

RESOLUTION NO. 14-985

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF BLACK DIAMOND, KING COUNTY, WASHINGTON, AUTHORIZING THE MAYOR TO SIGN AN AGREEMENT WITH LANGUAGELINE SOLUTIONS FOR OVER THE PHONE INTERPRETATION

WHEREAS, the City of Black Diamond needs to have access to interpretive services when the need arises; and

WHEREAS, LanguageLine Solutions provides fully trained interpreters that can bridge the communication gap in over 170 languages;

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF BLACK DIAMOND, WASHINGTON, DOES RESOLVE AS FOLLOWS:

Section 1. The Mayor is hereby authorized to execute an Agreement between the City of Black Diamond and LanguageLine Solutions for over the phone interpretation, substantially in the form attached hereto as Exhibit A.

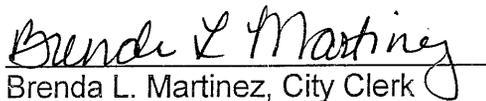
PASSED BY THE CITY COUNCIL OF THE CITY OF BLACK DIAMOND, WASHINGTON, AT A REGULAR MEETING THEREOF, THIS 6TH DAY OF NOVEMBER, 2014.

CITY OF BLACK DIAMOND:



Dave Gordon, Mayor

Attest:


Brenda L. Martinez, City Clerk



Attachment A1 Over-the-Phone Charges and Options

ENTERPRISE CONTRACT: Yes No CUSTOMER NUMBER: 1001

INITIAL TERM: Per Washington State Contract 03508c

CUSTOMER NAME State of Washington WSCA AFFILIATE NAME: Black Diamond Police Department

ENROLLMENT & SET-UP PACKAGES:

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

PER MINUTE USAGE CHARGES/RATES:

Price per minute for Language Line Services is rounded to nearest six second increment

TIERS	LANGUAGES	PEAK*	NON-PEAK*
1	Spanish	\$.98	\$.98
2	Chinese (Mandarin and Cantonese), French, Japanese, Polish, Russian, Vietnamese	\$.98	\$.98
3	Armenian, Cambodian, German, Haitian Creole, Italian, Korean, Portuguese	\$.98	\$.98
4	Farsi, Tagalog, Thai, Urdu and <u>all other languages</u>	\$.98	\$.98

- * 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 \$100 per client identification number(waived)
Platform access per call \$0.25 per call(waived)

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 (includes call detail and summary report in XL)FREE
- Hierarchical Bill /Month \$30/month
- Custom billing fee (per invoice, per month) \$30/invoice/month
- Historical Invoices over 90 days (per monthly invoice requested)..... \$30/invoice/month



Attachment A1 Over-the-Phone Charges and Options

Paper Bill.....\$1.75(waived per contract)

CUSTOM REPORTING OPTIONS: (Web based Password protected reporting available at no charge)

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

SERVICE OPTIONS: (Standard 800 line and greeting provided at no charge)

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

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. (section)

Customer Name: Black Diamond Police Department

Accepted by (signature): *LLS signs here*

Accepted by (signature): 

Name:

Name (type or print): *Dave Gordon*

Title:

Title (type or print): *Mayor*

Date:

Date: *11/7/14*

Prepared by and date: Rick Cummings October 13, 2014



Attachment A1 Over-the-Phone Charges and Options

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 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 (Waived)

OPTIONAL TRAINING ASSISTANCE AND MATERIALS:

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 Customized reference and support materials development (per hour) \$179
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SIGNATURES

Language Line Services, Inc. (section)

Customer Name: Black Diamond Police Department

Accepted by (signature): *LLS signs here* DocuSigned by:
Michael F. Schmidt
C489DFDE49407

Accepted by (signature): *Dave Gordon*

Name: Michael F. Schmidt

Name (type or print): *Dave Gordon*

Title: Chief Financial Officer

Title (type or print): *Mayor*

Date: 11/12/2014

Date: *11/7/14*

Prepared by and date: Rick Cummings October 13, 2014



Attachment B Client Contact and Profile

ENTERPRISE CONTRACT: Yes No

INITIAL TERM: Per Washington State Contract 03508c

CUSTOMER NUMBER: 1001

CUSTOMER NAME (Parent Company): State of Washington WSCA

CLIENT NAME (Affiliate): Black Diamond Police Department

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 LanguageLine Solutions, Attn: Contract Administration Department, 1 Lower Ragsdale Drive Building 2, Monterey, CA 93940.

OPERATIONS CONTACT

Name w/ Salutation: Commander Greg Goral

Title: Commander

Telephone: 253-631-1012

Fax: [Click here to enter text.](#)

E-Mail: ggoral@ci.blackdiamond.wa.us

Address: 25510 Lawson ST, PO BOX 309

City, State, Zip/Postal Code: Black Diamond, WA 98010

BILLING CONTACT

Same as operations contact

Name w/ Salutation: Debbie McGraw

Title: Records Manager

Telephone: 253-631-1012

Fax: 360-256-2901

E-Mail: dmcgraw@ci.blackdiamond.wa.us

Address: 25510 Lawson ST, PO BOX 309

City, State, Zip/Postal Code: Black Diamond, WA 98010

TRAINING CONTACT

Same as billing contact

Same as operations contact

Name w/ Salutation: [Click here to enter text.](#)

Title: [Click here to enter text.](#)

Telephone: [Click here to enter text.](#)

Fax: [Click here to enter text.](#)

E-Mail: [Click here to enter text.](#)

Address: [Click here to enter text.](#)

City, State, Zip/Postal Code: [Click here to enter text.](#)

PUBLIC RELATIONS CONTACT

Same as billing contact

Same as operations contact

Internal PR Contact

PR Firm Company



Attachment B Client Contact and Profile

Name w/ Salutation: [Click here to enter text.](#)

Title: [Click here to enter text.](#)

Telephone: [Click here to enter text.](#)

Fax: [Click here to enter text.](#)

E-Mail: [Click here to enter text.](#)

Address: [Click here to enter text.](#)

City, State, Zip/Postal Code: [Click here to enter text.](#)

The following information is requested to create a customer profile of your organization. Under your industry, please check all activities that best describe your operations requiring language interpretation. The profile information is very important and will be used to better serve your interpretation needs. All the information that you provide is kept strictly confidential.

FINANCIAL

- Bank
 - Branch and Telephone
 - Online/Interactive
- Collections
- Consumer Credit
 - Auto Finance
 - Credit Card
 - Mortgage/Home Equity
 - Personal Loans
 - Personal Credit
- Fraud/Loss/Stolen
- Personal Investment (retirement, annuities)
- Telesales
- Technical Support
- Trust/Asset (benefit/retirement plan)

GOVERNMENT

- Corrections
- Court
- Disaster Relief
- Employment
- Health and Human Services (Medical)
- Immigration
- Insurance

- Labor
- Military (Coast Guard, Army, Marines, etc.)
- Postal Services
- Poison Control
- Public Safety
 - 311 Non-emergencies
 - 911 Emergencies
 - Police/EMS
- Tax Services
- Transit (public transportation, vehicle services, etc.)
- Utilities (water, gas, electricity)

INSURANCE

- Claims Handling
 - Commercial
 - Property/Auto
 - Group Health
 - Group Life
 - Homeowner
 - Personal Auto
 - Personal Health
 - Personal Life
 - Worker's Compensation
- Customer Service
- Sales
- Underwriting

MANUFACTURING

- Consumer
- Market Research
- Product Registration
- Purchase/Resale of Equipment
- Sales Call
- Technical/Product Support
- Technician
- Telemarketing/Catalog
- Warranties/Service Calls

MEDICAL/HEALTH CARE

- Appointments
- Call Center
- Emergency Room
- General Patient Care
- HMO
- Information Surveys
- Pharmacy
- Professional Consultation
- Medical Claims/Billing
- Social Services
- Telemarketing

PUBLIC UTILITIES

- Billing/Collections
- Customer Service
- Telemarketing

TELECOMMUNICATIONS

- Billing (credit/collections, etc.)
- Card Service (phone, calling card, credit card)
- Customer Service (post-sales activities)
- Fraud (fraudulent or annoyance investigation)
- Operator Service
- Repair
- Sales (sales support, activation)
- Technical Support
- Telemarketing

TRANSPORTATION/TRAVEL/HOSPITALITY

- Customer Service
- Operations
- Reservation

MISCELLANEOUS

- Consulting
- Entertainment
- Legal
 - Private Law Firm
 - Private Paralegal
- Non-profit Organization
- Real Estate
- Retail

Other: [Click here to enter text.](#)

The number of employees who will be trained to use the interpreter service (estimated): [Click here to enter text.](#) 10

Standard Industry Classification (SIC Code), if known: [Click here to enter text.](#)

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



Attachment B
Client Contact and Profile

If applicable please include a copy of your Purchase Order.

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

If you have questions: email: customerservice@language.com or call 1-800-752-6096 or fax 1-800-821-9040

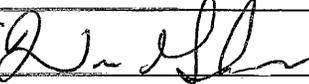
The person signing this agreement certifies that such person has read and acknowledged all terms and conditions, that he or she has read and understands all of the terms and conditions, and is fully authorized to execute this Agreement on behalf of and bind the Customer to all its terms and conditions. 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: Black Diamond Police Department

Accepted by (signature):

Accepted by (signature): 

Name:

Name (type or print): Dave Gordon

Title:

Title (type or print): Mayor

Date:

Date: 11/7/14

Prepared by and date: Rick Cummings October 13, 2014



Attachment B Client Contact and Profile

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SIGNATURES

Language Line Services, Inc.

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Accepted by (signature):

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Michael F. Schmidt
C899CFEED494D7

Accepted by (signature): *Dave Gordon*

Name: Michael F. Schmidt

Name (type or print): Dave Gordon

Title: Chief Financial officer

Title (type or print): Mayor

Date: 11/12/2014

Date: 11/7/14

Prepared by and date: Rick Cummings October 13, 2014