



Decision Memo

Procurement Services Division

This form is required for all Professional Service Contracts over \$25,000 and as otherwise required by the Procurement Review Checklist.

Date: Dec 5, 2023

MinuteTraq (IQM2) ID #:

Department Requisition #: 923001/6194-1

Requesting Department: ETSB	Department Contact: Eve Kraus
Contact Email: etsb911@dupageco.org	Contact Phone: 630-550-7743
Vendor Name: Voiance Language Services	Vendor #: 20971

Action Requested - Identify the action to be taken and the total cost; for instance, approval of new contract, renew contract, increase contract, etc.

Request for Change Order #1 in the amount of \$10,000.00 to Voiance Language Services PO 923001/6194-1 to encumber additional funds in the County Finance software for payment of invoices through the remainder of the contract. The contract expires on January 31, 2024.

Summary Explanation/Background - Provide an executive summary of the action. Explain why it is necessary and what is to be accomplished.

Multiple invoices have been in dispute for calls that have been inaccurately recorded and invoiced by the vendor in FY23. The vendor has been working with staff to credit the open disputes to allow invoices for FY23 to be paid. During the reconciliation, it was noted that the service has seen a significant increase in usage, and therefore cost, since early 2023. In FY22, the annual usage was 23,728 minutes. In FY23, that usage increased to approximately 34,615 so a change order to add funds will be needed to meet the increased usage.

Strategic Impact

Financial Planning

Select one of the five strategic imperatives in the County's Strategic Plan this action will most impact and provide a brief explanation.

Interpretation Services are used by 9-1-1 telecommunicators when receiving 9-1-1 calls from individuals that do not speak English. The service ensures the needs of the individual are identified in a timely fashion and the proper personnel are dispatched to aid the individual. Language interpretation services are provided by Voiance and the current contract is scheduled to expire January 31, 2024.

Source Selection/Vetting Information - Describe method used to select source.

This is a change order to an existing service.

Recommendations/Alternatives - Describe staff recommendation and provide justification. Identify at least 2 other options to accomplish this request.

1. Approve Change Order #1 for payment and accounting of contractual obligations within the County finance software.
2. Deny Change Order #1 resulting in payment of invoices being delayed.

Fiscal Impact/Cost Summary - Include projected cost for each fiscal year, approved budget amount and account number, source of funds, and any future funding requirements along with any narrative.

This increase was an unbudgeted expense. A budget transfer from 4000-5820-53828: Contingencies will be utilized in the amount of \$10,000.00 to cover the remainder of the contract.