

Title: Authorizing a non-competitive service contract with LanguageLine Solutions (LLS) for over the phone interpretation, video remote interpretation, and translation of documents to support Public Health Madison & Dane County

Body:

WHEREAS, LanguageLine Solutions (LLS) is an American company that provides on-demand language interpretation and document translation services in over 240 languages; and

WHEREAS, Pacific Interpreters, which has been providing over the phone interpretation (OPI) services to Public Health Madison & Dane County (Public Health) since at least 2008, is now a part of LLS and allows Public Health staff and clients who speak languages other than English to communicate at appointments and on phone calls; and

WHEREAS, LLS has been providing translations for Public Health written materials since at least 2008 to ensure information is shared equitably to multilingual communities; and

WHEREAS, LLS will start to provide Public Health with video remote interpretation (VRI) services to better facilitate immediate communication needs with the Deaf community; and

WHEREAS, Public Health and LLS will work closely together to provide training to staff to use these resources appropriately and to continue improving language access for better staff and client experiences; and

WHEREAS, the cost of services will be billed at \$1.21/minute for OPI, \$1.85-2.95/minute for VRI, and \$.18-\$.35/word for written translations, estimated to be up to \$90,000 per year through December 31, 2024; and

WHEREAS, two Medical Interpreter positions created via the 2024 Operating Budget have recently been hired and will take on the majority of the Spanish language translation and interpretation for the department moving forward; and

WHEREAS, MGO 4.26 requires Common Council approval of service contracts of \$50,000 or more if the contractor was not selected through a competitive selection process, and the reasons for selecting this contractor are set forth above and in the attached Noncompetitive Selection Request Form; and

NOW, THEREFORE, BE IT RESOLVED, that Board of Health for Madison and Dane County on behalf of Public Health Madison and Dane County is authorized to execute a non-competitive service contract with LanguageLine Solutions for the purpose and at the price described above; and

BE IT FINALLY RESOLVED, that the Public Health Director, or their designee, is authorized to sign the 2024 Purchase of Services agreement with LanguageLine Solutions.