

City Enterprise Telephonic Language Interpretation Services

Presented by: Gao Vang

May 9, 2013

City Council Committee of the Whole

Overview

- Purpose
- Specific RFP Requirements
- Evaluation Criteria
- Vendors who Responded to RFP Request
- Recommendation

Purpose

- Streamline telephonic language interpretation services for city departments and constituents
- Comply with federal requirements

Specific Requirements

- Services to be performed 24 hours – 7 days a week on demand telephonic language interpretation
- Detailed billing and reporting statements for the enterprise and also separated for each city department.
- Ability to provide one line answered in Spanish by a live operator by the vendor and then routed to a 311 agent to handle the call with intent to add Hmong and Somali direct lines.
- Interpreters must comply with the Payment Card Industry-Data Security Standards for Utility Billing department.

Evaluation Criteria

- Quality of proposal.
- Qualifications and experience of staff & review of references.
- Financial responsibility and capacity of company
- Organization and management approach for a successful delivery of services
- Small & Underutilized Business participation, also minority and women-owned businesses.
- Cost of services proposed.



Vendors who responded to the RFP request

- **1. Optimal Phone Interpreters**
 - Based in Florida
 - 0.70 cents for all languages
- **2. Language Line Solutions**
 - Based in California
 - 0.85 cents for all languages
 - \$800 Spanish line set up fee
- **3. Language Service Associates**
 - Based in Pennsylvania
 - 0.75 cents for Spanish language only
 - 0.85 cents for all other languages
 - \$1.05 for Spanish line for 311

Vendors, continued

- **4. Telelanguage**

- Based in Oregon

- 2 tier cost rate

- 1st Tier

- 0.89 cents for Spanish only

- 0.99 cents for all other languages

- 2nd Tier

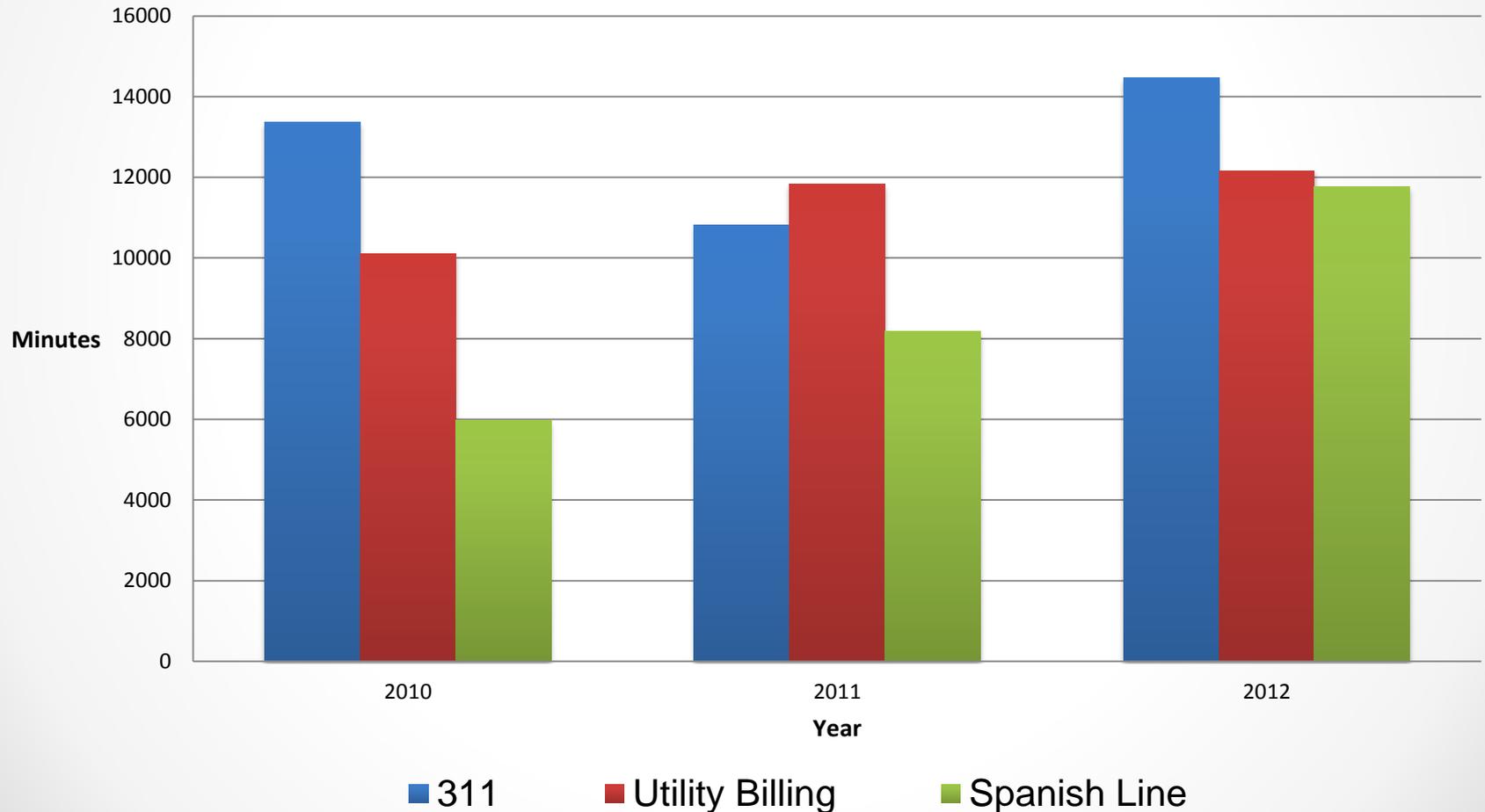
- 0.96 cents for flat rate of all languages

- **5. Certified Languages International**

- Based in Oregon

- 0.89 cents for all languages

311, Utility Billing and Spanish Line Usage



2014 Projected Cost Savings



Recommendation

- Approval from Council to negotiate and enter into a contract with Certified Languages International to provide enterprise wide telephonic language interpretation services for the next 3 years with a possible one year extension.