



CITY OF HOUSTON - CITY COUNCIL

Meeting Date:

ALL

Item Creation Date:

T26260.A2 - Language Interpretation Services (Cyracom International, Inc) -
ORDINANCE

Agenda Item#:

Background:

S80-T26260.A2 -Approve an amending ordinance to Ord. No. 2018-0348, passed on April 25, 2018, as amended by Ord. No. 2022-0866 on November 2, 2022 to increase the maximum contract amount from \$1,005,480.00 to \$1,145,480.00 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 Chief Procurement Officer recommend that City Council approve an amending ordinance to increase the maximum contract amount from \$1,005,480.00 to \$1,145,480.00 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. On November 2, 2022, by ordinance 2022-0866, the spending authority was increased to \$1,005,480.00. As of August 16, 2023, the expenditures have totaled \$1,005,480.00. HEC now seeks to increase the maximum contract amount to \$1,145,480.00 to continue to provide interpretation services.

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. 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. The usage has been significantly higher than the original estimate, 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 is included in the FY2024 Adopted Budget. Therefore, no fiscal note is required as stated in the Financial Policies.

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Jedediah Greenfield
Chief Procurement Officer
Finance/Strategic Procurement

Department Approval Authority

8/29/2023

8/28/2023

Division

| Estimated Spending Authority | | | |
|------------------------------|--------------|-----------|--------------|
| Departments | FY2024 | Out-Years | Award Amount |
| Houston Emergency Center | \$140,000.00 | \$0.00 | \$140,000.00 |

Prior Council Action:

Ordinance No. 2018-0348, Passed on April 25, 2018
 Ordinance No. 2022-0866, Passed on November 2, 2022

Amount and Source of Funding:

\$140,000.00 - Houston Emergency Center Fund (2205)

Contact Information:

| Name | Dep/Division | Phone No.: |
|--|--------------|----------------|
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| Candice Gambrell, Assistant Director | Finance /SPD | (832) 393-9129 |
| Jedediah Greenfield, Chief Procurement Officer | Finance/SPD | (832) 393-9126 |

ATTACHMENTS:

| Description | Type |
|------------------------|-----------------------|
| Certification of Funds | Financial Information |
| COI | Backup Material |
| Ordinance 2018-348 | Backup Material |
| Ordinance 2022-866 | Backup Material |
| Previous RCA | Backup Material |
| Cyracom Contract | Backup Material |
| Ownership Information | Backup Material |