

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

761



**FROM:** Stanley L. Sniff Jr., Sheriff-Coroner-PA

**SUBMITTAL DATE:**  
07/22/10

**SUBJECT:** Approval of Language Line Services as a Sole Source Vendor to Provide Telephone Translations of Non-Emergency Calls Received at the Sheriff's Dispatch Centers

**RECOMMENDED MOTION:** Move that the Board of Supervisors authorize the Purchasing Agent to award a contract to Language line Services, on behalf of the Sheriff's Department, for a cost not to exceed \$30,000 per year until June 30, 2015, without securing competitive bids, in accordance with Ordinance 459.4.

**BACKGROUND:** The Sheriff's Department Dispatch Centers have been using Language Line Services since 1990, for both emergency 9-1-1 and non-emergency incoming telephone calls. Language Line has an extensive background in providing telephone translations services to 9-1-1 Dispatch Centers. The Sheriff's Department utilizes this firm for all 9-1-1 telephone translation services cost-free, via the State of California's 9-1-1 Office contract, as does 99% of all Dispatch Centers in the State.

BR 11-014 (Continued on Page 2)

*Will Taylor* For

Stanley L. Sniff Jr., Sheriff-Coroner-PA  
Will Taylor, Director of Administration

<b>FINANCIAL DATA</b>	Current F.Y. Total Cost:	\$30,000	In Current Year Budget:	Yes
	Current F.Y. Net County Cost:	\$14,400	Budget Adjustment:	No
	Annual Net County Cost:	\$14,400	For Fiscal Year:	FY 2010-11

<b>SOURCE OF FUNDS: 48% Department Budget &amp; 52% Contract Service</b>	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

**C.E.O. RECOMMENDATION:**

APPROVE

BY: *Robert Tremaine*

Robert Tremaine

**County Executive Office Signature**

- Consent
- Policy
- Consent
- Policy

Dep't Recomm.:  
Per Exec. Ofc.:

Prev. Agn. Ref.:

District: All

Agenda Number:

3.57

Departmental Concurrence

Purchasing: *Mark Seiler*  
Mark Seiler, Assistant Director

In spring 2009, the County of Riverside posted an RFP for interpretation services for all County departments. The RFP primarily covered interpretation services to support in-person interviews of clients, suspects and witnesses. The Sheriff's Dispatch Center was told the RFP did not include the 24-hour support of the Sheriff's Dispatch Center telephones. Consequently, Language Line did not respond to the RFP, as it primarily provides interpreters to assist for telephonic conversations.

Ultimately, Interpreters Unlimited was the chosen vendor for the County and their services started in the fall of 2009. The Sheriff's Department is using Interpreters Unlimited at Patrol stations and other areas of the Department. However, for a number of reasons, price reasonableness being one, the Department feels it imprudent to change from Language Line to Interpreters Unlimited for Dispatch Center calls and must request the Board's approval of Language Line as a sole source vendor.

Sheriff's Dispatch Centers are currently using Language Line Services for translation services for all 9-1-1 calls through the State contract. It does not make sense to use different interpreters based on the nature of the call.

Language Line's service has always been exemplary. During 2009, when 96% of the foreign language non-emergency calls were made by Spanish speakers, Language Line connected them with an interpreter within an average of 1.6 seconds.

Further, many calls on our non-emergency lines actually rise to the level of emergency calls, such as in-progress crimes relating to felonies being committed or issues related to public safety. Interpreters who translate for 9-1-1 centers specialize in the protocol of emergency call taking. Time is of the essence and the method of questioning a caller is vital. Language Line Services provides initial and ongoing training for its interpreters by sending them to 9-1-1 call centers to observe and train with dispatchers. This gives their interpreters first-hand knowledge of the information needed from the caller and the order in which this information should be collected. Language Line Services is actively involved with the emergency centers they serve and its representatives regularly attend the Riverside County Public Safety Answering Point Managers meetings to help provide better service.

**Price Reasonableness:** Language Line Services charges the Riverside County Sheriff's Department \$0.94 cents per minute for telephone translation services. Interpreters Unlimited charges \$2.00 per minute for these services. Interpreters Unlimited charges over twice as much for services, which can easily be argued would not be provided with the same level of expertise that Language Line adds.

Date: 7/23/10  
From: Captain Larry Grotefend Department/Agency: Sheriff's  
To: Board of Supervisors  
Via: Purchasing Agent  
Subject: Sole Source Procurement; Request for

The below information is provided in support of my Department requesting approval for a sole source. Outside of a duly declared emergency, the time to develop a statement of work or specifications is not in itself justification for sole source.

**Service being requested:** Telephone translation service for non-emergency incoming telephone calls to Sheriff Dispatch Centers.

**Supplier being requested:** Language Line Services.

**Alternative suppliers that can or might provide service:** Interpreters Unlimited.

**Extent of market search conducted:** County Purchasing searched the market in 2009 when it distributed a Request for Proposals to provide interpreter services.

**Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide:** Language Line is currently the vendor providing 9-1-1 translation services for 99% of 9-1-1 dispatch centers in the State.

Language Line provides initial and ongoing training for its interpreters by sending them to 9-1-1 call centers to observe and train with dispatchers. This gives their interpreters first-hand knowledge of the information needed from the caller and the order in which this information should be collected.

**Reasons why my department requires these unique features and what benefit will accrue to the county:** Many calls on our non-emergency lines actually rise to the level of emergency calls, such as in-progress crimes relating to felonies being committed or issues related to public safety. Interpreters who translate for 9-1-1 centers specialize in the specific protocol of emergency call taking. Time is of the essence and the method of questioning a caller is vital.

Language Line is actively involved with the emergency centers it serves. Its representatives regularly attend the Riverside County Public Safety Answering Point Managers meetings to help provide better service.

**Price Reasonableness:** Language Line offers the service for .94 per minute, while Interpreters Unlimited offers a "similar" service for \$2.00 per minute.

**Does moving forward on this product or service further obligate the county to future similar contractual arrangements?** No

  
**Department Head Signature**

7-29-10  
**Date**

Purchasing Department Comments:

**Approve**

**Approve with Condition/s**

**Disapprove**



7-29-10

**Purchasing Agent**

**Date**