TENTATIVE#1

WORK SESSION – DECEMBER 1, 2026, 4 P.M.

FOR

BALTIMORE COUNTY COUNCIL AGENDA
LEGISLATIVE SESSION 2026, LEGISLATIVE DAY NO. 22
DECEMBER 7, 2026 2:00 P.M.

CEB = CURRENT EXPENSE BUDGET
BY REQ. = AT REQUEST OF COUNTY EXECUTIVE

A. **CALL OF BILLS FOR FINAL READING AND VOTE**

NO BILLS

B. **BILLS FOR FIRST CONSIDERATION**

NO BILLS

C. **APPROVAL OF FISCAL MATTERS/CONTRACTS**

1. Amendment to Contract – Burns Septic Tank and Line Cleaning, Inc. – Septic tank, grease trap pumping & disposal services
2. Contract – Lion Totalcare, Inc. – Cleaning and repair services -Firefighter turn out gear
3. Contract – Pinnacle Strategies, LLC – One-stop operator services – American Job Centers and operations
4. Contract – Language Line Services, Inc. – On-call phone, remote video, document translation & localization and in-person interpretation services
5. Amendment #3 to Contract – Motorola Solutions, Inc. – Maintenance/support for P-25 public safety communication system

D. **MISCELLANEOUS BUSINESS**

NONE

BALTIMORE COUNTY COUNCIL
NOTES TO THE AGENDA
LEGISLATIVE SESSION 2026

Issued: November 25, 2026
Work Session: December 1, 2026
Legislative Day No. 22: December 7, 2026

The accompanying notes provide analysis of unaudited information obtained from the Administration and other sources; most notes for Administration-submitted agenda items are prepared primarily by the Office of the County Auditor, while most notes for Council-initiated agenda items are prepared primarily by the Office of the Legislative Counsel to the County Council.

OFFICE OF THE COUNTY AUDITOR

BALTIMORE COUNTY COUNCIL

December 7, 2026

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MISCELLANEOUS BUSINESS

None

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None

AGENDA
BALTIMORE COUNTY COUNCIL
LEGISLATIVE SESSION 2026, LEGISLATIVE DAY NO. 22
December 7, 2026 6:00 P.M.

CEB = CURRENT EXPENSE BUDGET
BY REQ. = AT REQUEST OF COUNTY EXECUTIVE

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CALL OF BILLS FOR FINAL READING AND VOTE

NO BILLS

BILLS FOR FIRST CONSIDERATION

NO BILLS

APPROVAL OF FISCAL MATTERS/CONTRACTS

DEBRA SHINDLE, CHIEF, PROPERTY MANAGEMENT

1 1. Amendment to Contract – Burns Septic Tank and Line Cleaning, Inc. – Septic tank, grease trap pumping & disposal services

CRAIG BIDINGER, BUREAU CHIEF, FIRE DEPARTMENT

6 2. Contract – Lion Totalcare, Inc. – Cleaning and repair services -Firefighter turn out gear

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13 4. Contract – Language Line Services, Inc. – On-call phone, remote video, document translation & localization and in-person interpretation services

CHRIS MARTIN, DIRECTOR, OFFICE OF INFORMATION TECHNOLOGY

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MISCELLANEOUS BUSINESS

NONE

Debra Shindle **Fiscal Note** December 7, 2026

FM-1 (Contract Amendment) **Council District(s) __All__**

Property Management

Septic Tank, Grease Trap Pumping & Disposal Services

The Administration is requesting approval of an amendment to a contract with Burns Septic Tank and Line Cleaning, Inc. to continue to provide septic tank, grease trap, and holding tank pumping and disposal services for various County-owned and/or operated property with septic containment or grease trap recovery systems (e.g., Loch Raven Fishing Center, Oregon Ridge Park, various senior centers). Property Management advised that the proposed amendment, which commences upon Council approval, is necessary because, based on prior contract usage, it estimates that the remaining compensation available under the existing compensation cap will be insufficient to meet anticipated service needs through the contract's expiration. The proposed amendment removes the existing compensation cap of $150,000 and does not include a specified not-to-exceed compensation amount; instead, total compensation is limited to the amount appropriated for these services for the entire contract term. Property Management advised that estimated compensation totals $166,427 for the entire 5-year and 4-month term, including the renewal and extension periods ($16,427 above the existing compensation cap). The contract commenced February 21, 2023. See Exhibit A.

Fiscal Summary

Funding Source	Current Maximum Compensation		Amended Estimated Compensation [2]	
County [1]	$ 150,000		$ 166,427	
State	--		--	
Federal	--		--	
Other	--		--	
Total	$ 150,000	[3]	$ 166,427	[4]

[1] General Fund Operating Budget and/or Capital Projects Fund.
[2] The proposed amendment removes the existing compensation cap and limits compensation to the amount appropriated for these services for the entire contract term.
[3] Current maximum compensation for the entire 5-year and 4-month term.
[4] Property Management's estimate for the entire 5-year and 4-month term, including the renewal and extension periods ($16,427 above the existing compensation cap).

Analysis

The contractor will continue to provide all labor, supervision, materials, tools, fuel, equipment, trucks, and incidentals necessary to pump, clean out, and dispose of all sewage waste from County-owned and/or operated property containing a septic tank, dry well, cesspool, or any septic containment system or grease trap recovery system. Septic tank services are provided at 24 locations (most locations serviced annually). Grease trap services are provided annually at 11 sites and monthly at the Westside Men's Shelter. Property Management advised that approximately 105,500 gallons of sewage is removed from the septic systems annually. Emergency services are needed to pump tanks when grinder pumps fail or when occasional backups occur at the outlets of the septic tanks. Septic tank and grease trap services are billed at $0.13 per gallon. The contractor will continue to provide other systems-related services at the Animal Services facility with rates of $55 monthly or $103 annually, and at the Westside Men's Shelter at a monthly rate of $195. The hourly rate for emergency services is $130 during regular hours and $195 after hours and on weekends and holidays.

On February 21, 2023, the Council approved the original 5-year and 4-month contract with compensation not to exceed $150,000. The contract expires February 20, 2028 unless extended. The proposed amendment, which commences upon Council approval, removes the existing compensation cap and limits compensation to the amount appropriated for these services for the

entire contract term; Property Management advised that estimated compensation totals $166,427 for the entire 5-year and 4-month term, including the renewal and extension periods (an increase of $16,427). Property Management advised that the proposed elimination of the existing compensation cap, rather than an increase in the cap to accommodate anticipated expenditures, is attributable to uncertainty regarding the amounts other County agencies will require under the contract. All other terms and conditions remain the same.

According to the County's financial system, as of November 25, 2026, expenditures under the contract totaled $90,190. Property Management advised that purchase orders issued under the contract totaled $124,505 but did not specify the value of services rendered to date, including amounts not yet paid. Property Management anticipates reaching the existing compensation cap by approximately July 1, 2027, but noted that other County agencies utilize the contract and that future emergency service needs cannot be anticipated.

Property Management advised that funding for these services is appropriated together with funding for other contracts in its Building Operations and Management program and that other agencies also utilize the contract. Property Management advised that approximately $16,000 is budgeted within its program for these services in FY 2027. The Office of Budget and Finance did not quantify total anticipated FY 2027 expenditures or total FY 2027 funding budgeted for these services across all applicable agencies and funding sources.

Prior to the commencement of each renewal period, the County may entertain a request for an escalation in unit prices in accordance with the Consumer Price Index – All Urban Consumers – United States Average – All Items (CPI-U), as published by the United States Department of Labor, Bureau of Labor Statistics at the time of the request, or up to a maximum 5% increase on the current pricing, whichever is lower. The County may terminate the agreement by providing 30 days prior written notice.

The County awarded the contract through a competitive procurement process based on low bid from three bids received. According to the bid documents, there was not an M/WBE participation requirement.

County Charter, Section 715, requires that "any contract must be approved by the County Council before it is executed if the contract is…for services for a term in excess of two years or involving the expenditure of more than $25,000 per year or such amount or term as may be set by legislative act of the county council." On October 19, 2026, the Council approved Bill 95-26, the Council

Action Modernization and Procedural Efficiency (CAMPE) Act (effective December 7, 2026), which revises these thresholds to a term in excess of three years or involving the expenditure of more than $150,000 per year.

EXECUTIVE SUMMARY

The Administration is requesting approval of an amendment to the contract for Burns Septic Tank and Line Cleaning, Inc. to provide septic tank and grease trap pumping and disposal services throughout Baltimore County.

As of October 21, 2026, there is $25,884.68 of the NTE available on this contract.
This contract has a (1) one-year renewal option on 2/20/2027. It will expire 2/20/2028 and will be competitively rebid.

Paragraph 2.3 of the Agreement shall be stricken in its entirety and the following shall be inserted in lieu thereof:

“In no event shall the compensation paid to the contractor exceed the sum of the County Council approved appropriation during the entire term of this Agreement including renewals thereof.”

All other terms, conditions and provisions of the Agreement remain in full force and effect.

Prepared By: Property Management

FM-2 (Contract) **Council District(s) All**

Fire Department

Cleaning and Repair Services – Firefighter Turnout Gear

The Administration is requesting approval of a contract with Lion Totalcare, Inc. to provide for the cleaning, repair, decontamination, and rental of turnout gear used by Baltimore County firefighters (career and volunteer) on an as-needed basis. The contract commences upon Council approval, continues through February 26, 2030, and will renew automatically for one additional 1-year period with the option to extend the initial term or any renewal term an additional 120 days. The contract provides that compensation may not exceed the amount appropriated for these services for the entire contract term. The Office of Budget and Finance, Purchasing Division advised that estimated compensation totals $993,000 for the entire approximate 4-year and 6½-month term, including the renewal and extension periods. See Exhibit A.

Fiscal Summary

Funding Source	Total Compensation	
County (1)	$ 993,000	
State	--	
Federal	--	
Other	--	
Total	$ 993,000	(2)

Notes

(1) General Fund Operating Budget.
(2) Purchasing Division's estimate for the entire approximate 4-year and 6½-month term.

Analysis

The contractor will clean, repair, decontaminate, and rent turnout gear used by Baltimore County firefighters (career and volunteer) on an as-needed basis. The contractor will provide decontamination and cleaning services for gear heavily soiled with fuel, oil, grease, paint, tar, biological contaminants, and any other hazardous material that requires special handling. The

cleaning, decontamination, and repair process must comply with National Fire Protection Association standards. These services will be provided at 20% off the contractor's list price. The Department advised that in no event will the contractor make a repair that would exceed 40% of the cost of the turnout gear. Equipment rental will also be subject to list price discounts from 3%-35% based on the type of equipment.

The contract commences upon Council approval, continues through February 26, 2030, and will renew automatically for one additional 1-year period with the option to extend the initial term or any renewal term an additional 120 days on the same terms and conditions, unless the County provides notice of non-renewal. The contract provides that compensation may not exceed the amount appropriated for these services for the entire contract term. The Purchasing Division advised that estimated compensation totals $993,000 for the entire approximate 4-year and 6½-month term, including the renewal and extension periods. The Purchasing Division further advised that anticipated FY 2027 expenditures are accommodated within the existing appropriation. The County may terminate the agreement by providing 30 days prior written notice.

The County awarded the contract as a cooperative procurement of an existing competitively-bid 5-year League of Oregon Cities (LOC)/National Purchasing Partners agreement with LION First Responders PPE, Inc. that was effective February 26, 2026. (The Purchasing Division advised that, while it is not required that Lion Totalcare, Inc. clean and repair its own gear, the contractor provides a number of other additional services, such as emergency loaner gear, an exclusive Ozone cleaning process, and an online gear tracking portal.) The Department advised that there is not an M/WBE participation requirement.

On July 5, 2022, the Council approved a similar 4-year and 1¼-month contract with Lion Totalcare, Inc. not to exceed $900,000; the contract expired August 11, 2026. According to the County's financial system, expenditures under the contract totaled $901,170, exceeding the Council-approved maximum compensation by $1,170. The Purchasing Division advised that, in an effort to address an issue with the tracking of purchase order amounts on the Workday financial system, staff increased the contract's compensation limit in the financial system from $900,000 to $955,070, inadvertently allowing expenditures to exceed the Council-approved maximum compensation.

The County also issued two purchase orders for similar services with Lion Totalcare, Inc., on October 6, 2026, and October 19, 2026. According to the County's financial system, as of November 13, 2026, combined expenditures under the purchase orders totaled $24,652. The

Department advised that it has not utilized and will not utilize additional services until a new contract is in place.

Although the Department initiated the contract replacement process nearly five months prior to expiration of the prior contract, procurement delays resulted in a lapse in contract coverage. Following expiration of the prior contract, the Fire Chief conducted a review of the contract replacement process and identified opportunities to strengthen the County's procurement and contract management policies and procedures. The review included recommendations to improve contract monitoring, clarify responsibilities, establish escalation protocols, and develop procedures to ensure continuity of services under contracts supporting critical County operations. With regard to the review's recommendations, the Purchasing Division further advised that it is modifying its recurring team meetings to include discussions of upcoming contract expirations and the establishment of timelines for procuring replacement goods and services.

County Charter, Section 715, requires that "any contract must be approved by the County Council before it is executed if the contract is…for services for a term in excess of two years or involving the expenditure of more than $25,000 per year or such amount or term as may be set by legislative act of the county council." On October 19, 2026, the Council approved Bill 95-26, the Council Action Modernization and Procedural Efficiency (CAMPE) Act (effective December 7, 2026), which revises these thresholds to a term in excess of three years or involving the expenditure of more than $150,000 per year. As previously mentioned, expenditures under the 2022 contract exceeded the Council-approved maximum compensation. Unlike the 2022 contract, the proposed contract does not establish a specified dollar limit on compensation, but instead limits compensation to the amount appropriated for these services.

EXECUTIVE SUMMARY

Baltimore County Fire Department
CONT-FIR-2026-2514

Budget: 001-016-CC160400-SC52020

The Baltimore County Fire Department is requesting approval of a contract with Lion Totalcare, Inc. for the cleaning, rental and repair services of fire fighter turn out gear. The Agreement is being awarded as a cooperative purchase against the League of Oregon Cities RFP No. 2555. The Agreement commences upon approval of the County Council and continues through February 26, 2030, at which time, the County may exercise an additional one-year renewal option. Funds will be encumbered by Purchase Order as needed and in no event shall the total compensation paid to the contractor exceed the County Council approved appropriation during the entire term, including renewals thereof.

Prepared by: Fire Department

FM-3 (Contract) **Council District(s) All**

Department of Economic and Workforce Development

One-Stop Operator Services – American Job Centers and Operations

The Administration is requesting approval of a contract with Pinnacle Strategies, LLC to provide support services at the County's three American Job Centers. The contract commences upon Council approval, continues for 1 year, and will renew automatically for four additional 1-year periods with the option to extend the initial term or any renewal term an additional 180 days. The contract provides that compensation may not exceed the amount of grant funds appropriated for these services for the entire contract term. The Department advised that estimated compensation totals $72,000 for the initial 1-year term and $360,000 for the entire 5-year and 6-month term, including the renewal and extension periods.

Fiscal Summary

Funding Source	Initial Term	Total Compensation
County	--	--
State	--	--
Federal(1)	$ 72,000	$ 360,000
Other	--	--
Total	$ 72,000 (2)	$ 360,000 (3)

Notes

(1) U.S. Department of Labor funds passed through the Maryland Department of Labor.
(2) Department's estimate for the initial 1-year term.
(3) Department's estimate for the entire 5-year and 6-month term.

Analysis

The federal Workforce Innovation and Opportunity Act (WIOA) requires that each local workforce area procure a One-Stop Operator (OSO) to coordinate effective, customer-centered service delivery by its partner agencies (e.g., Department of Social Services, Community College of Baltimore County, and Maryland Department of Labor) at its American Job Centers (AJCs). The County has three fixed-location AJCs (Hunt Valley, Eastpoint, and Liberty) and two mobile

centers. Each center offers career consultation and referrals to training and education, introductory computer skills classes, résumé preparation and guidance, work spaces and computer equipment to facilitate job searches, and assistance to employers with recruitment, specialized training, and outplacement.

The contractor will serve as the County's OSO; the OSO's responsibilities will include coordinating meetings of the Baltimore County Workforce Development Board's CAREER Team (the collective name of the partner agencies); collecting and analyzing operational data and preparing and presenting reports; and identifying and sharing best practices in order to better coordinate with workforce development service providers. The Department advised that 18,952 distinct individuals received services in FY 2026, including 358 customers who utilized WIOA services, more than 518 unemployment insurance recipients, and 3,601 Wagner-Peyser participants (i.e., individuals receiving employment services under the federal Wagner-Peyser Act). Services provided to these individuals included career counseling, adult basic education assessments, training services, job fair participation, professional development, and self-services. The Department estimates 400 customers (virtual and in-person) will utilize WIOA services during FY 2027.

The contract commences upon Council approval, continues for 1 year, and will renew automatically for four additional 1-year periods with the option to extend the initial term or any renewal term an additional 180 days on the same terms and conditions, unless the County provides notice of non-renewal. The contract provides that compensation may not exceed the amount of grant funds appropriated for these services for the entire contract term. The Department advised that estimated compensation totals $72,000 for the initial 1-year term and $360,000 for the entire 5-year and 6-month term, including the renewal and extension periods. The Department advised that anticipated FY 2027 expenditures total $36,000 (up to $18,000 under each of two federal WIOA grants for adult and dislocated worker services) and are accommodated within existing appropriations. The Department further advised that WIOA expenditures are allocated between the grants monthly based on the proportions of the respective populations served. The County may terminate the agreement by providing 30 days prior written notice.

The County awarded the contract through a competitive procurement process based on qualifications and experience from three proposals received. The Department advised that there is not a M/WBE participation requirement.

Federal regulations (20 CFR Section 678.605(a)) require the competitive selection of the OSO at least once every four years. The Department advised that it intends to conduct a competitive procurement process during the third renewal period of the proposed contract, with the fourth renewal period available in the event that the procurement process is unsuccessful.

On October 4, 2021, the Council approved a similar 4-year and 6-month contract not to exceed $400,000 with KRA Corporation. According to the County's financial system, expenditures under the contract totaled $212,500. The Department advised that the contract ended September 30, 2026.

The County's solicitation for a new OSO stated that "the WIOA regulations require that the [OSO] be procured no later than July 1, 2026." The Department advised that the County selected Pinnacle Strategies, LLC on August 12, 2026. The Department attributed the delay in selecting a contractor to scheduling conflicts among members of the review team. The Department further advised that the County issued a purchase order with KRA Corporation, the County's prior contractor, for the period July 1, 2026 through August 31, 2026. According to the County's financial system, expenditures under the purchase order totaled $8,333.

The Department advised that effective October 1, 2026, it temporarily designated an internal staff member as operator of record pending approval of the proposed contract. The Department advised that it notified the Maryland Department of Labor of the interim arrangement on September 4, 2026, and that the State did not request additional documentation. According to the Department, although OSO functions have been suspended, career center services to job seekers and employers have continued without interruption, and the Department's WIOA funding allocation for the program year has not been affected.

County Charter, Section 715, requires that "any contract must be approved by the County Council before it is executed if the contract is…for services for a term in excess of two years or involving the expenditure of more than $25,000 per year or such amount or term as may be set by legislative act of the county council." On October 19, 2026, the Council approved Bill 95-26, the Council Action Modernization and Procedural Efficiency (CAMPE) Act (effective December 7, 2026), which revises these thresholds to a term in excess of three years or involving the expenditure of more than $150,000 per year.

FM-4 (Contract) **Council District(s) All**

Office of Budget and Finance

On-Call Phone, Remote Video, Document Translation & Localization and In-Person Interpretation Services

The Administration is requesting approval of a contract with Language Line Services, Inc. to provide interpretation services for County agencies serving limited English proficiency (LEP) clients on an as-needed basis. The contract commences upon Council approval, continues through June 30, 2029, and will renew automatically for two additional 1-year periods with the option to extend the initial term or any renewal term an additional 120 days. The contract provides that compensation may not exceed the amount appropriated for these services for the entire contract term. The Office of Budget and Finance, Purchasing Division advised that estimated compensation totals $945,196 for the initial approximate 2-year and 7-month term and $1,798,921 for the entire approximate 4-year and 11-month term, including the renewal and extension periods. See Exhibit A.

Fiscal Summary

Funding Source	Initial Term		Total Compensation	
County (1)	$ 821,196		$ 1,562,921	
State (2)	124,000		236,000	
Federal	--		--	
Other	--		--	
Total	$ 945,196	(3)	$ 1,798,921	(4)

(1) General Fund Operating Budget.
(2) Maryland 911 Board Reimbursement Grant funds.
(3) Purchasing Division's estimate for the initial approximate 2-year and 7-month term.
(4) Purchasing Division's estimate for the entire approximate 4-year and 11-month term.

Analysis

The contractor will provide over-the-phone, video remote, document translation and localization (i.e., adapting digital content such as websites, online applications, etc. to a specific region's language), and in-person interpretation services for County agencies serving LEP clients on an as-needed basis. Most over-the-phone and video remote interpretation services are available 24 hours per day, 7 days per week. The Office advised that services will be available to all County agencies and that the 911 Communications Center will be the primary user of the contract. The Purchasing Division advised that when an agency's call-taker determines that an interpreter is required, a three-way call is established with the contractor who provides an appropriate interpreter; calls are generally connected to an interpreter in less than 1 minute, and 911 calls receive priority. The Purchasing Division further advised that County agencies handle an estimated 3,143 calls per month that require foreign language telephone interpretation services, which can be broken down across 4 accounts: 911 (632), Department of Health (2,164), Public Safety (291), and General Government (56). The Purchasing Division advised that the 911 Communications Center administers the contractor's invoices.

Contract fees are as follows:

- Over-the-Phone Interpretation: Per-minute rates for Spanish and all other languages are $0.54 and $0.65, respectively.
- Direct Response (pre-recorded greetings and menu options before connecting clients with an interpreter): Fees for standard and premium (customizable) in-language prompts are $350 and $650 per language, respectively, as well as a $150 per-line dedicated toll-free line fee.
- Video Interpretation: Per-minute rates for Spanish, all other spoken languages, and American Sign Language are $0.70, $0.80, and $1.25, respectively.
- On-Site Interpretation: Hourly rates are $75 to $200 based on language translated and standard hours/non-standard hours/emergency hours (including holidays) status. On-site interpretation services are subject to a 2-hour minimum, and virtual interpretation services are subject to a 1-hour minimum, charged at the applicable hourly rate. The County will also pay for a mileage reimbursement, charged at the prevailing IRS rate, the applicable hourly rate for one-way travel exceeding 60 miles, and parking and tolls, if applicable.

- Document Translation and Localization: Per-word rates are $0.10 to $0.26, depending on the language translated and the level of review desired. The County will pay a minimum charge of $75 for Spanish and $99 for all other offered languages. Hourly rates for proofreading, basic layout/formatting/desktop publishing, and localization engineering services are $60, $45, and $55, respectively. The County will also be charged a management fee of 10% of the invoice value. Estimated delivery time depends on the number of English words and ranges from 1 - 3 days for under 1,500 words to 8+ days for 7,501+ words. The County will also have access to Language Line's AI translation app, which has a translation rate of $0.02 per word and transcription rates ranging from $0.75 to $2.75 per minute.
- Equipment Purchases/Leases: Purchase prices range from $6 for wall splitters to $150 for a dual handset IP phone; leasing fees range from $4.50 to $12.50 per month, depending on the type of phone.
- Testing and Training for County staff: Test fees are $105 to $225, depending on the type and number of tests; training course fees are $175 to $805, depending on the delivery method and number of courses. The Purchasing Division advised that it does not plan to utilize these services.
- Communication Access Real-time Translation (CART) and Live Captioning: Hourly rates for remote CART and live captioning/translating are $120 to $1,500 and $45 to $375, respectively, depending on the language and whether the translation is human or automated. The Purchasing Division advised that it does not plan to utilize these services.

The Purchasing Division advised that certain unit prices under the proposed contract are lower than those under the County's existing contract and that the proposed contract includes certain services that the County has not previously utilized.

As noted, the proposed contract includes AI-based translation services at a rate of $0.02 per word, compared to rates ranging from $0.10 to $0.26 per word for conventional document translation services. The Purchasing Division advised that the County has not explored the potential utilization of AI-based translation services and that the estimated compensation under the proposed contract does not account for the potential utilization of such services.

The contract commences upon Council approval, continues through June 30, 2029, and will renew automatically for two additional 1-year periods with the option to extend the initial term or any renewal term an additional 120 days on the same terms and conditions, unless the County provides notice of non-renewal. The contract provides that compensation may not exceed the

amount appropriated for these services for the entire contract term. The Purchasing Division advised that estimated compensation totals $945,196 for the initial approximate 2-year and 7-month term and $1,798,921 for the entire approximate 4-year and 11-month term, including the renewal and extension periods. The County may terminate the agreement by providing 30 days prior written notice.

The Purchasing Division advised that its compensation estimates are based on historical utilization of services. According to the Purchasing Division, expenditures for these services during the first three months of FY 2027 totaled $94,414. Based on expenditures during this period, the Purchasing Division projects FY 2027 expenditures of approximately $377,675. The Purchasing Division did not specify the amount of funding budgeted for these services in FY 2027 by funding source or confirm whether such funding is sufficient to accommodate anticipated expenditures.

The County awarded the contract as a cooperative procurement of an existing competitively-bid Region 4 Education Service Center (ESC) 5-year agreement on behalf of Omnia Partners, Public Sector that was effective July 1, 2026. The Purchasing Division advised that the underlying cooperative purchasing agreement provides for an extension by mutual consent on a month-to-month basis for the lesser of six months or the time necessary to complete a new solicitation. The Office advised that there is not an M/WBE participation requirement.

On July 3, 2023, the Council approved a similar 3-year and 10-month contract, then estimated to total $958,000, with Language Line Services, Inc. for interpretation and translation services. The contract expires December 31, 2026. According to the County's financial system, as of November 13, 2026, expenditures under this contract totaled $1,158,627.

On July 1, 2024, the Council approved two similar 5-year and 3-month contracts with Schreiber Translations, Inc. and Daniel Shamebo Sabore DBA Languages Translation Services for interpretation and translation services, with the Department of Health and Human Services as the primary user. The contract with Schreiber Translations, Inc expires June 30, 2029, and the contract with Daniel Shamebo Sabore DBA Languages Translation Services expired June 30, 2026. According to the County's financial system, as of November 13, 2026, expenditures under the contracts totaled $156,591: $156,051 to Schreiber Translations, Inc. and $540 to Daniel Shamebo Sabore DBA Languages Translation Services. The Purchasing Division advised that there is overlap in the services available under the proposed contract and the County's other interpretation services contract, although the proposed contract provides for priority handling of

911 calls. The Purchasing Division further advised that the County does not anticipate utilizing in-person interpretation services under the proposed contract, as the rates available under the Schreiber contract are more advantageous. According to the Purchasing Division, County agencies should consider pricing and then availability when selecting between contractors providing comparable services.

The Office previously advised that Language Line Services, Inc. has been providing foreign language interpretation services to the County since 1999; prior to 1999, AT&T Language Line Services (the same company under different ownership) provided the services.

County Charter, Section 715, requires that "any contract must be approved by the County Council before it is executed if the contract is…for services for a term in excess of two years or involving the expenditure of more than $25,000 per year or such amount or term as may be set by legislative act of the county council." On October 19, 2026, the Council approved Bill 95-26, the Council Action Modernization and Procedural Efficiency (CAMPE) Act (effective December 7, 2026), which revises these thresholds to a term in excess of three years or involving the expenditure of more than $150,000 per year.

EXECUTIVE SUMMARY

Interpretation and Translation Services, Language Line Services, Inc.

This Contract provides for Over-the-Phone, Video Remote, Document Translation & Localization and In-Person Interpretation Services (from English and to English) through Language Line Services, Inc. Services will be ordered on an as needed basis for Limited English Proficiency (LEP) clients in Baltimore County, Maryland.

This Contract has been established as the result of an existing, competitively bid, Cooperative Purchasing Agreement through Omnia Partners. The Region 4 Education Service Center (public entity based in Houston, Texas) served as the lead agency on the procurement.

The term of the Agreement shall commence upon approval of the Baltimore County Council and continue through June 30, 2029. The Agreement contains two (2) one-year renewal options, and the option to extend for an additional 120-days (October 29, 2031 maximum term after all renewals and extension). In no event shall the total compensation paid to the Contractor exceed the sum of the County Council approved appropriation during the entire term of the Agreement, including renewals thereof.

This Contract is a Countywide Contract, with the 911 Communications Center serving as the primary user of the Agreement. Funds will be encumbered by Purchase Orders on an as needed basis.

Prepared by: Office of Budget and Finance

FM-5 (3rd Amendment to Contract) **Council District(s)** __All__

Office of Information Technology

Maintenance/Support for P-25 Public Safety Communication System

The Administration is requesting approval of a third amendment to a contract with Motorola Solutions, Inc. to continue to provide support, maintenance, and upgrades for the County's Public Safety Digital Voice and Data Radio System. The Office advised that the proposed third amendment, which commences upon Council approval, is necessary for operational stability and the continuity of critical services, as well as to provide time for the County to negotiate a new, combined contract for products and services currently provided under two separate contracts. The proposed third amendment removes the existing compensation cap of $21,400,000 and does not include a specific not-to-exceed compensation amount; instead, total compensation is limited to the amount appropriated to these services for the entire contract term. The proposed third amendment also provides for four additional one-year renewal periods through August 31, 2032. The Office advised that the contract will end upon execution of a replacement agreement or August 31, 2032, whichever occurs first. The Office further advised that estimated compensation totals $35,400,000 for the entire amended 19-year and 7-month term, including the renewal periods (an amount $14,000,000 above the existing not-to-exceed compensation amount). The contract commenced February 4, 2013. See Exhibit A.

Fiscal Summary

Funding Source	Current Maximum Compensation		Amended Estimated Compensation [2]	
County [1]	$ 21,400,000		$ 35,400,000	
State	--		--	
Federal	--		--	
Other	--		--	
Total	$ 21,400,000	[3]	$ 35,400,000	[4]

[1] General Fund Operating Budget and Capital Projects Fund (Enhanced Productivity Thru Technology project and Metropolitan District funds).
[2] The proposed amendment removes the existing compensation cap and limits compensation to the amount appropriated for these services for the entire contract term.
[3] Current maximum compensation for the entire 15-year and 7-month term.
[4] Office's estimate for the entire amended 19-year and 7-month term, including the renewal periods; amount exceeds the previous maximum compensation by $14,000,000.

Analysis

The County's 800 MHz trunked public safety radio communications system provides both voice and dispatch-related data communications from the County's 911 Call Center to Law Enforcement, Fire, and Rescue personnel, and is also used by other County agencies including the Departments of Aging, Corrections, and Public Works & Transportation. In addition, the communications system allows the County to have the highest level of interoperability and communications with the public safety community in surrounding jurisdictions.

The contractor will continue to provide high performance data, voice and console system infrastructure support and software maintenance services, security monitoring and update services, tenser channel bank services (which control communications), Central Maryland Area Radio Communications system services, and system upgrade and maintenance services. The Office previously advised that this long-term service and support agreement will ensure that the County's investment in its radio communications and 911 Call Center systems is protected and will enhance public safety services for County residents.

On February 4, 2013, the Council approved the original 4-year and 7-month contract with compensation not to exceed $7,191,888. On August 7, 2017, the Council approved the first

amendment to the contract, which extended the contract for an additional 5 years, from September 1, 2017 to August 31, 2022. The first amendment also increased the compensation cap by $8,870,170, from $7,191,888 to $16,062,038, for the entire 9-year and 7-month contract term. On August 1, 2022, the Council approved a second amendment to the contract, which extended the contract for an additional 6 years, from September 1, 2022 to August 31, 2028. The second amendment also increased the compensation cap by $5,337,962, from $16,062,038 to $21,400,000, for the entire 15-year and 7-month contract term.

The proposed third amendment, which commences upon Council approval, provides for four additional one-year renewal periods through August 31, 2032. The Office advised that the contract will end no later than August 31, 2032, or earlier upon execution of a replacement agreement, The proposed amendment removes the existing compensation cap of $21,400,000 and limits compensation to the amount appropriated for these services for the entire contract term. The Office advised that estimated compensation totals $35,400,000 (including approximately $2.6 million in contingency funds) for the entire 19-year and 7-month term, including the renewal periods (an amount $14,000,000 above the existing compensation cap). All other terms and conditions remain the same.

The Office advised that as of November 25, 2026, the County had incurred costs totaling $21,373,217 under the contract. Thus, $26,783 (0.1%) remains under the existing compensation cap, although approximately 21 months remain in the current contract term. The Office attributed the near exhaustion of the existing compensation cap to annual maintenance and support costs for the P-25 radio system and Verint logging recorder system. The Office advised that the remaining compensation is not expected to be exhausted until the next annual support renewal cycle begins and that Council action on the proposed amendment could be deferred until December 21, 2026 without adversely affecting County operations.

The Office advised that it is proposing to eliminate the compensation cap, rather than increase it to accommodate anticipated expenditures, given the multi-year nature of its projects and its understanding that fiscal control is maintained through the Council's annual review and approval of appropriations. Although the Office identified funding within its Electronic Services cost center, the Office did not quantify the total funding currently available for expenditures under the contract across all applicable funding sources or the extent to which expenditures under the amended contract could be incurred without further appropriation by the Council.

The County awarded the original contract on a sole-source basis. The Office previously advised that the software and hardware are proprietary, and any maintenance performed by anyone other than Motorola Solutions, Inc. would void all warranties on the software and equipment defined in the contract. The County may terminate the agreement by providing 30 days prior written notice.

The County currently has two other contracts with Motorola Solutions, Inc.: (1) to provide equipment, parts, and maintenance for the 800 MHz radio system (compensation is limited to the amount appropriated; the County's financial system indicated that as of November 25, 2026, $62,520,203 has been expended under the contract since April 28, 2008); (2) and to provide equipment, software, installation, and maintenance for the County's fire station alerting system (compensation is limited to the amount appropriated; the County's financial system indicated that as of November 25, 2026, $361,989 has been expended under the contract since April 21, 2025).

The Office advised that it intends to consolidate the contract being amended and the aforementioned contract for 800 MHz radio equipment, parts, and maintenance to streamline contract administration and oversight and reduce the potential for confusion or errors associated with maintaining separate agreements. According to the Office, formal negotiations have not yet commenced but are anticipated to begin in November 2027, with a replacement agreement anticipated to be presented to the Council before March 2032. The Office advised that the four additional one-year renewal options provided for in the proposed amendment are intended to ensure continuity of services during the negotiation, review, approval, and execution of a consolidated replacement agreement, given the complexity of the agreements, competing operational priorities, and the time required for internal review and Council approval.

County Charter, Section 902(f), states that "when… [competitive] bidding is not appropriate, a contract shall be awarded only by competitive negotiations, unless such negotiations are not feasible. When neither competitive bidding nor competitive negotiations are feasible, contracts may be awarded by noncompetitive negotiations."

County Charter, Section 715, requires that "any contract must be approved by the County Council before it is executed if the contract is…for services for a term in excess of two years or involving the expenditure of more than $25,000 per year or such amount or term as may be set by legislative act of the county council." On October 19, 2026, the Council approved Bill 95-26, the Council Action Modernization and Procedural Efficiency (CAMPE) Act (effective December 7, 2026), which revises these thresholds to a term in excess of three years or involving the expenditure of more than $150,000 per year.

EXECUTIVE SUMMARY

Summary – This fiscal matter is for the approval of amendment of SCON-10000050 with Motorola for continued maintenance and support of the County's P-25 public safety communication system. The amendment removes the existing compensation cap and adds four additional one-year renewal option to ensure continuity.

History – The Agreement has historically supported essential maintenance, upgrades, and technical services required to sustain the County's Motorola P-25 communication infrastructure. Pricing under the Agreement has remained consistent and predictable over its lifecycle, without irregular cost variations. The existing not-to-exceed cap no longer aligns with annual appropriation practices, necessitating structural adjustment. Extending the renewal options provides the County with operational stability and the ability to maintain continuity for systems that cannot risk interruption.

Purpose – The purpose of this amendment is to remove the outdated compensation cap and align expenditures with County Council approved appropriations for each applicable fiscal year. And to extend the contract term by an additional four one-year renewal options to support uninterrupted service for mission-critical public safety systems and long-term operational planning.

Fiscal Impact – Funds will be encumbered by Purchase Order and shall not exceed the sum of the County Council approved appropriation during the entire term, including renewals thereof. All work performed will be requested and overseen by the Office of Information Technology and any applicable using agency.

Prepared By: Office of Information Technology