

City and County of San Francisco
London N. Breed, Mayor



Office of the City Administrator
Carmen Chu, City Administrator
Sailaja Kurella, Acting Director
Office of Contract Administration/Purchasing

DATE: November 8, 2021
TO: Angela Calvillo, Clerk of the Board
FROM: Sailaja Kurella, Acting Director of Office of Contract Administration (OCA) and Purchaser ^{SK}
SUBJECT: **Resolution to approve amendment to Term Contract 99300—Telephonic Interpretation Services with Language Line Services, Inc.**

Enclosed is the resolution authorizing an amendment to Term Contract 99300 with Language Line, Inc. (“Language Line”) increasing the contract amount by \$3,279,000 for a total not-to-exceed (“NTE”) amount of \$13,179,000; and to extend term by six months, to July 31, 2022, for a total contract duration of four years.

The Office of Contract Administration (“OCA”) conducted a solicitation for a Citywide as-needed term contract for the provision of telephonic interpretation services in 2018, and Language Line was awarded the agreement, with an initial contract NTE amount of \$4,000,000 and duration of two years, from August 1, 2018 to July 31, 2020. Due to heavy utilization by City departments, the contract was subsequently amended three times. The current contract is at \$9.9 million, ending on January 31, 2022.

The Language Line contract offers telephonic interpretation services in various languages to City departments who do not have the staff to directly provide language services to the public. This contract is primarily used by the Department of Public Health but also by the Municipal Transportation Agency, Human Services Agency, District Attorney’s Office, Police, Recreation and Parks, Adult Probation, and more. This contract is critical in helping City departments carry out their duties to the public. Approval of this resolution will allow City departments to continue procuring these services in a streamlined and cost-efficient manner.

OCA conducted a usage analysis to determine the proposed NTE amount of \$13,179,000. The average monthly spend on this contract is approximately \$259,631.58 (rounded to \$260,000) among several different City departments, with expenditures increasing substantially during the COVID emergency. The increase also accounts for a 15% contingency amount. Also, OCA is working with the Office of Civic Engagement and Immigrant Affairs (“OCEIA”) on a Request for Proposals for new contracts that will replace this Language Line contract. This Amendment will provide us with time to complete that Request for Proposals while ensuring coverage for City departments in the meantime.

If you have any questions or require additional information, please contact Daniel Sanchez on my team at 415-554-6735.

Enclosures:

- TC#99300 Original Agreement
- TC#99300 Amendment 1
- TC#99300 Amendment 2
- TC#99300 Amendment 3
- TC#99300 Draft Amendment 4
- Resolution for TC#99300
- S.F. Ethics Commission form 126f4, Notification of Contract Approval (*to be sent under separate cover*)