



## Legislation Details (With Text)

**File #:** 23-2802      **Version:** 1      **Name:**  
**Type:** Contract - Amendment      **Status:** Passed  
**File created:** 5/8/2023      **In control:** Commissioners Court  
**On agenda:** 5/16/2023      **Final action:** 5/16/2023  
**Title:** Request for approval of a renewal option with Masterword Services, Inc., at a cost of \$700,000; Language Line Services, Inc., \$700,000; GLOBO Language Solutions, LLC, \$300,000; and WorldWide Interpreters, Inc., \$300,000 for translation and interpretation for Harris County through April 4, 2024 (210374), Justification for 0% MWDBE Participation Goal: 0% - Minimal MWDBE Availability.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:** 1. 23-2802 Renewal Job No. 210374 Multiple Vendors.pdf

Date	Ver.	Action By	Action	Result
5/16/2023	1	Commissioners Court		

**Department:** Purchasing

**Department Head/Elected Official:** DeWight Dopslauf

**Regular or Supplemental RCA:** Regular RCA

**Type of Request:** Contract - Amendment

**Project ID (if applicable):** 210374

**Vendor/Entity Legal Name (if applicable):** Masterword Services, Inc.; Language Line Services, Inc.; GLOBO Language Solutions, LLC; WorldWide Interpreters, Inc.

**MWDBE Contracted Goal (if applicable):**0%

**MWDBE Current Participation (if applicable):** N/A

**Justification for 0% MWDBE Participation Goal:** 0% - Minimal MWDBE Availability

**Request Summary (Agenda Caption):**

Request for approval of a renewal option with Masterword Services, Inc., at a cost of \$700,000; Language Line Services, Inc., \$700,000; GLOBO Language Solutions, LLC, \$300,000; and WorldWide Interpreters, Inc., \$300,000 for translation and interpretation for Harris County through April 4, 2024 (210374), Justification for 0% MWDBE Participation Goal: 0% - Minimal MWDBE Availability.

**Background and Discussion:**

Request by the Office of the Purchasing Agent for approval of contract renewals with Masterword Services, Inc (\$700,000), Language Line Services, Inc. (\$700,000), GLOBO Language Solutions, LLC (\$300,000), Worldwide Interpreters, Inc. (\$300,000) for the Translation and Interpretation Services for the County for the period of April 5, 2023 - April 4, 2024, (210374)

As the most populous county in Texas and the third most populous county in the United States, a major international city, Houston and its environs is home to more than 100 ethnic groups and cultures. There has been increasing requests from various Departments seeking the services of document translators, in-person and over the phone interpreters. Most the departments are dealing with a substantial amount of highly confidential information. To keep up services with the increasing population, it is crucial to have a county-wide translation and interpretation services that will be available for the departments in delivering their essential services by communicating clearly and reliably with the public and naturalized residents from other countries.

Inaccurate translation or interpretation can cause a disconnect, whether on a legal document, an email, directive, or a policy brief. The interpreters and translators awarded are best able to provide the services with the needs of the county departments because they understand the confidentiality and security requirements and they know how to operate effectively in fast-paced environments with high expectations.

The most commonly found ancestry in Houston area are: African, Cambodian, Chinese, Cuban, Dutch, English, Filipino, French, German Greek, Guatemalan, Honduran, Hungarian, Irish, Italian, Japanese, Jewish, Korean, Mexican, Norwegian, Polish, Portuguese, Russian, Salvadoran, Scottish, Swedish, Thai, Ukrainian, and Vietnamese, etc.

**Expected Impact:**

Translation and interpretation services for all the Departments

**Alternative Options:****Alignment with Goal(s):**

- ☐ Justice and Safety
- ☐ Economic Opportunity
- ☐ Housing
- ☐ Public Health
- ☐ Transportation
- ☐ Flooding
- ☐ Environment
- ☒ Governance and Customer Service

**Prior Court Action** (if any):

Date	Agenda Item #	Action Taken
4/5/2022	242	Approval for Award

**Location:**

Address (if applicable):

Precinct(s): [Choose an item.](#)

**Fiscal and Personnel Summary**

Service Name	
--------------	--

	FY 23	FY 24	Next 3 FYs
<b>Incremental Expenditures (do NOT write values in thousands or millions)</b>			
Labor Expenditures	\$	\$	\$
Non-Labor Expenditures	\$	\$	\$
<b>Total Incremental Expenditures</b>	\$	\$	\$
<b>Funding Sources (do NOT write values in thousands or millions)</b>			
Existing Budget			
1000 - General Fund	\$	\$	\$
Choose an item.	\$	\$	\$
Choose an item.	\$	\$	\$
<b>Total Current Budget</b>	\$	\$	\$
Additional Budget Requested			
Choose an item.	\$	\$	\$
Choose an item.	\$	\$	\$
Choose an item.	\$	\$	\$
<b>Total Additional Budget Requested</b>	\$	\$	\$
<b>Total Funding Sources</b>	\$	\$	\$
<b>Personnel</b> (Fill out section only if requesting new PCNs)			
Current Position Count for Service	-	-	-
Additional Positions Requested	-	-	-
<b>Total Personnel</b>	-	-	-

**Anticipated Court Date: 5/16/2023**

**Anticipated Implementation Date (if different from Court date):**

**Emergency/Disaster Recovery Note:** Not an emergency, disaster, or COVID-19 related item

**Contact(s) name, title, department:** Matthew McGarrity, Senior Buyer; Purchasing

**Attachments** (if applicable):