



DeKalb County
Department of Purchasing and Contracting
Change Order Request Form

User Department: Police Services	From: Purchasing & Contracting
RFP No. 20-500554	Title: Phone Interpreter Services (Multi-Year Contract)
Effective Date: January 1, 2021	Expiration Date: December 31, 2025
Contract APPROVED Amount: \$166,569.19	Number of Change Orders to Date: 1

Contractor(s)	Contract No.	Agrees to Extend
Propio LS, LLC	1343980	

User Department Recommendation: Renew ☐ Bid ☐ Increase ☒ Decrease ☐

Funding for Renewal Term: **\$70,000**

(Unused funds do not roll over to the next term. Provide the amount of funding necessary for the renewal term.)

Funding: General ☐ Enterprise ☐ 3 Digit Fund Code **215** SPLOST ☐ Category _____
CIP Line Item No. (if applicable): _____

Justification:

Propio Language Services provides interpreter services for the E911 Communications and DeKalb Police Departments. The interpreter services that Propio provides, allows callers to receive an appropriate response to their need for emergency services by ensuring that the language that they speak is translated so that the 911 operator or officer can understand them. The cost of interpreter services from Propio is approximately \$9,000 - \$10,000 per month and an additional amount of \$70,000 is needed to retain their services for the rest of 2025.

Carina Swain Digitally signed by Carina Swain
Date: 2025.04.21 14:14:08 -04'00'

4/21/2025

Department Director Signature

Date

For Use by Purchasing and Contracting:

Approve ☒

Deny ☐

Additional Comments:

Willie Moon Digitally signed by Willie Moon
Date: 2025.05.19 06:45:41 -04'00'

5/19/25

Purchasing and Contracting Signature

Date