STATE OF CALIFORNIA
AGREEMENT SUMMARY
STD 215 (Rev. 05/2017)

1. CONTRACTOR’S NAME
Language Line Services, Inc.

3. AGENCY TRANSMITTING AGREEMENT
California Governor's Office of Emergency Services

6a. CONTRACT ANALYST NAME
Colleen Catabran

6b. EMAIL
colleen.catabran@caloes.ca.gov

7. HAS YOUR AGENCY CONTRACTED FOR THESE SERVICES BEFORE?
☑ Yes (If Yes, enter prior Contractor Name and Agreement Number)

PRIOR CONTRACTOR NAME
Can Talk (Canada)

PRIOR AGREEMENT NUMBER
3126702

8. BRIEF DESCRIPTION OF SERVICES
Language Line Services Amendment 3 – Time Only.

9. AGREEMENT OUTLINE (Include reason for Agreement: Identify specific problem, administrative requirement, program need or other circumstances making the Agreement necessary; include special or unusual terms and conditions.)

Language Line Services provides Cal OES with statewide foreign language emergency interpretation for the State’s 9-1-1 Emergency Telephone System Program. Agreement # 7003-3 Amendment 3 is for an extension through September 30, 2017 and is authorized under PCC Sections 1102 and 10340 (b)(1). Term of Agreement must be extended while initiating another (3) year contract. Lapse of service would jeopardize the safety of California residents.

FULLY EXECUTED

10. PAYMENT TERMS (More than one may apply)
☑ Itemized Invoice
☐ Monthly Flat Rate
☐ Quarterly
☐ Withhold _____ %
☐ One-Time Payment
☐ Progress Payment
☐ Advanced Payment Not To Exceed $ or _____ %
☐ Reimbursement / Revenue
☐ Other (Explain)

11. PROJECTED EXPENDITURES

<table>
<thead>
<tr>
<th>FUND TITLE</th>
<th>ITEM</th>
<th>FISCAL YEAR</th>
<th>CHAPTER</th>
<th>STATUTE</th>
<th>PROJECTED EXPENDITURES</th>
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<tbody>
<tr>
<td>SETNA</td>
<td>0690-101-0022</td>
<td>13/14</td>
<td>20</td>
<td>2013</td>
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<td>15/16</td>
<td>10</td>
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OBJECT CODE
702-04

AGREEMENT TOTAL $ 4,982,850.00

OPTIONAL USE
17000/7350

AMOUNT ENCUMBERED BY THIS DOCUMENT $ 0.00

PRIOR AMOUNT ENCUMBERED FOR THIS AGREEMENT $ 4,982,850.00

TOTAL AMOUNT ENCUMBERED TO DATE $ 4,982,850.00

I certify upon my own personal knowledge that the budgeted funds for the current budget year are available for the period and purpose of the expenditure stated above.

ACCOUNTING OFFICER’S SIGNATURE
Gema Daling

ACCOUNTING OFFICER’S NAME (Print or Type)

DATE SIGNED 5/24/17
STATE OF CALIFORNIA
AGREEMENT SUMMARY
STD 215 (Rev. 05/2017)

AGREEMENT NUMBER
SA7003-3/12-8669
AMENDMENT NUMBER
3

<table>
<thead>
<tr>
<th>12. AGREEMENT</th>
<th>TERM FROM</th>
<th>THROUGH</th>
<th>TOTAL COST OF THIS TRANSACTION</th>
<th>BID, SOLE SOURCE, EXEMPT</th>
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<tr>
<td>Original</td>
<td>06/12/2013</td>
<td>06/30/2013</td>
<td>$17,150.00</td>
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<tr>
<td>Amendment No. 1</td>
<td>07/01/2013</td>
<td>05/31/2016</td>
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<td>Amendment No. 2</td>
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<td>05/31/2017</td>
<td>$0.00</td>
<td>No-Cost Time Extension</td>
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<tr>
<td>Amendment No. 3</td>
<td>06/01/2017</td>
<td>09/30/2017</td>
<td>$0.00</td>
<td>No-Cost Time Extension</td>
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<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
<td><strong>$5,000,000.00</strong></td>
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</table>

13. BIDDING METHOD USED
☐ Request for Proposal (RFP) (Attach justification if secondary method is used)
☐ Use of Master Service Agreement
☐ Invitation for Bid (IFB)  ☐ Exempt from Bidding (Give authority for exempt status)
☐ Sole Source Contract (Attach STD. 821)
☐ Other (Explain) Emergency contract amendment per PCC 1102 and 10340 (b)(1).

Note: Proof of advertisement in the State Contracts Register or an approved form STD. 821, Contract Advertising Exemption Request, must be attached

14. SUMMARY OF BIDS (List of bidders, bid amount and small business status) (If an amendment, sole source, or exempt, leave blank)

15. IF AWARD OF AGREEMENT IS TO OTHER THAN THE LOWER BIDDER, EXPLAIN REASON(S) (If an amendment, sole source, or exempt, leave blank)

16. WHAT IS THE BASIS FOR DETERMINING THAT THE PRICE OR RATE IS REASONABLE?
This contract was originally competitively bid.

17a. JUSTIFICATION FOR CONTRACTING OUT (Check one)
☐ Contracting out is based on Government Code 19130(a). The State Personnel Board has been so notified.
☒ Contracting out is justified based on Government Code 19130(b). When this box is checked, a completed JUSTIFICATION - CALIFORNIA CODE OF REGULATIONS, TITLE 2, SECTION 547.60 must be attached to this document.

17b. EMPLOYEE BARGAINING UNIT NOTIFICATION
☒ By checking this box, I hereby certify compliance with Government Code section 19132(b)(1).

AUTHORIZED SIGNATURE
Colleen Catabran
SIGNER'S NAME (Print or Type)
DATE SIGNED
May 22, 2017

18. FOR AGREEMENTS IN EXCESS OF $5,000: Has the letting of the agreement been reported to the Department of Fair Employment and Housing?
☐ No ☒ Yes ☐ N/A

19. HAVE CONFLICT OF INTEREST ISSUES BEEN IDENTIFIED AND RESOLVED AS REQUIRED BY THE STATE CONTRACT MANUAL SECTION 7.10?
☐ No ☒ Yes ☐ N/A

20. FOR CONSULTING AGREEMENTS: Did you review any contractor evaluations on file with the DGS Legal Office?
☐ None on file ☐ No ☒ Yes ☐ N/A

21. IS A SIGNED COPY OF THE FOLLOWING ON FILE AT YOUR AGENCY FOR THIS CONTRACTOR?
A. Contractor Certification Clauses  B. STD 204 Vendor Data Record
☐ No ☒ Yes ☐ N/A ☐ No ☒ Yes ☐ N/A

22. REQUIRED RESOLUTIONS ARE ATTACHED
☐ No ☒ Yes ☐ N/A

24. IS THIS A SMALL BUSINESS AND/OR A DISABLED VETERAN BUSINESS CERTIFIED BY DGS?
☐ No ☒ Yes
SB/DVBE Certification Number:

23. ARE DISABLED VETERANS BUSINESS ENTERPRISE GOALS REQUIRED?
(If an amendment, explain changes if any)
The Contractor met the DVBE requirement using Brian B. Collins Enterprises, DVBE #1010038.

☐ No (Explain below) ☒ Yes % of Agreement

25. IS THIS AGREEMENT (WITH AMENDMENTS) FOR A PERIOD OF TIME LONGER THAN THREE YEARS?
☐ No ☒ Yes (If Yes, provide justification below)

Term of agreement must be extended while initiating another (3) year contract. Lapse of service would jeopardize the safety of California residents.

I certify that all copies of the referenced Agreement will conform to the original agreement sent to the Department of General Services.

SIGNATURE
M/\[Signature\]
NAME/TITLE (Print or Type)
Medsievich /Deputy Director
DATE SIGNED
5/25/2017
JUSTIFICATION - CALIFORNIA CODE OF REGULATIONS, TITLE 2, SECTION 547.60

In the space provided below, the undersigned authorized state representative documents, with specificity and detailed factual information, the reasons why the contract satisfies one or more of the conditions set forth in Government Code section 19130(b). Please specify the applicable subsection. Attach extra pages if necessary.

1) GOVERNMENT CODE SECTION 19130 (b)(3): The services contracted for are not available within civil service, cannot be performed satisfactorily by civil service employees, or are of such a highly specialized or technical nature that the expert knowledge, experience and ability are not available through the civil service system.

The large volume of 9-1-1 calls from non-English speaking residents or visitors to California, as well as the number of different languages needed makes it impossible for the 462 PSAPs in California to adequately staff their 9-1-1 centers with qualified staff that has the ability to interpret 9-1-1 calls. In 2011 there were 361,906 9-1-1 calls from non-English speakers who used interpreter services in 94 different languages; these calls require immediate connection to an interpreter under very stressful conditions. The statistics reflect the 2011 calendar year call data from the current statewide Foreign Language Emergency Interpretation Services contract. (See Attachment 1: 2011 Foreign Language Interpretation Statistics)

The State Personnel Board’s Bilingual Services Program Manager, Juana Lopez-Rodriguez, has indicated that there are no civil service classifications with the necessary skills and abilities to satisfy this need. (See Attachment 2: E-mail string from Juana Lopez-Rodriguez, SPB)

Without on-demand interpreter services available 24 hours a day, seven days a week, 365 days a year, the non-English speaking citizens and visitors in California are not effectively served by the agencies that respond to emergencies. While new technology has made it possible for 9-1-1 call centers to see the location of the caller on their computer screens, the particulars of an emergency situation cannot be seen and can only be communicated verbally. Verbal information regarding whether or not there are weapons involved or if a suspect is violent, hiding or left the scene, can affect the first responder’s safety and put them and the 9-1-1 caller in danger.

State of California, Government Code, Section 53112 “…At those ‘911’ public safety answering points serving an area where 5 percent or more of the population, in accordance with the latest United States census information, speak a specific primary language other than English, operators who speak each such other language, in addition to English, shall be on duty or available through interagency telephone conference procedures at all times for ‘911’ emergency services.”

California’s PSAPs are responsible for meeting this requirement either directly or by way of a conference call where the PSAP 9-1-1 call taker stays on the line throughout the entire 9-1-1 call.

2) GOVERNMENT CODE SECTION 19130 (b)(8): The contractor will provide equipment, materials, facilities, or support services that could not feasibly be provided by the state in the location where the services are to be performed.

It is not feasible for PSCO to create a facility staffed with civil service employees who can speak 94 different languages. It would be prohibitively costly for PSCO to duplicate a contractor’s equipment, materials, facilities and array of staff who speak hundreds of languages and are available around the clock 24 hours a day, 7 days a week, prepared to provide emergency translation services within seconds or minutes. Contractors can afford to do so because they serve more than one agency. They simultaneously serve multiple agencies throughout the state and nation. In order to meet the foreign language interpretation requirements, the contractor must have established equipment, materials, facilities, and employees to support providing interpretation services for a minimum of 94 different languages. The vendors in the foreign language interpreter industry provide these services nationwide to customers within local government agencies, other states, and countries. Additionally, the vendors employ interpreters that live throughout the world (i.e., England, Mexico, Canada, etc.).

The undersigned represents that, based upon his or her personal knowledge, information or belief the above justification correctly reflects the reasons why the contract satisfies Government Code section 19130(b).

<table>
<thead>
<tr>
<th>SIGNATURE</th>
<th>NAME/TITLE (Print or Type)</th>
<th>DATE SIGNED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colleen Catabran</td>
<td>Colleen Catabran, Contract Analyst</td>
<td>May 22, 2017</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PHONE NUMBER</th>
<th>STREET ADDRESS</th>
<th>CITY</th>
<th>STATE</th>
<th>ZIP</th>
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<tr>
<td>916-845-8161</td>
<td>3560 Schriever Avenue</td>
<td>Mather</td>
<td>CA</td>
<td>95655</td>
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