



**CITY OF HOUSTON - CITY COUNCIL**

Meeting Date:

Item Creation Date: 10/3/2022

T26260.A1 - Language Interpretation Services (Cyracom International, Inc) -  
ORDINANCE

Agenda Item#:

**Background:**

**T26260.A1 -Approve an amending ordinance to Ordinance No. 2018-0348, passed on April 25, 2018 to increase the maximum contract amount from \$718,200.00 to \$1,005,480 for the contract (4600015278) between the City of Houston and Cyracom International, Inc for language interpretation services for the Houston Emergency Center (HEC).**

**Specific Explanation:**

The Director of the Houston Emergency Center and the Interim Chief Procurement Officer recommend that City Council approve an amending ordinance to increase the maximum contract amount from \$718,200.00 to \$1,005,480 for the contract between the City of Houston and Cyracom International, Inc for language interpretation services.

This contract was awarded on April 25, 2018, by Ordinance No. 2018-0348, for a five-year term, with two (2) one-year options in the original amount of \$718,200.00. Expenditures as of September 21, 2022 totaled \$718,200.00.

The original contract forecasted an average usage of \$8,550 per month over the 84-month contract term. Beginning in 2020 HEC began to see steady increases in the number of language line utilizations and minutes used for translation. By the end of 2020 the average usage increased to approximately \$13,000 per month for approximately 3,200 calls to the service per month and 20,000 minutes used. Over 2021 additional usage increased as more language translation services were required due to a non-English speaking population influx and fewer HEC call takers were available to take Spanish calls. By the end of 2021 HEC was averaging over 5,000 calls and 34,000 minutes used per month for language translation services for 911 emergency calls at a cost of approximately \$20,000 per month. Although the usage has begun to stabilize now, the usage has been significantly higher than the original estimated so these additional funds are needed to continue these emergency services. HEC is working with SPD on a new RFP for an early contract renewal.

The scope of work requires the contractor to provide 24-hour a day, seven (7) days per week, 365 days per year interpretation services for callers to the emergency 911 services that speak various languages such as:

- Spanish
- Vietnamese
- Mandarin and/or Cantonese
- Korean
- Arabic
- Germany
- French
- Lgbo

The contractor also provides a web portal that is used by the City to access information related to the contract and billing. In addition, the contractor maintains the utmost courtesy when conversing with an emergency caller and the City of Houston call taker.


**M/WBE Participation:**

Zero-Percentage Goal document approved by the Office of Business Opportunity.

**Fiscal Note:**

Funding for this item will be included in the FY2023 Budget. Therefore, no fiscal note is required as stated in the Financial Policies.

DocuSigned by:  
  
 6121834A077C41A...

DocuSigned by:  
  
 FE5CD5AD41E94FF...

**Jedediah Greenfield**  
Interim Chief Procurement Officer

**Department Approval Authority**

10/18/2022

10/17/2022

<b>Estimated Spending Authority</b>			
<b>DEPARTMENT</b>	<b>FY2023</b>	<b>OUT YEARS</b>	<b>TOTAL</b>
Houston Emergency Center	\$240,000.00	\$47,280.00	\$287,280.00

-

**Prior Council Action:**

Ordinance No. 2018-0348, Passed on April 25, 2018

-

**Amount and Source of Funding:****\$287,280.00** - Houston Emergency Center Fund (2205)**Contact Information:**

<b>Name</b>	<b>Dept. / Division</b>	<b>Phone</b>
Yesenia Chuca, Division Manager	FIN/SPD	(832) 393-8727
Maira Artola, Sr. Procurement Specialist	FIN/SPD	(832) 393-8724
Jane Nyambura, Division Manager	HEC	(832) 393-2793

**ATTACHMENTS:**

<b>Description</b>	<b>Type</b>
Certificate of Funds	Budget/CM Amendment
COI	Backup Material
Ordinance	Backup Material
Executed Contract	Backup Material
Initial RCA	Backup Material
Ownership Information Forms	Backup Material