



## Request for City Council Committee Action from the Department of 311

**Date:** 03/18/2010

**To:** CM Betsy Hodges, Ways & Means Committee

**Subject:** Request for approval of the selected Language Interpretive service provider "The Big Word Group" to enter into contract with Minneapolis 311 for a 3 year term starting 04/01/2010 and ending 04/01/2013.

**Recommendation:** That the proper city officials be authorized to enter into contract with "The Big Word Group" Interpretive Service Provider in accordance with the City RFP process and Evaluation of proposals by the selection team.

**Previous Directives:** RFP was approved by PRC on 1/29/2010

### Department Information

Prepared by: Dawn Misencik, Office Support Specialist II  
Approved by: Don Stickney, Department Head  
Presenters in Committee: Don Stickney or Dawn Misencik

### Reviews

- Permanent Review Committee (PRC): Approval \_\_\_ Date \_01/29/2010\_
- Civil Rights Approval Approval \_\_\_ Date \_\_\_\_\_
- Policy Review Group (PRG): Approval \_\_\_ Date \_\_\_\_\_

### Financial Impact

- No financial impact
- Action is within the Business Plan

### Community Impact

- City Goals

Supporting Information: The 311 department issued an RFP for Language Interpretive Services. The Scope of Service was to provide 24/7 on demand Telephonic Language Interpretive Services for non English speaking city residents, citizens, visitors and employees while maintaining a high level of professionalism and commitment to customer satisfaction and problem resolution. The contract term is 3 years with a limit of \$250,000. We received a total of 8 proposals from vendors.

A four person team from 311 consisting of 1 Supervisor, 1 Analyst, 1 Office Support Specialist II, and the Director, met and reviewed all proposals and ranked them. The top 3 responses were from The Big Word Group, Certified Languages International, and InSync

Interpreters. The selection team then conducted a detailed review of the top 2 vendors which included checking all references. From that process "The Big Word Group" was ranked first in meeting stated requirements and specifically in terms of cost and reporting capabilities.

Our current rate (with Language Services Associates) for these services has been \$1.68 per minute for calls to 311 and \$1.80 per minute for calls to the City's Spanish line. The Proposed rate with The Big Word Group is \$.85 per minute for all calls. See below for projected savings and the 2009 totals.

**Spanish Line**

2009 Spanish Line calls totaled \$31,719

Projected totals for 2010 with the same usage would be \$14,980

That line alone would **save 311 \$16,740**

2009 311 Line calls totaled \$25,543

Projected totals for 2010 with the same usage would be \$12,924

That line would **save 311 \$12,619**

**Which would result in a total savings for the City (311) of \$29,359.**

**311 2009 Interpreter Usage**

<u>Language</u>	<u># of Calls</u>	<u>Minutes</u>	<u>Total Charge</u>		<u># of Calls</u>	<u>Minutes</u>	<u>Charge</u>
Spanish	3649	32829	\$57,261.60	<b>311 Spanish</b>	1730	15205	\$25,542.72
Somali	96	1181	\$1,984.08	<b>Spanish Line</b>	1919	17624	\$31,718.88
Hmong	45	509	\$851.76	<b>All Spanish</b>	3649	32829	\$57,261.60
Amharic	5	60	\$100.80				
Russian	4	46	\$77.28				
Arabic	3	65	\$109.20				
Oromo	3	54	\$90.72				
Vietnamese	3	24	\$40.32				
Laotian	2	18	\$30.24				
Swahili	2	10	\$16.80				
Indonesian	1	20	\$33.60				
Cambodian	1	16	\$26.88				
Portuguese	1	9	\$15.12				
Japanese	1	8	\$13.44				
French	1	7	\$11.76				
Turkish	1	5	\$8.40				
Cantonese	1	3	\$5.04				
Thai	1	3	\$5.04				
Tigrinya	1	3	\$5.04				
<b>Total</b>	<b>3821</b>	<b>34870</b>	<b>\$60,687.12</b>				