
**THE CITY OF BLUE ISLAND
COOK COUNTY, ILLINOIS**

**RESOLUTION
NUMBER 2015-023**

**A RESOLUTION AUTHORIZING THE EXECUTION OF
AGREEMENT BETWEEN THE CITY OF BLUE ISLAND AND
LANGUAGE LINE SERVICES, INC., RELATED TO THE
BLUE ISLAND DISPATCH CENTER**

**DOMINGO F. VARGAS, Mayor
Randy Heuser, City Clerk**

**1st Ward TOM HAWLEY
2nd Ward LETICIA VIEYRA
3rd Ward NANCY RITA
4th Ward CANDACE CARR
5th Ward JANICE OSTLING
6th Ward DEXTER JOHNSON
7th Ward NANCY THOMPSON**

**GEORGE POULOS
FRED BILOTTO
KEVIN DONAHUE
ALECIA SLATTERY
KENNETH PITTMAN
JAIRO FRAUSTO
JAMES JOHANSON**

Aldermen

RESOLUTION NO. 2015-023

**RESOLUTION AUTHORIZING THE EXECUTION OF AGREEMENT BETWEEN
THE CITY OF BLUE ISLAND AND LANGUAGE LINE SERVICES, INC., RELATED
TO THE BLUE ISLAND DISPATCH CENTER**

Whereas, the City of Blue Island is a non-home rule municipality and has the authority to enter into contractual agreements;

Whereas, the City of Blue Island ("the City") desires to retain Language Line Services, Inc., for interpretation and translation and related services;

NOW AND THEREFORE, BE IT RESOLVED by the City Council of the City of Blue Island, Cook County, Illinois, as follows:

SECTION 1: AGREEMENT FORM AND TERMS AUTHORIZED

The terms and conditions as shown in the Agreement attached as Exhibit to this Resolution are hereby approved.

SECTION 2: AUTHORIZATION

The City Council further authorizes the Mayor or his designee to execute any and all documentation that may be necessary to carry out the intent of this Resolution. The officers, employees, and/or agents of the City shall take all action necessary or reasonably required by the City to carry out, give effect to, and consummate the intent of this Resolution.

SECTION 3: EFFECTIVE DATE

This resolution shall be in full force and effect upon its passage and approval as required by law.

Supporting emergency communication in more than 200 languages

LANGUAGE SUPPORT WHERE YOU NEED IT MOST

- PSAPs/911 Dispatch
- Officers in the Field
- Investigations
- Online media
- Community outreach

Emergencies and language barriers do not mix! Miscommunication and delays with limited English speaking callers risk life and property. With budgets tighter than ever, how can you staff for every possible language before the next emergency happens?

Since 1982, LanguageLine Solutions has provided on-demand interpreting to emergency responders, allowing them to understand the emergency and dispatch appropriate assistance. Whether the need is in the PSAP, in the field or even online, thousands of agencies rely on LanguageLine Solutions every day to provide the benefits of accurate, concise and confidential language support.

TELEPHONE INTERPRETING

- **Quality Interpreting:** Interpreters specifically trained for 911 bridge language and culture to extract vital information for dispatchers
- **24/7/365 Service:** Support whenever emergencies occur
- **Title VI Compliance:** Access to more than 200 languages ensures "meaningful access" to services, and improved community policing
- **On-demand Language Resources:** Supplement existing bilingual staff for maximum language coverage and cost-effective flexibility
- **Confidentiality:** Security-cleared interpreters ensure confidential, concise communication from a neutral third party

TRANSLATION AND LOCALIZATION

- **Improved Public Education:** Promote proper use of 911 by translating basic information into target languages for outreach and online needs
- **Consistent Message:** Improve community outreach and provide consistent public information across all languages
- **Prompt:** Hands-on project management ensures timely delivery of quality translations

LanguageLine AcademySM LANGUAGE PROFICIENCY TESTING AND TRAINING

- **Quality Control:** Ensure performance and justify pay differentials for your bilingual staff

LanguageU^o VIDEO INTERPRETING SOLUTIONS

- **ADA Compliance:** Support American Sign Language and foreign language interpreting needs via video
- **Compatibility:** Works with iPad, iPhone, Android, PC, Mac and other devices

Call today to find out more about how LanguageLine Solutions can help you bridge language barriers! 1-800-752-6096, or visit www.LanguageLine.com



FOR MORE INFORMATION:
www.LanguageLine.com / 1-800-752-6096



Attachment A1 Over-the-Phone Charges and Options

ENTERPRISE CONTRACT: Yes No CUSTOMER NUMBER:

INITIAL TERM: 12 months

CUSTOMER NAME: Blue Island Dispatch Center AFFILIATE NAME: Blue Island Dispatch Center

ENROLLMENT & SET-UP PACKAGES:

- One time set up charge for each client identification number, which includes a detailed monthly electronic statement waived \$275
- Each subsequent client identification number with corresponding statement..... \$125

PER MINUTE USAGE CHARGES/RATES:

- Price per minute for Language Line Services is based on the language requested and time of day.

TIERS	LANGUAGES	PEAK*	NON-PEAK*
1	Spanish	\$1.95	\$1.95
2	Chinese (Mandarin and Cantonese), French, Japanese, Polish, Russian, Vietnamese	\$1.95	\$1.95
3	Armenian, Cambodian, German, Haitian Creole, Italian, Korean, Portuguese	\$1.95	\$1.95
4	Farsi, Tagalog, Thai, Urdu and all other languages	\$1.95	\$1.95

- * Peak = 5 a.m. - 5 p.m. Monday – Friday
- ** Non-Peak = 5 p.m. - 5 a.m. Monday - Friday, weekends, and holidays (New Year's Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas).
- There is no charge for standard toll-free access to Language Line Services.
- Per minute rates do not include international calls.

VOLUME SURGE: Language Line Services reserves the right to assess a 15% surcharge for months in which defined surges in volume occur unless the customer has notified Language Line Services two weeks in advance of the anticipated increase. A volume surge is defined as a 10% increase in minutes of use from the previous day and the amount of increase is over 5,000 minutes per day.

Minimum charge per client identification number..... waived \$100 per client identification number

Platform access per call..... waived \$0.25 per call

FCC SURCHARGE AND FEES: Fees to third party telecommunications service providers that Language Line Services has or will pay to these third parties: surcharges, fees, taxes, payments to the Universal Service Administrative Company (USAC).

FINANCE CHARGE: Applied to any past due balances. Interest will accrue from the date on which payment is due at a rate equal to the lesser of 1.5% per month or the maximum rate permitted by applicable law.

PLEASE NOTE: This document is the sole document that reflects pricing for your account. This document must be signed by an authorized representative from your company. Pricing is only final upon a signature by an authorized officer of Language Line Services. Pricing changes will be made on next full monthly billing cycle.

BILLING OPTIONS:

- Electronic Bill FREE
- Hierarchical Bill /Month \$30/month
- Custom billing fee (per invoice, per month) \$30/invoice/month



Attachment A1 Over-the-Phone Charges and Options

- Historical Invoices over 90 days (per monthly invoice requested) \$30/invoice/month
- Paper Bill\$10

CUSTOM REPORTING OPTIONS:

- Custom Report Set-up (per hour) \$250/hour
- Custom report maintenance\$30/month

SERVICE OPTIONS:

- Custom 800 line maintenance\$30/month
- Custom 800 line set-up.....\$150
- Custom greeting maintenance\$30/month
- Custom greetings set-up.....\$50
- Custom recording for redirection of old/abandoned number set-up.....\$50
- Custom recording for redirection of old/abandoned number.....\$10/month
- Long distance dial out charge: Applied per dial out (in addition to per minute charges)\$5

OPTIONAL TRAINING ASSISTANCE AND MATERIALS:

- Buddy Tags (50 tags per set)\$50
- Customized reference and support materials development (per hour)\$179
- Desk top displays (each)\$11
- Language identification cards (each set of 50)\$49
- Posters (each)\$10
- Quick Reference Guides Wallet Cards (0-50).....\$10
- Quick Reference Guide Postcards (0-50).....\$10
- Quick Reference Guides and Wallet Cards (each additional set of 50)\$29
- Training / Awareness assistance (on site per day/per person)\$500
- Training / Awareness assistance (telephone/per session).....\$125

OPTIONAL INTERPRETER APPOINTMENT AT SPECIFIC TIME:

- Applied per appointment.....\$100
- Cancellation per appointment will be charge \$200 for any missed appointment \$200 per missed appointment

The person signing this agreement certifies that such person has read and acknowledged all terms and conditions, that he or she has read and understands all of the terms and conditions, and is fully authorized to execute this Agreement on behalf of and bind the Customer to all its terms and conditions. Both parties agree the delivery of the signed service agreement by facsimile or e-mail shall have the same force and effect of execution and delivery as the original signature.

SIGNATURES

Language Line Services, Inc.

Customer Name:

Accepted by (signature):

Accepted by (signature):

Name:

Name (type or print):

Title:

Title (type or print):

Date:

Date:

Prepared by and date:

ENTERPRISE CONTRACT: Yes No

INITIAL TERM: **12 mos**

CUSTOMER NUMBER:

CUSTOMER NAME (Parent Company): Blue Island Dispatch Center

CLIENT NAME (Affiliate): Blue Island Dispatch Center

Please complete both pages of this Attachment B and send a copy of it, the signed Agreement, a copy of your W-9 and if applicable a copy of your tax exempt certificate to Language Line Services, Inc, Attn: Contract Administration Department, 1 Lower Ragsdale Drive Building 2, Monterey, CA 93940.

OPERATIONS CONTACT

Name w/ Salutation:

Title:

Telephone:

Fax:

E-Mail:

Address:

City.

State.

Zip/Postal Code:

BILLING CONTACT

Same as operations contact

Name w/ Salutation:

Title:

Telephone:

Fax:

E-Mail:

Address:

City.

State.

Zip/Postal Code:

TRAINING CONTACT (if applicable)

Same as billing contact

Same as operations contact

Name w/ Salutation:

Title:

Telephone:

Fax:

E-Mail:

Address:

City. State. Zip/Postal Code:

The number of employees who will be trained to use the interpreter service (estimated):

Standard Industry Classification (SIC Code), if known

Tax Exempt: No Yes. If yes, please include a copy of tax exempt letter or certificate with application.

If applicable please include a copy of your Purchase Order and/or provide PO #:

Your prompt return of this form and the signed Service Agreement (if applicable) will ensure a speedy activation of your account

The person signing this agreement certifies that such person has read and acknowledged all terms and conditions, that he or she has read and understands all of the terms and conditions, and is fully authorized to execute this Agreement on behalf of and bind the Customer to all its terms and conditions. Both parties agree the delivery of the signed service agreement by facsimile or e-mail shall have the same force and effect of execution and delivery as the original signature.

SIGNATURES

Language Line Services, Inc.

Accepted by (signature): PO Attached

Accepted by (signature):

Name (type or print:

Name:

Title (type or print:

Title:

Date:

Date:

Prepared by: Phone/Fax:

ADOPTED this 25th day of August, 2015, pursuant to a roll call vote as follows:

	YES	NO	ABSENT	PRESENT	ABSTAIN
Alderman Hawley	X				
Alderman Poulos	X				
Alderman Vieyra	X				
Alderman Bilotto	X				
Alderman Rita	X				
Alderman Donahue	X				
Alderman Carr	X				
Alderman Slattery	X				
Alderman Ostling	X				
Alderman Pittman	X				
Alderman Johnson			X		
Alderman Frausto	X				
Alderman Thompson			X		
Alderman Johanson			X		
Mayor Vargas					
TOTAL	11		3		

APPROVED by the Mayor on August 25, 2015.

Domingo F. Vargas
 MAYOR OF THE CITY OF BLUE ISLAND,
 COUNTY OF COOK AND STATE OF ILLINOIS

ATTESTED and Filed in my office this

25th day of August, 2015.

Randy Heuser
 CITY CLERK