

3299

2011-2012 Regular Sessions

I N A S S E M B L Y

January 24, 2011

Introduced by M. of A. BRENNAN -- read once and referred to the Committee on Corporations, Authorities and Commissions

AN ACT to amend the state finance law and the public authorities law, in relation to requiring the provision of telephone customer service in the Spanish language

THE PEOPLE OF THE STATE OF NEW YORK, REPRESENTED IN SENATE AND ASSEMBLY, DO ENACT AS FOLLOWS:

1 Section 1. The state finance law is amended by adding a new section
2 139-1 to read as follows:

3 S 139-1. TELEPHONE CUSTOMER SERVICE CONTRACTS. NOTWITHSTANDING ANY
4 PROVISION OF LAW TO THE CONTRARY, ALL CONTRACTS, WITH A VALUE OF ONE
5 MILLION DOLLARS OR MORE, MADE AND AWARDED BY THE STATE OR ANY ENTITY
6 THEREOF, ANY PUBLIC BENEFIT CORPORATION, OR ANY PUBLIC AUTHORITY PROVID-
7 ING FOR THE PROVISION OF CUSTOMER SERVICE ON BEHALF OF THE STATE, ANY
8 ENTITY THEREOF, A PUBLIC BENEFIT CORPORATION OR A PUBLIC AUTHORITY BY
9 MEANS OF TELEPHONE BY A CONTRACTOR OR SUBCONTRACTOR, WHEN SUCH SERVICE
10 IS TO BE PROVIDED IN THE ENGLISH LANGUAGE, SHALL REQUIRE THAT CUSTOMER
11 SERVICE ALSO BE PROVIDED IN THE SPANISH LANGUAGE.

12 S 2. The public authorities law is amended by adding a new section
13 2881 to read as follows:

14 S 2881. TELEPHONE CUSTOMER SERVICE CONTRACTS. NOTWITHSTANDING ANY
15 PROVISION OF LAW TO THE CONTRARY, ALL CONTRACTS, WITH A VALUE OF ONE
16 MILLION DOLLARS OR MORE, MADE AND AWARDED BY ANY PUBLIC AUTHORITY
17 CREATED BY THE STATE OR ANY POLITICAL SUBDIVISION PROVIDING FOR THE
18 PROVISION OF CUSTOMER SERVICE ON BEHALF OF SUCH PUBLIC AUTHORITY BY
19 MEANS OF TELEPHONE BY A CONTRACTOR OR SUBCONTRACTOR, WHEN SUCH SERVICE
20 IS TO BE PROVIDED IN THE ENGLISH LANGUAGE, SHALL REQUIRE THAT CUSTOMER
21 SERVICE ALSO BE PROVIDED IN THE SPANISH LANGUAGE.

22 S 3. This act shall take effect on the thirtieth day after it shall
23 have become a law and shall apply to all contracts awarded or in effect
24 on or after such effective date.

EXPLANATION--Matter in ITALICS (underscored) is new; matter in brackets
[] is old law to be omitted.

LBD06046-01-1