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: Aug 25, 2025

MinuteTraq (IQM2) ID #:

Department Requisition #: 924001/6848-1

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.

Recommendation for approval of Change Order #4 to PO 924001/6848-1 to encumber additional funds in the County finance software for payment of invoices through the remainder of the contract. Amount of request: $17,000.00.

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

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, 2026.

Strategic Impact

Quality of Life

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

Based on current usage at the time of approval of the purchase order, the estimated cost of this contract at a rate of $0.69 per minute used is approximately $50,000.00.The Public Safety Answering Points (PSAPs) have seen an increase in usage. This increase has led to higher monthly invoices than previously accounted for. The last rolling 12 months has seen a usage of 42,397 minutes or a monthly average of 3,533 minutes. For comparison, usage in 2018 was 14,685 minutes and in 2023 was 33,511 minutes.

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

This is a change to the current contract, no vetting is necessary.

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

1. Approve Change Order #4 for payment and accounting of contractual obligations within the County finance software.
2. Deny Change Order #4 and invoices would have to be paid with unencumbered funds.

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.

Sufficient funds exist in 4000-5820-53040 to cover $7,790.00. A budget transfer will be utilized in the amount of $3,000.00 from account 4000-5820-53830 to cover the remainder of the contract in FY25. Additional funds will be budgeted appropriately in the FY26 budget. This is a pay as you go service at the cost per minute rate. Increasing the obligation allows the invoices to be paid in a timely manner.