performance expectations. Regardless, they use the same quality metrics as a baseline for all of their interpreters and expect them to live up to the high standards set. No other vendor uses employees and therefore cannot provide the training and response time to answer 911 calls.

Language Line Services, Inc. also tracks all monitoring data to identify progress. Quality assurance managers periodically review the performance data to monitor the progress of each interpreter. Managers also conduct monthly meetings with Senior Language Specialists to enforce consistency and gather information about any major performance issues identified through observation.

Thirdly, and one of the most important components of the program, is the internal review process. To improve company-wide performance, the Quality Assurance Department works closely with the Interpreter Training Department to distill call data, identify universal training needs, and develop new training programs. Frequently, their monthly interpreter newsletter features the emerging trends, issues, and challenges revealed through call monitoring.

2. Does the proposed firm have personnel considered unquestionably predominant in the particular field?

Language Line Services, Inc. includes employment criteria that require a minimum of five years of residence in the



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country which language is being interpreted.

3. What prior experience of a highly specialized nature does the person or firm exclusively possesses that is vital to the job, project or program?

See above for exclusive capability.

4. What technical facilities or test equipment does the person or firm exclusively possess of a highly specialized nature which is vital to the job?

None.

5. What other capabilities and/or capacity does the proposed firm possess which is necessary for the specific job, project or program which makes them the only source who can perform the work within the required time schedule without unreasonable costs to the City?

See above for exclusive capability.

6. If procuring products or equipment, describe the intended use and explain any exclusive or unique capabilities, features and/or functions the items have which no other brands or models, etc. possess. Is compatibility with existing equipment critical from an operational standpoint? Explain why?

We are not procuring products; this is a service.

7. Is competition precluded because of the existence of patent rights, copyrights, trade secrets, technical data, or other proprietary data? Attach documentation verifying such.

No.

8. If procuring replacement parts and/or maintenance services, explain whether or not replacement parts and/or services can be obtained from any other sources? If not, is the proposed firm the only authorized or exclusive dealer/distributor and/or service center? If so, attach letter from manufacturer.

We are not procuring products.

OTHER



DEPARTMENT OF PROCUREMENT SERVICES NON-COMPETITIVE REVIEW BOARD (NCRB) APPLICATION INSTRUCTIONS FOR NON-COMPETITIVE PROCUREMENT APPLICATION

INSTRUCTIONS FOR PREPARATION OF NON-COMPETITIVE PROCUREMENT APPLICATION

If a City Department has determined that the purchase of supplies, equipment, work and/or services cannot be done on a competitive basis, a justification must be prepared on this "Justification for Non-Competitive Procurement Application" in which procurement is requested on a or non-competitive basis in accordance with 65 ILCS 5/8-10-4 of the Illinois Compiled Statutes. Using this instruction sheet, all applicable information must be addressed on the worksheet. The information provided must be complete and in sufficient detail to allow for a decision to be made by the Non-Competitive Procurement Review Board. For Amendments, Modifications, describe in detail the change in terms of dollars, time period, scope of services, etc., its relationship to the original contract and the specific reasons for the change. Indicate both the original and the adjusted contract amount and/or expiration date with this change.

Attach a DPS Checklist and any other required documentation; the Board will not consider justification with incomplete information documentation or omissions.

PROCUREMENT HISTORY

1. Describe the requirement and how it evolved from initial planning to its present status.
2. Is this a first time requirement or a continuation of previous procurement from the same source? If so, explain the procurement history.
3. Explain attempts made to competitively bid the requirement (attach copy of sources contacted).
4. Describe in detail all research done to find other sources; list other cities, companies in the industry, professional organizations contacted. List periodicals and other publications used as references.
5. Explain future procurement objectives. Is this a one-time request or will future requests be made for doing business with the same source?
6. Explain whether or not future competitive bidding is possible. If not, explain in detail.

ESTIMATED COST

1. What is the estimated cost for this requirement or for each contract, if multiple awards are contemplated? What is the funding source?
2. What is the estimated cost by fiscal year?
3. Explain the basis for estimating the cost and what assumptions were made and/or data used (i.e., budgeted amount, previous contract price, current catalog or cost proposal from firms solicited, engineering or in-house estimate, etc.)
4. Explain whether the proposed Contractor or the City has a substantial dollar investment in original design, tooling or other factors which would be duplicated at City expense if another source was considered. Describe cost savings or other measurable benefits to the City which may be achieved.
5. Explain what negotiation of price has occurred or will occur. Detail why the estimated cost is deemed reasonable.

SCHEDULE REQUIREMENTS

1. Explain how the schedule was developed and at what point the specific dates were known.
2. Is lack of drawings and/or specifications a constraining factor to competitive bidding? If so, why is the proposed Contractor the only person or firm able to perform under these circumstances? Why are the drawings and specifications lacking? What is the lead time required to get drawings and specifications suitable for competition? If lack of drawings and specifications is not a constraining factor to competitive bidding, explain why only one person or firm can meet the required schedule.
3. Outline the required schedule by delivery or completion dates and explain the reasons why the schedule is critical.
4. Describe in detail what impact delays for competitive bidding would have on City operations, programs, costs and budgeted funds.

EXCLUSIVE OR UNIQUE CAPABILITY

1. If contemplating hiring a person or firm as a Professional Service Consultant, explain in detail what professional skills, expertise, qualifications, and/or other factors make this person or firm exclusively or uniquely qualified for the project. Attach a copy of the cost proposal, scope of services, and **Temporary Consulting Services Form**.
2. Does the proposed firm have personnel considered unquestionably predominant in the particular field?
3. What prior experiences of a highly specialized nature does the person or firm exclusively possess that is vital to the job, project or program?
4. What technical facilities or test equipment does the person or firm exclusively possess of a highly specialized nature which is vital to the job?
5. What other capabilities and/or capacity does the proposed firm possess which is necessary for the specific job, project or program which makes them the only source who can perform the work within the required time schedule without unreasonable costs to the City?
6. If procuring products or equipment, describe the intended use and explain any exclusive or unique capabilities, features and/or functions the items have which no other brands or models possess. Is compatibility with existing equipment critical from an operational standpoint? If so, provide detailed explanation?
7. Is competition precluded because of the existence of patent rights, copyrights, trade secrets, technical data, or other proprietary data (attach documentation verifying such)?
8. If procuring replacement parts and/or maintenance services, explain whether or not replacement parts and/or services can be obtained from any other sources? If not, is the proposed firm the only authorized or exclusive dealer/distributor and/or service center? If so, attach letter from manufacturer on company letterhead.

MBE/WBE COMPLIANCE PLAN

- * All submissions must contain detailed information about how the proposed firm will comply with the requirements of the City's Minority and Women Owned Business program. All submissions must include a completed C-1 and D-1 form, which is available on the Procurement Services page on the City's intranet site. The City Department must submit a Compliance Plan, including details about direct and indirect compliance.

OTHER

1. Explain other related considerations and attach all applicable supporting documents, i.e., an approved "ITGB Form" or "Request For Individual Hire Form".

REVIEW AND APPROVAL

This application must be signed by both Originator of the request and signed by the Department Head. After review and final disposition from the Board, this application will be signed by the Board Chairman. After review and final disposition from the Board, this form will be presented to the Chief Procurement Officer recommending approval.

Project Checklist

Attach required forms for each procurement type and detailed scope of services and/or specifications and forward original documents to the Chief Procurement Officer; City Hall, Room 806.

Date:
4/1/2015

Department Name:
Office of Emergency Management and Communications

Requisition No: 95580 **Specification No:** 117209

PO No: 28387 **Modification No:** 1

Contract Liaison:
Rosemary McDonnell

Telephone:
312.746.9369

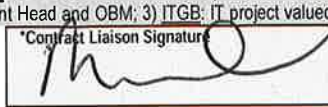
Email:
rmcdonnell@cityofchicago.org

Project / Program Manager:
Zachary Williams

Telephone:
312.746.9326

Email:
zachary.williams@cityofchicago.org

For blanket agreements, original or lead department must consult with other potential departments who may want to participate on the blanket agreement. If grant funded, attach copy of the approved grant application and other terms and conditions of the funding source. Note: 1) **Funding:** Attach information if multiple funding lines; 2) **Individual Contract Services:** Include approval form signed by Department Head and OBM; 3) **ITGB:** IT project valued at \$100,000.00 or more, attach approval transmittal sheet.

***Contract Liaison Signature**


***By signing this form, I attest that all information provided is true and accurate.**

Project Title:
Foreign Language Interpreters and Translation Services

Project Description:
Contract modification for PO 28387 with Language Line Services, Inc. OEMC is the lead Department, with numerous Departments using this contract. OEMC is requesting a one (1) year time extension, with an additional 181 day extension option, and a Vendor Limit Increase. OEMC is requesting to add \$638,064 for the contract time extension.

Funding:

<input checked="" type="checkbox"/> Corporate	<input type="checkbox"/> Bond	<input type="checkbox"/> Enterprise	<input type="checkbox"/> Grant	<input type="checkbox"/> Other:
<input type="checkbox"/> IDOT/Transit	<input type="checkbox"/> IDOT/Highway	<input type="checkbox"/> FHWA	<input type="checkbox"/> FTA	<input type="checkbox"/> FAA

LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	PROJECT	RPTG	ESTDOLLAR AMOUNT
1	15	0100	058	4110	0140	220140			\$638,064

Check One:

New Contract Request

**By signing below, I attest the estimates provided for this contract are true and accurate.*

***Project / Program Manager Signature**


***Commissioner/Authorized Designee Signature**


Purchase Order Information:

Contract Term (No. of Months): _____

Extension Options (Rate of Recurrence): _____

Estimated Spend/Value: \$ _____

Grant Commitment / Expiration Date: _____

Pre-Bid/Submittal Conference: Yes No

Mandatory Site Visit

Purchase Order Type:

Blanket/Purchase Order (DUR)

Master Consultant Agreement (Task Order)

Standard/One-Time Purchase

Procurement Method:

Bid RFP RFQ RFI

Small Order

Special Approvals Required:

Emergency

Non-Competitive Review Board (NCRB)

Request for Individual Contract Services

Information Technology Governance Board (ITGB)

Modification or Amendment

Modification Information:

PO Start Date: April 16, 2014

PO End Date: April 15, 2015

Amount (Increase/Reduction): \$638,064

MBE/WBE/DBE Analysis: (Attach MBE/WBE/DBE Goal Setting Memo)

Full Compliance Contract Specific Goals

No Stated Goals Waiver Request

Contract Type:

Architect Engineering Commodity Construction JOC SBI

Professional Services Revenue Generating Vehicle & Heavy Equipment

Work Service Joint Procurement Reference Contract

Modification/Amendment Type:

Time Extension Scope Change/Price Increase /Additional Line Item(s)

Vendor Limit Increase Requisition Encumbrance Adjustment

Other (specify): _____

Risk Management / EDS

Insurance Requirements (included) Yes No

EDS Certification of Filing (included) Yes No

Vendor Info:

Name: Language Line Services, Inc.

Contact: Thomas Costello

Address: 1 Lower Ragsdale Dr., Bldg 2, Monterey, CA 93940

E-mail: tcostello@languageline.com

Phone: 831.648.5536




OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS
CITY OF CHICAGO

Reference No.: 15 - 00011

THE OFFICE OF THE EXECUTIVE DIRECTOR

TO: Jamie Rhee, Chief Procurement Officer
DEPARTMENT OF PROCUREMENT SERVICES (DPS)

RICHARD BUTLER, FIRST DEPUTY
DEPARTMENT OF PROCUREMENT SERVICES (DPS)

FROM: 
Gary W. Schenkel, Executive Director
**THE OFFICE OF EMERGENCY MANAGEMENT
AND COMMUNICATIONS (OEMC)**

DATE: April 7, 2015

RE: **Contract Modification:** Language Line Services, Inc.
Foreign Language Interpreters and Translation Services
PO: 28387
Requisition: 96580 Specification: 117209

The Office of Emergency Management and Communications (OEMC) respectfully submits the attached packet for consideration and approval from the Non-Competitive Review Board (NCRB). The OEMC is requesting the NCRB to review and approve a contract modification for PO 28387 with Language Line Services, Inc. for "Foreign Language Interpreters and Translation Services." The OEMC requests approval for a one (1) year time extension with the option to extend for an additional 181 days or until a new contract is awarded. In addition, the OEMC is requesting a total Vendor Limit Increase of \$739,064. Upon approval, the new PO limit will be \$1,439,064 and the new contract end date will be October 13, 2016.

This is a city-wide contract for which OEMC is the lead department. Language Line Services, Inc. provides interpreters and translation services for the OEMC 9-1-1 and 3-1-1 phone operators and dispatchers. These services are available to all Chicago citizens and visitors to the City of Chicago for emergency and non-emergency services, in addition to providing in-person translators and written transcript translations.

The current contract is set to expire April 15, 2015 and a time extension is needed while we complete the Request for Proposal (RFP) process for a new contract. The OEMC and Department of Procurement Services (DPS) advertised an RFP on November 26, 2014, with a Pre-Bid conference on December 10, 2014. All

proposals were due January 15, 2015. However, the OEMC received 216 questions at the Pre-Bid Conference. It took many weeks to obtain all of the answers from the using City Departments. Through an Addendum, the RFP proposal due date was pushed back to April 20, 2015. A new contract will not be in place by the contract's end date; therefore, an extension is necessary. Since the contract must be extended, more funds need to be added to the contract. The PO limit is \$700,000 and approximately \$540,607.43 has been spent, leaving an estimated \$159,392.57 remaining. This is not enough to sustain this contract for an additional eighteen (18) months with several using City Departments (OEMC, Aviation, Health, Family and Support Services, and the Mayor's Office).

Upon approval, the new end-date will be October 13, 2016. Should the new contract be finalized prior this date then PO 28387 will be terminated and the new contract will take over these services. The OEMC's operators/dispatchers utilize this contract daily for emergency and non-emergency calls. If the City cannot interpret calls through translation services, the City would be liable for any harm or loss of lives due to lack of translation of various languages spoken. Call takers are not all multiple language speaking individuals. Therefore, the continuation of these services is critical to all City citizens and visitors to the City of Chicago.

HISTORY

The OEMC began these operational services in 1995 through an "online" provider for language translators in order to communicate with non-English speaking calls to the 9-1-1 and 3-1-1 centers. AT&T Language Line Services was the service provider, and payments for these services were processed as direct payment vouchers, dealing with the vendor as a telephone utility service provider. Business was successfully conducted for five (5) years with no contract established.

In December 1998, the Mayor's Office of Inquiry and Information became part of the Office of Emergency Management and Communications with the implementation of the City's 3-1-1 non-emergency calling system, creating an increase in the amount of language interpretation service requirements.

In March 1999, AT&T divested itself of this segment of business, resulting in a company no longer associated with AT&T in name or ownership, but continuing its business operations in exactly the same manner. The company is Language Line Services, Inc. and is headquartered in Monterey, California. At that time, the Department of Procurement Services and the Office of the City Comptroller determined that a purchase contract needed to be established with the vendor to cover this ongoing requirement.

In July, 2013, the OEMC presented to the NCRB for a short term, continuation of services contract while the RFP was in process. The NCRB and DPS approved the OEMC's request, and contract 28387, with Language Line Services, Inc. began April 16, 2014. The contract ends April 15, 2015.

CRITICAL NEED FOR CONTINUED SERVICES

It is very important to maintain continuity of operations. Language Line Services, Inc. has been the sole provider of translation services who has the expertise, knowledge, skill, and capacity to interpreters and translation services for City-wide Departments.

Language Line Services, Inc. has the ability to optimize the on-line phone services for the City's 9-1-1 and 3-1-1 operations interpretation. This vendor has the exclusive ability to invoke a competent interpreter optimizing the 3-way telephone conversation within 2-3 rings (30 seconds) to the City's 9-1-1 and 3-1-1 calls takers operations and has a nationwide, on-duty staff of over 2,000 employees, capable of providing language interpretation of over 200 languages.

ESTIMATED COSTS

The OEMC is requesting a one (1) year time extension with the option to extend for an additional 181 days or until a new contract is awarded. Upon approval, the new contract end date will be October 13, 2016. In addition, the OEMC and other Using Departments are requesting Vendor Limit Increase. The OEMC spends \$35,448 per month. The OEMC is requesting \$638,064; Health is requesting \$45,000; Aviation is requesting \$6,000, and Family and Support Services is requesting \$50,000 be added to the contract for the additional eighteen (18) months. The total vendor limit increase is \$739,064, and upon approval, the PO limit will be \$1,439,064.

CONTRACT DURATION PERIOD

The OEMC is requesting a one (1) year time extension with an additional 181 days or until a new contract is awarded, for a new contract end-date of October 13, 2016. Should the new contract be finalized and begin prior to October 13, 2016 then PO 28387 will be terminated pursuant to the new contract.

MBE/WBE STATED GOALS

There are no stated goals for PO 28387. Language Line Services, Inc. requested a full Minority and Women Business Enterprise waiver. They attempted to meet either directly or indirectly with participation and were unsuccessful. The OEMC concurred with their request. The NCRB and Chief Procurement Officer approved this request.

The OEMC requested that Language Line Services, Inc. research opportunities for MBE and WBE subcontracting for the additional eighteen (18) month time extension. Language Line Services, Inc. undertook outreach to several City of Chicago Certified MBEs and WBEs, and based on their findings, reconfirm that there are no subcontracting opportunities for the contract extension. Therefore, the OEMC requests the contract extension continue to have "No Stated Goals."

SUPPORTING DOCUMENTATION

In support of this request, please find the attached:

- 1) Non-Competitive Review Board Application
- 2) DPS Project Checklist
- 3) Signed Statement of Work
- 4) OEMC Approved DPS_OBM form
- 5) OEMC Concurrence Letter on No Stated Goals Request for Contract Amendment
- 6) Language Line Service's Exclusivity Letter
- 7) Language Line Services' Quote
- 8) Language Line Service's MBE/WBE Waiver Justification
- 9) Language Line Services' Certificate of Insurance

- 10) Economic Disclosure Statements Certificate of Filing (hard copies)
- 11) Chicago Department of Public Health supporting documentation
- 12) Chicago Department of Aviation supporting documentation
- 13) Chicago Department of Family Support Services supporting documentation

If you should have any questions, please contact Rosemary McDonnell at (312)746-9369. Thank you for your assistance.

cc: John O'Brien, DPS
Monica Jimenez, DPS
Audrey Mathis, OEMC 311
Frank Lindbloom, OEMC Administration
Zachary Williams, OEMC Public Safety Information Technology
Lisa Clark, OEMC Contracts
Roberto Diaz, OEMC Contracts Coordinator
Rosemary McDonnell, OEMC Grants/Contracts/Research

Attachment(s)

Packet prepared by:



Rosemary McDonnell, MS
OEMC Grants Research Specialist

Section I: General Contract Information	
Department Name	The Office of Emergency Management and Communications
Department Contact Name	Rosemary McDonnell
Department Contact Number	746.9369
Department Contact Email	rmcdonnell@cityofchicago.org
Contract Number	28387
Contract Subject Name	<i>Foreign Language Interpreters and Translation Services</i>
Contract Initiation Date	4/16/2014
Original Contract Amount	\$700,000
Original Contract Expiration Date	4/15/2015
Budgeted amount for current year	<p>The OEMC spends approximately \$35,448 per month or \$425,376 per year. The current contract expires April 15, 2015.</p> <p>The OEMC is requesting a 1 year time extension with the option to extend for an additional 181 days or until a new contract is awarded. The requested contract increase is for the 18 month time extension. Upon approval, the new contract end date will be October 13, 2016. Note that if a new contract is executed then PO 28387 will be terminated.</p> <p>Based on our monthly expenditures, we are anticipating spending \$638,064 from April 16, 2015-October 13, 2016.</p>
Year to date expenditure	<p>YTD since contract inception of April 16, 2015: \$496,390.91</p> <p>YTD in 2015: \$71,012.71</p>
Are funds	<input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> TIF <input type="checkbox"/> Grant
What is the funding strip?	015.0100.058.4110.0140.220140
If contract modification or task request is approved, will department have enough funds to cover new expenditure?	<p>Yes. The OEMC is requesting a one (1) year time extension with the option to extend for an additional 181 days. We are estimating our increased amount for the full 18 months. Upon approval, the new end date will be October 13, 2016, and our requested increase will cover all of our required expenses. The OEMC spends \$35,448 per month.</p> <p>The OEMC is one of 4 Departments requesting a Vendor Limit Increase.</p>

	<p>The OEMC is requesting \$638,064;</p> <p>Health is requesting \$45,000;</p> <p>Aviation is requesting \$6,000, and</p> <p>Family and Support Services is requesting \$50,000. The total VLI request is \$739,064</p> <p>Upon approval, the PO limit will be \$1,439,064.</p>
If no, what is the plan to address the short fall?	If money is not added then User Departments will have to request translation services via Exhibit B. Approximately \$540,607.43 has been spent on this contract, leaving \$159,392.57 (est.) remaining.
Section II: Contract Modifications	
Complete this section if you are modifying the value of an existing contract.	
Contract Value Increase	<p>OEMC: \$638,064</p> <p>CDPH: \$45,000</p> <p>Aviation: \$6,000</p> <p>DFSS: \$50,000</p> <p>Total VLI: \$739,064</p>
New total contract amount	Including the VLIs from OEMC, CDPH and Aviation, the new contract amount will be \$1,439,064.
New contract expiration date	Upon approval, the new contract end date will be October 13, 2016. .
Goods/services provided by this contract	Language Line Services is the exclusive provider of spoken language interpretation for over 200 languages. They provide on-line interpretation and telephone translation services. OEMC, Aviation, Health, and other Departments use this contract. OEMC requires translations services 24/7/365 for our 9-1-1 and 3-1-1 operations. The vendor has the exclusive ability to invoke a competent interpreter into a 3-way telephone conversation within 30 seconds or less and has a nationwide staff of over 2,000 employees.
Justification of need to modify this contract	<p>Time extension:</p> <p>The current contract is set to expire April 15, 2015 and a time extension is needed while we complete the RFP process for a new contract. The OEMC and DPS advertised an RFP on November 26, 2014, with a Pre-Bid conference on December 10, 2014. All proposals were due January</p>

	<p>15, 2015. However, the OEMC received 216 questions at the Pre-Bid Conference. It took many weeks to obtain all of the answers and through an Addendum, the RFP proposals due date was pushed back to April 20, 2015. A new contract will not be in place by April 16, 2015; therefore an extension is necessary.</p> <p>Vendor Limit Increase:</p> <p>Since the contract must be extended, more funds need to be added to the contract. The PO limit is \$700,000 and approximately \$540,607.43 has been spent, leaving an estimated \$159,392.47 left on the contract. This is not enough to sustain this contract for an additional 18 months with several using Departments (OEMC, Health, Aviation, Mayor's Office, and Family and Support Services).</p>
Impact of denial	There will be no contracting means to provide critical services. Using Departments will have to request services using an Exhibit B method, which is not ideal.
Section III. Issue a Request for Services to a Master Consulting Agreement	
Complete this section if you want to issue a request for services to a Master Consulting Agreement	
Value of planned task order request	\$
Expiration date of planned task order request	
Scope of services	
Justification of need to issue request for services	
Impact of denial	
Section IV: Assessment of Office of Budget and Management Analyst	
Approve/Deny	Reason
OBM Analyst Initials	JS
OBM Analyst Name/number	Jeff Singer / 4-9437

OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS (OEMC)

VENDOR: LANGUAGE LINE SERVICES, INC.

SCOPE OF SERVICES

General

Language Line Services, Inc. provides the City of Chicago, various using departments, with bi-lingual interpreters who are available by telephone 24 hours a day, 7 days a week, and 365 days a year to perform language interpreter services. The services performed involve three-way telephone conversations consisting of:

- A non-English speaking caller;
- A City of Chicago call taker, case worker, hearing officer or airport customer service representative, and
- Language Line's language interpreter.

Some of the using departments include the Office of Emergency Management and Communications (OEMC), the Mayor's Office, Chicago Department of Aviation (Aviation), Department of Family and Support Services (DFSS), and Chicago Public Health (CDPH). The nature of the telephone calls requiring the service of an interpreter are 9-1-1 calls received by OEMC, 3-1-1 calls to the OEMC's Backup Call Facility, calls made by customer service representatives from O'Hare and Midway International Airports on behalf of the airport customers as well as calls from the O'Hare and Midway Communications Centers requesting airport customer assistance, 9-1-1 calls involve citizens calling to request various non-emergency City services, and filling certain types of police reports. Calls from O'Hare and Midway International airports and their Communication Centers involve citizens calling to request information and various non-emergency City Services. DOAH hearing officers use speakerphones to access interpreters for hearings with citizens who are limited English proficient. DFSS case workers calls from their offices to communicate with citizens who are Limited English Proficient.

Language Line Services, Inc. provides documentation translation on an as needed basis. Each job will be quoted using the pricing agreed to in this document. Each job's requirements may be different so each job is quoted separately. Deliver times may vary on length and complexity of the job.

Current Request

The OEMC is requesting a one (1) year time extension, with the option to extend for an additional 181 days or until a new contract is in place, while we complete the Request for Proposal (RFP) process for a new contract. The OEMC and DPS advertised the Request for Proposal on November 26, 2014, however, due to delays, all proposals are now due April 20, 2015. Since the current contract must be extended, more funds are required to cover services. Contract 28387 has a PO limit of \$700,000 and approximately \$540,607.43 has been spent, leaving an estimated \$159,392.57 on the contract. This is not enough to sustain this contract for an additional 18 months with several Departments using this contract, including OEMC, Health, Aviation, and Family and Support Services.

OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS (OEMC)

VENDOR: LANGUAGE LINE SERVICES, INC.

SCOPE OF SERVICES

The OEMC spends \$35,448 per month. For the eighteen (18) month extension, the OEMC is requesting to add \$638,064, Health is requesting to add \$45,000, Aviation is requesting to add \$6,000, and Family and Support Services is requesting to add \$50,000. The total Vendor Limit Increase (VLI) request is \$739,064.

Upon approval, the PO limit will be \$1,439,064.

Equipment Requirements

Language Line Services, Inc. provides Aviation with dual-handset analog telephones in the quantity Aviation desires at a rental rate of \$4.50 per unit per month, and digital cordless dual handset telephones at a rate of \$10.50 per unit per month. Aviation will contact the Consultant by purchase order to rent new telephones. Telephones are to be delivered to the Aviation's warehouse address identified on the purchase order and all telephones are 100% warranted for the duration of the agreement. If telephones are found to be defective in any way they shall be replaced by the Consultant at no extra cost.

If the telephone is defective and needs repair, Aviation's authorized representative shall call Language Line Services, Inc.'s customer service number at 1-800-752-6096 and arrange for replacement of the defective telephone. Language Line Services, Inc. will notify Aviation's authorized representative within one (1) business day to make arrangements to deliver a new telephone. Replacement phones are to be delivered as soon as possible to the location requested by the authorized representative but no later than three (3) business days from the initial request.

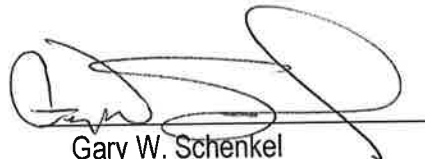
At times, City personnel require communicating with persons who are deaf or hard of hearing or require language interpreters to be able to see and hear limited English proficient persons. Using any video enabled internet connected device they can access certified American Sign Language (ASL) interpreters and language interpreters using Language Uc (remote video interpreting). Accessing an ASL interpreter can be done over any existing internet connected, video enabled device such as an iPad, Android phone, PC, laptop, or existing video conferencing equipment.

REVIEW AND APPROVAL

This form must be signed by both the Originator at the request and approved by the Department Head or authorized designee. After review and final disposition from the Board, this form will be stamped to indicate the final disposition and signed by the Chairperson of the Board Head or authorized designee.



Zachary Williams
OEMC
Director of Information Systems



Gary W. Schenkel
OEMC
Executive Director



OFFICE OF EMERGENCY MANAGEMENT AND COMMUNICATIONS
CITY OF CHICAGO

Reference No. 15 - 00095

THE OFFICE OF THE EXECUTIVE DIRECTOR

TO: Jamie Rhee, Chief Procurement Officer
THE DEPARTMENT OF PROCUREMENT SERVICES (DPS)

FROM:

Gary W. Schenkel, Executive Director
**THE OFFICE OF EMERGENCY MANAGEMENT
AND COMMUNICATIONS (OEMC)**

DATE: April 7, 2015

SUBJECT: Minority and Women Owned Business (M/WBE)
Concurrence on No Stated Goals
Foreign Language Interpreters and Translation Services
Requisition: 96580 Specification: 117209

The Office of Emergency Management and Communications (OEMC) is requesting a contract modification for PO 28387, "Foreign Language Interpreters and Translation Services," with Language Line Services, Inc. The OEMC requests to extend the contract for 1 year, with an additional 181 days or until a new contract is awarded. Upon approval, the new contract end date will be October 13, 2016. In addition, the OEMC requests a total Vendor Limit Increase (VLI) of \$739,064, for a new PO limit of \$1,439,064.

This contract is used for interpretation and translator services when City of Chicago citizens need City services, but speak little or no English, thus resulting in a communication barrier. The translation services offer the capability to translate a minimum of 200 languages via the telephone, in-person translations, telephony services and written transcript translations.

The Non-Competitive Review Board (NCRB) approved a one (1) year contract with Language Line Services, Inc., which began on April 16, 2014 and ends April 15, 2015. At that time, Language Line Services, Inc. requested a full Minority Business Enterprise (MBE) and Women Business Enterprise

(WBE) waiver, demonstrating that there were no opportunities for MBE and WBE participation. After review, the NCRB and the Department of Procurement Services (DPS) approved "No Stated Goals" for this contract (PO 28387.)

The OEMC contacted Language Line Services, Inc. on January 16, 2015, to determine if any opportunities for MBE and WBE companies existed for the requested time extension. Language Line Services, Inc. conducted outreach to numerous MBE and WBE firms to learn if there were now compliance opportunities. After doing its due diligence, Language Line Services, Inc. has detailed its justification why no compliance can be met for the contract time extension. The OEMC concurs with this request, and respectfully requests DPS continue to approve the "No Stated Goals" for the requested time extension and VLI.

If you should have any questions, please feel free to contact Rosemary McDonnell at (312) 746-9369. Thank you.

cc: Monica Jimenez, DPS

Tom Costello
Strategic Account Representative

One Lower Ragsdale Drive, Bldg. 2
Monterey, CA 93940
Phone: 877-735-9770
e✉ tcostello@languageline.com

March 23, 2015

Gary W. Schenkel
OEMC Executive Director
City of Chicago
1411 W Madison
Chicago, IL 60607

We at Language Line Services, Inc. understand that including Minority and Women Business Enterprises (MBE and WBE) with our contracts for the City of Chicago helps those businesses and the city to remain vibrant. Language Line Services, Inc. has always had a business model of using employees as interpreters because it allows us to have control over our quality and operating metrics such as search times and customer interactions. We do use some independent contractors in rare languages to augment our own employee staff or where the demand for the language doesn't justify full time employees. Most of our services to the City of Chicago are used by OEMC and therefore interpreter connect time and training is critically important. Language Line Services' employee model helps insure that we control quality and staffing to meet these stringent requirements and is unique in the industry.

Previous Waiver Request

In 2013 we provided our request for a full Minority and Women Owned (M/WBE) waiver request for the pending contract. At that time, we showed the outreach we conducted to certified MBE/WBE vendors who provide language services:

- 1st Metropolitan Translation Services, Inc.
- Acculinea of Illinois, Inc.
- Acosta and Associates, Inc.
- Action Marketing Group, Inc.
- Art Dose, Inc.
- Cultural Communications, LLC
- Lopez Martin & Associates, Inc.
- Metaphrasis Language & Cultural Solutions, LLC
- Quintana, Inc.
- Si! Advertising, Inc. D/b/a Si! Enterprises II
- Workforce Language Services, LLC

We asked for basic services provided by the companies and asked them to respond if they were interested in participating on the contract with the City. All but two didn't respond or declined because they didn't have the resources to support the needs of the City. The two companies who did respond were:

- Workforce Language Services, LLC,
DBA Multilingual Connections provides on-site interpreters, document translation and telephone interpreters but has an average connect time of 6 minutes for telephonic interpreting. They use independent contractors for telephonic interpreters. Utilizing them would put interpreter's three levels (searches) away from supporting a 911 call in Chicago and jeopardize Chicago citizens' lives.

At this time we are requesting that we continue to receive a full exemption from MBE and WBE participation for contract 28387's time extension. There are no certified City of Chicago MBE or WBE vendors that can provide the services we utilize in this contract.

Sincerely,

A handwritten signature in black ink, appearing to read "Thomas E. Costello". The signature is written in a cursive, flowing style with a large initial 'T' and 'C'.

Thomas Costello



CERTIFICATE OF LIABILITY INSURANCE

Page 1 of 2
DATE (MM/DD/YYYY)
07/08/2014

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Willis of New York, Inc. c/o 26 Century Blvd. P. O. Box 305191 Nashville, TN 37230-5191	CONTACT NAME:		
	PHONE (A/C, NO, EXT):	877-945-7378	FAX (A/C, NO): 888-467-2378
	E-MAIL ADDRESS:	certificates@willis.com	
	INSURER(S) AFFORDING COVERAGE	NAIC#	
INSURED Language Line Services, Inc. One Lower Ragsdale Drive Building 2 Monterey, CA 93940	INSURER A:	Great Northern Insurance Company	20303-001
	INSURER B:	Federal Insurance Company	20281-001
	INSURER C:	Pacific Indemnity Company	20346-001
	INSURER D:	National Union Fire Insurance Co. of Pitt	19445-001
	INSURER E:	ACE American Insurance Company	22667-001
	INSURER F:		

COVERAGES CERTIFICATE NUMBER: 21821605 REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN. THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADD'L INSRD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	Y		35956178	6/1/2014	6/1/2015	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS	Y		73576109	6/1/2014	6/1/2015	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION \$			79877121	6/1/2014	6/1/2015	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	71743569	6/1/2014	6/1/2015	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	Crime			01-309-28-44	7/1/2014	7/1/2015	\$3,000,000 Limit/\$25,000 Ded.
E	Professional Liability Retention			G21654711012	7/1/2014	7/1/2015	\$15,000,000 Each Claim/Agg. \$100,000 each claim

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach Acord 101, Additional Remarks Schedule, if more space is required)

Professional Liability coverage includes coverage for contingent bodily injury, property damage and wrongful acts such as the disclosure of confidential information. Coverage is true worldwide.

See Attached

CERTIFICATE HOLDER

City of Chicago - 1074 Attn: Procurement Department 121 N. La Saale St., #403 Chicago, IL 60602	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
--	---



ADDITIONAL REMARKS SCHEDULE

AGENCY Willis of New York, Inc.		NAMED INSURED Language Line Services, Inc. One Lower Ragsdale Drive Building 2 Monterey, CA 93940	
POLICY NUMBER See First Page		EFFECTIVE DATE: See First Page	
CARRIER See First Page	NAIC CODE		

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
 FORM NUMBER: 25 FORM TITLE: CERTIFICATE OF LIABILITY INSURANCE

Commercial Property
 Policy #35956178
 Effective Date: 6/01/2014
 Expiration Date: 06/01/2015
 Carrier: Great Northern Insurance Company
 Limits:
 Business Personal Property: \$20,339,000 Limit
 Business Income and Extra Expense : \$15,176,460 Limit
 Valuable Papers: \$1,000,000 Limit
 Deductible: Limits \$1,000

Replacement Cost is included under Property coverage.

It is agreed that City of Chicago is included as an Additional Insured as respects to General Liability and Automobile Liability where required in a written contract or agreement.

Language Line Services Justification of Exclusive and Uniquely Qualified Vendor

Language Line Service's over the phone interpreter service is on demand service with no appointment necessary. We provide interpreters 24x7x265. The call is answered by an interpreter with the skill level (911, Medical, Court) determined by the needs of each particular department with the City of Chicago. All languages and time of day is charged at the same flat rate.

Our **employee interpreters** undergo weeks of specialized training when they are hired and participate in annual training events to reinforce our standards and increase their own capabilities. This is a unique feature of LanguageLine because we employ 95% of our interpreters and train them for 911 calls. No other vendor does this which is why we are the provider to 95% of the PSAPs in the US. We monitor queue times every 15 minutes and can quickly add interpreters and operators to the system in case of usage spikes.

We have a multi-tiered quality program at Language Line Services. This program is comprised of processes to monitor interpreters, mechanisms to track the progress of interpreters over time and a strategy to identify and implement training programs. First and foremost, we place a high importance on monitoring our interpreters and their calls. Due to the confidential nature of your conversations with our interpreters and your customers, we do not record or store any calls that we monitor. Instead, our Senior Language Specialists (SLS) will monitor a call without disrupting the conversations. The Senior Language Specialists assess our interpreters at regular intervals. The frequency of these evaluations depends on each interpreter's years of service and his or her overall individual performance. Newly hired interpreters are closely monitored. Their calls are measured against a set of prescribed quality metrics. We monitor our more experienced interpreters and those who consistently exceed performance expectations less frequently. Regardless, we use the same quality metrics as a baseline for all of our interpreters and expect them to live up to the high standards we have set. No other vendor uses employees and therefore cannot provide the training and response time in so many languages to answer 911 calls.

At Language Line Services, we also track all monitoring data to identify progress. Quality assurance managers periodically review the performance data to monitor the progress of each interpreter. Managers also conduct monthly meetings with Senior Language Specialists to enforce consistency and gather information about any major performance issues identified through observation.

The third, and one of the most important components of the program, is our internal review process. To improve company-wide performance, the Quality Assurance Department works closely with the Interpreter Training Department to distill call data, identify universal training needs, and develop new training programs. Frequently, our monthly interpreter newsletter features the emerging trends, issues, and challenges revealed through call monitoring.

No other vendor can respond to OEMC's requirements of the breadth of languages supported 24x7 and the speed at which we provide qualified, trained interpreters.

City of Chicago
Pricing for Document Translation
January 29, 2015

TARGET LANGUAGES & PRICING (3 Steps with Translation Memory)

Language	Per word cost - New Text	Per word cost - Fuzzy Matches	Per word cost - 100% Matches & Repetitions
Arabic	\$0.22	\$0.11	\$0.05
Bulgarian	\$0.18	\$0.09	\$0.05
Burmese	\$0.24	\$0.12	\$0.06
Chinese (Simplified)	\$0.20	\$0.10	\$0.05
Chinese (Traditional)	\$0.20	\$0.10	\$0.05
Croatian	\$0.18	\$0.09	\$0.05
Czech	\$0.18	\$0.09	\$0.05
Danish	\$0.28	\$0.14	\$0.07
Dutch (Belgium)	\$0.27	\$0.13	\$0.06
Dutch (Neth)	\$0.27	\$0.13	\$0.06
English	\$0.21	\$0.11	\$0.05
Estonian	\$0.20	\$0.10	\$0.05
Finnish	\$0.28	\$0.14	\$0.07
French (Canadian)	\$0.23	\$0.12	\$0.06
French (European)	\$0.23	\$0.11	\$0.05
German	\$0.22	\$0.11	\$0.05
Greek	\$0.19	\$0.10	\$0.05
Hebrew	\$0.24	\$0.12	\$0.06
Hungarian	\$0.19	\$0.10	\$0.05
Italian	\$0.21	\$0.11	\$0.05
Japanese	\$0.27	\$0.14	\$0.07
Karen	\$0.24	\$0.12	\$0.06
Korean	\$0.20	\$0.10	\$0.05
Latvian	\$0.23	\$0.12	\$0.06
Lithuanian	\$0.23	\$0.12	\$0.06
Malaysian	\$0.24	\$0.12	\$0.06
Norwegian	\$0.28	\$0.14	\$0.07
Polish	\$0.18	\$0.09	\$0.05
Portuguese (Brazil)	\$0.16	\$0.08	\$0.04
Portuguese (Euro.)	\$0.19	\$0.10	\$0.05
Romanian	\$0.16	\$0.08	\$0.04
Russian	\$0.25	\$0.13	\$0.06
Serbian	\$0.18	\$0.09	\$0.05
Slovakian	\$0.17	\$0.09	\$0.04
Slovenian	\$0.23	\$0.12	\$0.06
Spanish (European)	\$0.20	\$0.10	\$0.05
Spanish (Latin)	\$0.15	\$0.07	\$0.04
Swedish	\$0.28	\$0.14	\$0.07
Thai	\$0.24	\$0.12	\$0.06
Turkish	\$0.25	\$0.13	\$0.06

UK English	\$0.11	\$0.06	\$0.03
Ukrainian	\$0.18	\$0.09	\$0.05
Vietnamese	\$0.24	\$0.12	\$0.06

SUPPORTING SERVICES PRICING

	Standard Turnaround	Expedited Turnaround
▪ Minimum charge per document translation order	\$65.00	\$75.00
▪ Translation cost per word.....	See Table (above)	
▪ Proofreading / Review (if required/requested)	\$60.00	\$70.00
▪ File Prep./Trans. Memory Update.....	\$55.00	\$65.00
▪ Basic layout/formatting/PDF creation per hour.....	\$55.00	\$65.00
▪ Graphic Design Services.....	\$60.00	\$70.00
▪ In-Language Recordings (includes 200 words or translated text).....	\$675.00	
▪ Software, HTML, XML, ASP programming	\$65.00 / hr	
▪ Transcription/translation of Audio or Videos files	\$65.00	\$75.00
▪ Translation Summaries/Synopsis	\$159.00 / hr	
▪ Project Management.....	10% of overall project cost (0.50 hour minimum @ \$45/hour)	
▪ No delivery charge for Fax, E-mail, or U.S. Mail. Additional charge for courier services only.		

Pricing for Phone Interpretation

ALL LANGUAGES: FLAT RATE/MINUTE	\$1.25 / minute
<ul style="list-style-type: none"> • No sign-up fees • No monthly minimums 	
Dual handset analog phone,	\$4.50 / month
Dual handset digital wireless phone	\$10.50 / month

PRICING FOR LANGUAGE LINE VIDEO SOLUTIONS**SOFTWARE LICENSE PRICING**

Amount of Licenses	Annual License Fee Price Per Device	One Time Setup Fee Price Per Device (For Cisco, Lifesize or Polycom Equipment only)
1	\$79	\$119
2-10	\$69	\$109
11-30	\$59	\$99
31 and up	\$49	\$89
Enterprise License	\$2500	

SERVICE PRICING

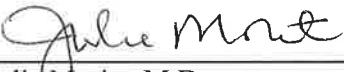
Below is the rate per minute rate for Video Remote

Monthly Minutes	Per Minute Charge
American Sign Language	\$3.35
Spanish	\$2.00
Other Spoken Languages (Mandarin, Cantonese, Vietnamese)	\$2.50



DEPARTMENT OF PUBLIC HEALTH
CITY OF CHICAGO

To: Jamie L. Rhee
Chief Procurement Officer
Department of Procurement Services

From: 
Julie Morita, M.D.
Acting Commissioner
Chicago Department of Public Health

Date: March 12, 2015

Re: Request for Extension and a Vendor Limit Increase
Language Line Services, Inc.
Spec. #117209, PO #28387

The Chicago Department of Public Health (CDPH) requests an extension and a vendor limit increase in the amount of \$45,000 for the Language Line contract to allow us to continue using the contract for the extension period of April 16, 2015 through April 15, 2016, and an option for an additional extension of 181 days. The extension option will be from April 16, 2016 through October 13, 2016. The estimated vendor limit increase is based on actual 2013 and 2014 expenses of \$30,000 and \$23,000 respectively, and these amounts exclude outstanding invoices waiting payment.

Language Line provides foreign language interpretation and translation services to CDPH as follows: 1) clinic locations use the services to provide over the phone interpretation for patients, 2) in-person interpretation for community events, 3) document translations for important fact sheets and forms at our clinic, and 4) ASL interpretation.

Thank you in advance for your consideration of this request. If you have any questions or need additional information, please contact Maribel Valdez at 312-747-8828 or Tonya Tucker at 312-747-1199.

Cc: John O'Brien
Rosemary McDonnell
Lisa Clark
Chris Shields
Corinne Blum
File

Project Checklist

Attach required forms for each procurement type and detailed scope of services and/or specifications and forward original documents to the Chief Procurement Officer; City Hall, Room 806.

Date:
3/16/2015

Department Name:
Health Department

Requisition No: 96720 **Specification No:** 117209

PO No: 28387 **Modification No:** 1

Contract Liaison:
Maribel Valdez

Telephone:
312-747-8828

Email:
maribel.valdez@cityofchicago.org

Project / Program Manager:
Tonya Tucker

Telephone:
312-747-1199

Email:
tonya.tucker@cityofchicago.org

For blanket agreements, original or lead department must consult with other potential departments who may want to participate on the blanket agreement. If grant funded, attach copy of the approved grant application and other terms and conditions of the funding source. Note: 1) **Funding:** Attach information if multiple funding lines; 2) **Individual Contract Services:** Include approval form signed by Department Head and OBM; 3) **ITGB:** IT project valued at \$100,000.00 or more, attach approval transmittal sheet.

***Contract Liaison Signature**
Maribel Valdez

***By signing this form, I attest that all information provided is true and accurate.**

Project Title:
Foreign Language Interpreters and Translation Services

Project Description:
Contract modification for PO 28387 with Language Line Services, Inc. OEMC is the lead Department, with numerous Departments using this contract. OEMC is requesting a one (1) year time extension, with an additional 181 day extension option, and a Vendor Limit Increase. The Health Department is requesting to add \$45,000 for the contract time extension.

Funding:

Corporate Bond Enterprise Grant Other:

IDOT/Transit IDOT/Highway FHWA FTA FAA

LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	PROJECT	RPTG	ESTDOLLAR AMOUNT
1	015	0100	041	3006	0140	220140			\$45,000

Check One:
 New Contract Request

***By signing below, I attest the estimates provided for this contract are true and accurate.**

***Project / Program Manager Signature**
Julie Mack

***Commissioner/Authorized Designee Signature**
Julie Mack

Purchase Order Type:
 Blanket/Purchase Order (DUR)
 Master Consultant Agreement (Task Order)
 Standard/One-Time Purchase

Procurement Method:
 Bid RFP RFQ RFI
 Small Order

Special Approvals Required:

Emergency
 Non-Competitive Review Board (NCRB)
 Request for Individual Contract Services
 Information Technology Governance Board (ITGB)

Purchase Order Information:

Contract Term (No. of Months): 12

Extension Options (Rate of Recurrence): special request for 181 days time ex

Estimated Spend/Value: \$45,000.00

Grant Commitment / Expiration Date:

Contract Type:

Architect Engineering Commodity Construction JOC SBI
 Professional Services Revenue Generating Vehicle & Heavy Equipment
 Work Service Joint Procurement Reference Contract

Pre-Bid/Submittal Conference: Yes No

Mandatory Site Visit

Modification/Amendment Type:

Time Extension Scope Change/Price Increase /Additional Line Item(s)
 Vendor Limit Increase Requisition Encumbrance Adjustment
 Other (specify):

Modification or Amendment

Modification Information:

PO Start Date: 4/16/14

PO End Date: 4/15/15

Amount (Increase/Reduction): \$45000

Vendor Info:

MBE/WBE/DBE Analysis: (Attach MBE/WBE/DBE Goal Setting Memo)

Full Compliance Contract Specific Goals
 No Stated Goals Waiver Request

Name: Language Line Services, Inc.

Contact: Thomas Costello

Address: 1 Lower Ragsdale Dr., Bldg 2, Monterey, CA 93940

E-mail: tcostello@languageline.com

Phone: 831.648.5536

Risk Management / EDS

Insurance Requirements (included) Yes No

EDS Certification of Filling (included) Yes No

Section I: General Contract Information	
Department Name	Department of Public Health (CDPH)
Department Contact Name	Tonya Tucker
Department Contact Number	747-1199
Department Contact Email	Tonya.tucker@cityofchicago.org
Contract Number	28387
Contract Subject Name	Foreign Language Interpreters and Translation Services
Contract Initiation Date	4/16/2014
Original Contract Amount	\$700,000
Original Contract Expiration Date	4/15/2015
Budgeted amount for current year	CDPH anticipates spending \$45,000 for the extension of the contract plus the option to extend the contract for another 181 days after the one year extension 4/16/15 – 4/15/16 and the 181 days option will be from 4/16/16 – 10/13/16.
Year to date expenditure	YTD December 2015 : ~\$23,000
Are funds	<input checked="" type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> TIF <input type="checkbox"/> Grant
What is the funding strip?	015.0100.0413006.0140.220140
If contract modification or task request is approved, will department have enough funds to cover new expenditure?	Yes. CDPH is requesting a one year extension and an option to extend contract for another 181 days or until the new contract is in place, for a new end date of April 15, 2016. In addition, CDPH and other Using Departments are requesting Vendor Limit Increases. CDPH spends ~\$2,500 per month. CDPH is requesting \$45,000 plus the amounts of the VLI for other user departments (Aviation \$6,000. DFSS \$50,000, OEMC \$638,064). Upon approval, the PO limit will be approximately \$1,439,064.
If no, what is the plan to address the short fall?	If money is not added then User Departments will have to request translation services via Exhibit B. There is approximately \$159,393 left on the current contract.
Section II: Contract Modifications	
Complete this section if you are modifying the value of an existing contract.	

Contract Value Increase	CDPH: \$45,000
New total contract amount	Including the VLIs from CDPH, OEMC, DFSS and Aviation, the new contract amount will be approximately \$1,439,064.
New contract expiration date	Upon approval, the new contract end date will be April 15, 2016.
Goods/services provided by this contract	Language Line Services is the exclusive provider of spoken language interpretation for over 200 languages. They provide on-line interpretation and telephone translation services. CDPH, OEMC, Aviation, and other Departments use this contract. The vendor has the exclusive ability to invoke a competent interpreter into a 3-way telephone conversation within 30 seconds or less and has a nationwide staff of over 2,000 employees.
Justification of need to modify this contract	<p>Time extension:</p> <p>The current contract is set to expire April 15, 2015 and a time extension is needed while we complete the RFP process for a new contract. The OEMC and DPS advertised an RFP on November 26, 2014, with a Pre-Bid conference on December 10, 2014. All proposals were due January 15, 2015. However, the OEMC received 216 questions at the Pre-Bid Conference. It took many weeks to obtain all of the answers and through an Addendum, the RFP proposals due date was pushed back to March 5, 2015. A new contract will not be in place by April 16, 2015; therefore an extension is necessary.</p> <p>Vendor Limit Increase:</p> <p>Since the contract must be extended, more funds need to be added to the contract. The PO limit is \$700,000 and \$540,607.43 has been spent, leaving only \$159,392.57 left. This is not enough to sustain this contract for an additional 9 months with several using Departments (CDPH, OEMC, Aviation, Mayor's Office, and Family and Support Services).</p>
Impact of denial	There will be no contracting means to provide critical services. Using Departments will have to request services using an Exhibit B method, which is not ideal.
Section III. Issue a Request for Services to a Master Consulting Agreement	
Complete this section if you want to issue a request for services to a Master Consulting Agreement	
Value of planned task order request	\$
Expiration date of planned task order request	

Scope of services	
Justification of need to issue request for services	
Impact of denial	
Section IV: Assessment of Office of Budget and Management Analyst	
Approve/Deny	Approved, pending available funding
OBM Analyst Initials	KMF
OBM Analyst Name/number	Flannery/4-1821



CHICAGO DEPARTMENT OF AVIATION
CITY OF CHICAGO

MEMORANDUM

To: Gary Schenkel
Executive Director, OEMC

Attention: Rosemary McDonnell,
Grants Research Specialist

From: Michael D. Boland *MDB*
Acting Commissioner *go*

Subject: Request for CDA's Inclusion on Time Extension
and Vendor Limit Increase Modification
Foreign Language Interpreters and Translation Services
Vendor: Language Line Services, Inc.
PO Number: 28387
Specification Number: 117209
Current Expiration Date: 4/15/15

The Chicago Department of Aviation (CDA) requests inclusion on the citywide time extension and vendor limit increase modification that the Office of Emergency Management and Communications (OEMC) is initiating.

The CDA estimates its usage of this contract through expiration will be \$6,000. The CDA utilizes this contract for Foreign Language Interpreters and Translation Services. Given the importance of communication between foreign travelers and airport personnel, it is imperative to have these services available.

If you have any questions or need additional information please David Bowman at 773-686-7089.

Thank you.

Procurement Type: Modification to extend time 1 year (from 4/16/15 thru 4/15/16) with an additional 181 day option (from 4/16/16 thru 10/13/16) or until new contract whichever comes first. Vendor limit increase of \$6,000

Duration: 18 months through 10/13/16 or until new contract whichever comes first.

Estimated Cost: \$6,000

Funding Source: 740 85 4045 0166 0166

User Deputy: Grafe Smith Phone: (773) 894-5355




Project Checklist

Attach required forms for each procurement type and detailed scope of services and/or specifications and forward original documents to the Chief Procurement Officer; City Hall, Room 806.

Date: 3/11/2015	
Department Name: Aviation	
Requisition No: 96732	Specification No: 117209
PO No: 28387	Modification No: 1
Contract Liaison: David Bowman	
Telephone: 773 686-7089	
Email: David.Bowman@cityofchicago.org	
Project / Program Manager: Grafe Smith	
Telephone: 773 894-5355	
Email: Grafe.Smith@cityofchicago.org	

For blanket agreements, original or lead department must consult with other potential departments who may want to participate on the blanket agreement. If grant funded, attach copy of the approved grant application and other terms and conditions of the funding source. Note: 1) **Funding:** Attach information if multiple funding lines; 2) **Individual Contract Services:** Include approval form signed by Department Head and CBM; 3) **ITGB:** IT project valued at \$100,000.00 or more, attach approval transmittal sheet.

***Contract Liaison Signature**


***By signing this form, I attest that all information provided is true and accurate.**

Project Title:
Foreign Language Interpreters and Translation Services

Project Description:
Contract modification for PO 28387 with Language Line Services, Inc. OEMC is the lead Department, with numerous Departments using this contract. OEMC is requesting a one (1) year time extension, with an additional 181 day extension option, and a Vendor Limit Increase. Aviation is requesting to add \$6,000 for the contract time extension.

Funding:

<input type="checkbox"/> Corporate	<input type="checkbox"/> Bond	<input checked="" type="checkbox"/> Enterprise	<input type="checkbox"/> Grant	<input type="checkbox"/> Other:
<input type="checkbox"/> IDOT/Transit	<input type="checkbox"/> IDOT/Highway	<input type="checkbox"/> FHWA	<input type="checkbox"/> FTA	<input type="checkbox"/> FAA

LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	PROJECT	RPTG	ESTDOLLAR AMOUNT
1	15	740	85	4045	0166	0166			\$6,000

Check One:

New Contract Request

*By signing below, I attest the estimates provided for this contract are true and accurate.

***Project / Program Manager Signature**


***Commissioner/Authorized Designee Signature**


Purchase Order Information:

Contract Term (No. of Months): _____

Extension Options (Rate of Recurrence): _____

Estimated Spend/Value: \$ _____

Grant Commitment / Expiration Date: _____

Pre-Bid/Submittal Conference: Yes No

Mandatory Site Visit

Purchase Order Type:

Blanket/Purchase Order (DUR)

Master Consultant Agreement (Task Order)

Standard/One-Time Purchase

Procurement Method:

Bid RFP RFQ RFI

Small Order

Special Approvals Required:

Emergency

Non-Competitive Review Board (NCRB)

Request for Individual Contract Services

Information Technology Governance Board (ITGB)

Modification or Amendment

Modification Information:

PO Start Date: 4/16/14

PO End Date: 4/15/15

Amount (Increase/Reduction): \$6,000

MBE/WBE/DBE Analysis: (Attach MBENBE/DBE Goal Setting Memo)

Full Compliance Contract Specific Goals

No Stated Goals Waiver Request

Contract Type:

Architect Engineering Commodity Construction JOC SBI

Professional Services Revenue Generating Vehicle & Heavy Equipment

Work Service Joint Procurement Reference Contract

Modification/Amendment Type:

Time Extension Scope Change/Price Increase /Additional Line Item(s)

Vendor Limit Increase Requisition Encumbrance Adjustment

Other (specify): _____

Risk Management / EDS

Insurance Requirements (included) Yes No

EDS Certification of Filing (included) Yes No

Vendor Info:

Name: Language Line Services, Inc.

Contact: Greg Holt

Address: 1 Lower Ragsdale Dr., Bldg 2, Monterey, CA 93940

E-mail: gholt@languageline.com

Phone: 831 648-7108



DEPARTMENT OF FAMILY AND SUPPORT SERVICES
CITY OF CHICAGO

MEMORANDUM

To: Jamie Rhee, Chief Procurement Officer
Department of Procurement Services

Attn: Rich Butler, First Deputy Procurement Officer
Department of Procurement Services

From: 

David L. Wells, Managing Deputy Commissioner
Department of Family and Support Services

Subject: Contract Modification for Language Lines
Foreign Language Interpreters and Translation Services
Contract No: 28387
Specification No: 117209 Requisition: 96691

Date: March 17, 2015

The Department of Family and Support Services (DFSS) is requesting a vendor limit increase (VLI) in the amount of \$50,000 and an 18 month time extension for Language Lines, contract number 28387. This based on a one year extension plus a 181 day extension.

The time extension and vendor limit increase are needed to ensure that there are sufficient funds to pay for the expenditures of our various divisions utilizing interpreter and translation services until a new city-wide contract is awarded.

A DPS Project Checklist and Requisition print out is included with this memorandum.

If you should have any questions, please feel free to contact Joann Kirby at 312-743-0786.

Thank you.

cc: Brandie Knazze
Joann Kirby

Project Checklist

Attach required forms for each procurement type and detailed scope of services and/or specifications and forward original documents to the Chief Procurement Officer; City Hall, Room 806.

Date:
3/16/2015

Department Name:
Family & Support Services

Requisition No: 96691 **Specification No:** 117209

PO No: 28387 **Modification No:** 1

Contract Liaison:
Joann Kirby

Telephone:
312-743-0786

Email:
joann.kirby@cityofchicago.org

Project / Program Manager:
Brandie Knazze

Telephone:
312-743-0155

Email:
brandie.knazze@cityofchicago.org

For blanket agreements, original or lead department must consult with other potential departments who may want to participate on the blanket agreement. If grant funded, attach copy of the approved grant application and other terms and conditions of the funding source. **Note:** 1) **Funding:** Attach information if multiple funding lines; 2) **Individual Contract Services:** Include approval form signed by Department Head and OBM; 3) **ITGB:** IT project valued at \$100,000.00 or more, attach approval transmittal sheet.

***Contract Liaison Signature**
Joann Kirby

***By signing this form, I attest that all information provided is true and accurate.**

Check One:

New Contract Request

**By signing below, I attest the estimates provided for this contract are true and accurate.*

Project Title:
Foreign Language Interpreters and Translation Services

Project Description:
Contract modification for PO 28387 with Language Line Services, Inc. OEMC is the lead Department, with numerous Departments using this contract. OEMC is requesting a one (1) year time extension, with an additional 181 day extension option, and a Vendor Limit Increase. Family & Support Services is requesting to add \$50,000 for the contract time extension.

Funding:

<input checked="" type="checkbox"/> Corporate	<input type="checkbox"/> Bond	<input type="checkbox"/> Enterprise	<input type="checkbox"/> Grant	<input type="checkbox"/> Other:
<input type="checkbox"/> IDOT/Transit	<input type="checkbox"/> IDOT/Highway	<input type="checkbox"/> FHWA	<input type="checkbox"/> FTA	<input type="checkbox"/> FAA

LINE	FY	FUND	DEPT	ORGN	APPR	ACTV	PROJECT	RPTG	ESTDOLLAR AMOUNT
1	14	0N33	050	2923	0140	220140		14ML31	\$50,000

***Project / Program Manager Signature**
Brandie Knazze

***Commissioner/Authorized Designee Signature**
[Signature]

Purchase Order Type:

Blanket/Purchase Order (DUR)
 Master Consultant Agreement (Task Order)
 Standard/One-Time Purchase

Special Approvals Required:

Emergency
 Non-Competitive Review Board (NCRB)
 Request for Individual Contract Services
 Information Technology Governance Board (ITGB)

Purchase Order Information:

Contract Term (No. of Months): _____

Extension Options (Rate of Recurrence): _____

Estimated Spend/Value: \$ _____

Grant Commitment / Expiration Date: _____

Procurement Method:

Bid RFP RFQ RFI
 Small Order

Pre-Bid/Submittal Conference: Yes No

Mandatory Site Visit

Contract Type:

Architect Engineering Commodity Construction JOC SBI
 Professional Services Revenue Generating Vehicle & Heavy Equipment
 Work Service Joint Procurement Reference Contract

Modification or Amendment

Modification Information:

PO Start Date: 4/16/14

PO End Date: 4/15/15

Amount (Increase/Reduction): \$50,000

Modification/Amendment Type:

Time Extension Scope Change/Price Increase /Additional Line Item(s)
 Vendor Limit Increase Requisition Encumbrance Adjustment
 Other (specify): _____

MBE/WBE/DBE Analysis: (Attach MBE/WBE/DBE Goal Setting Memo)

Full Compliance Contract Specific Goals
 No Stated Goals Waiver Request

Vendor Info:

Name: Language Line Services, Inc.

Contact: Thomas Costello

Address: 1 Lower Ragsdale Dr., Bldg 2, Monterey, CA 93940

E-mail: tcostello@languageline.com

Phone: 831.648.5536

Risk Management / EDS

Insurance Requirements (included) Yes No

EDS Certification of Filing (included) Yes No

Section I: General Contract Information	
Department Name	The Department of Family and Support Services
Department Contact Name	Brandie Knazze
Department Contact Number	(312) 743-0155
Department Contact Email	brandie.knazze@cityofchicago.org
Contract Number	28387
Contract Subject Name	Foreign Language Interpreters and Translation Services
Contract Initiation Date	4/16/2014
Original Contract Amount	\$700,000
Original Contract Expiration Date	4/15/2015
Budgeted amount for current year	\$30,000
Year to date expenditure	\$22,511.46
Are funds	<input type="checkbox"/> Operating <input type="checkbox"/> Capital <input type="checkbox"/> TIF <input checked="" type="checkbox"/> Grant
What is the funding strip?	014-ON33-0502923-0140-220140-14ML31
If contract modification or task request is approved, will department have enough funds to cover new expenditure?	Yes. The OEMC is the lead department and is requesting an 18 month extension to this contract. This will allow us to utilize a one year extension plus a 181 day extension taking the contract to October 13, 2016. Currently, there is a new RFP posted that opens in March 19, 2015. We anticipate it will take some time to award the new contract. The DFSS has allocated enough money to cover the request for the next 18 months. In addition, the OEMC and other Using Departments are requesting Vendor Limit Increases.
If no, what is the plan to address the short fall?	If money is not added then User Departments will have to request translation services via Exhibit B. There is less than \$200,000 remaining on the current contract.
Section II: Contract Modifications	
Complete this section if you are modifying the value of an existing contract.	
Contract Value Increase	This is a city-wide contract. Below are the vendor limit increase amounts for the participating departments.

	<p>OEMC: \$638,064</p> <p>CDPH: \$45,000</p> <p>Aviation: \$6,000</p> <p>DFSS: \$50,000</p> <p>Total VLI: \$739,064</p>
<p>New total contract amount</p>	<p>The new contract amount will be \$1,439,064</p>
<p>New contract expiration date</p>	<p>Upon approval, the new contract end date will be October 13, 2016. This is based on a year extension plus a 181 day extension. We anticipate that this extension will be effective for 18 months or until a new contract is awarded.</p>
<p>Goods/services provided by this contract</p>	<p>Language Line Services is the exclusive provider of spoken language interpretation for over 200 languages. They provide on-line interpretation and telephone translation services. OEMC, Aviation, Health, Family and Support Services, and other city departments use this contract.</p> <p>Three divisions within DFSS use the Language Lines Services contract.</p> <p>The Senior Services Division uses the contract for seniors who seek assistance at the Senior Centers for various services, including Regional Transit Authority seniors/disabled ride free applications, Medicare open enrollment assistance, supplemental nutrition assistance program (SNAP), in-home services, property tax assistance, and other city services. If English is not the primary language of the program participant, over the phone assistance in over 200 languages can be obtained to help disseminate information and/or complete paperwork.</p> <p>The Domestic Violence Hotline is staffed by trained and certified domestic violence advocates known as Victim Information and Referral Advocates (VIRAs) who are employed by the Chicago Metropolitan Battered Women’s Network. VIRAs are onsite and available to answer calls 24-hours a day, 365 days a year. When a victim or caller contacts the Domestic Violence Hotline and speaks a language other than Spanish or English, the VIRA’s link the caller with Language Line Services. Language Line Services translates the victim’s call from their native language to English so that the VIRA’s can make referrals for program assistance.</p>

	<p>DFSS also has six Community Service Centers that assess client needs and provide a range of services, including rental assistance, shelter, clothing, food pantry locations, and domestic violence services. When a client requires interpreter services, DFSS staff will use Language Lines Services for assistance.</p>
<p>Justification of need to modify this contract</p>	<p>Time extension:</p> <p>The current contract is set to expire April 15, 2015 and a time extension is needed while we complete the RFP process for a new contract. The OEMC and DPS advertised an RFP on November 26, 2014, with a Pre-Bid conference on December 10, 2014. All proposals were due January 15, 2015. However, the OEMC received 216 questions at the Pre-Bid Conference. It took many weeks to obtain all of the answers and through an Addendum, the RFP proposals due date was pushed back to March 19, 2016. A new contract will not be in place by April 16, 2015 when the current contract expires, therefore an extension is necessary.</p> <p>Vendor Limit Increase:</p> <p>Since the contract must be extended, more funds need to be added to the contract. The PO limit is \$700,000 and less than \$200,000 is remaining. This is not enough to sustain this contract with several using Departments (OEMC, Health, Aviation, Mayor's Office, and Family and Support Services) until a new contract is awarded.</p>
<p>Impact of denial</p>	<p>There will be no contracting means to provide critical services. Using Departments will have to request services using an Exhibit B method, which is not ideal.</p>
<p>Section III. Issue a Request for Services to a Master Consulting Agreement</p>	
<p>Complete this section if you want to issue a request for services to a Master Consulting Agreement</p>	
<p>Value of planned task order request</p>	<p>\$</p>
<p>Expiration date of planned task order request</p>	
<p>Scope of services</p>	
<p>Justification of need to issue request for services</p>	

Impact of denial	
Section IV: Assessment of Office of Budget and Management Analyst	
Approve/Deny	Reason Approve.
OBM Analyst Initials	CR
OBM Analyst Name/number	Christine Rolan 312-744-7531



CERTIFICATE OF FILING FOR

CITY OF CHICAGO ECONOMIC DISCLOSURE STATEMENT

EDS Number: 65218

Date of This Filing:02/09/2015 05:05 PM

Certificate Printed on: 02/11/2015

Original Filing Date:02/09/2015 05:05 PM

Disclosing Party: Language Line Services

Title:Corp Qual Assur Manager

Filed by: Joan Dresser

Matter: interpretation, translation and
localization

Applicant: Language Line Services

Specification #: 117209

Contract #: 28387

The Economic Disclosure Statement referenced above has been electronically filed with the City. Please provide a copy of this Certificate of Filing to your city contact with other required documents pertaining to the Matter. For additional guidance as to when to provide this Certificate and other required documents, please follow instructions provided to you about the Matter or consult with your City contact.

A copy of the EDS may be viewed and printed by visiting <https://webapps1.cityofchicago.org/EDSWeb> and entering the EDS number into the EDS Search. Prior to contract award, the filing is accessible online only to the disclosing party and the City, but is still subject to the Illinois Freedom of Information Act. The filing is visible online to the public after contract award.