



**San Francisco Office of the City Administrator  
City Administrator Carmen Chu**

# **Telephonic Interpretation Services (Term Contract 99300)**

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Office of Contract Administration

Board of Supervisors' Budget and Finance Committee  
January 5, 2022

# Background

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- **April 2018:** OCA, with the Office of Civic Engagement and Immigrant Affairs (“OCEIA”), issued RFP
- **August 1, 2018:** Contract awarded to Language Line Services, Inc.
  - Term: August 1, 2018 – July 31, 2020
  - NTE: \$4 million
  - As-needed City-wide agreement
- **Prior Amendments:** Contract amended three times, to \$9.9M and January 31, 2022
- **Services:**
  - Interpretation services in numerous languages, conducted via telephone.
  - Used primarily by DPH, but also by MTA, HSA, PUC, DAT, POL, FIR, REC, AIR, SHF, LIB, TTX, ADP, LIB, and more.

# Amendment Rationale

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- Contract balance insufficient for continued usage
  - Contract usage substantially higher than expected
  - Due to the COVID- 19 pandemic and health orders, departments increased use of telephonic interpretation to reach, inform and respond to non-English speaking residents
- Additional duration provides time for new solicitation to replace contract
  - OCA, with OCEIA, developing RFP for new comprehensive language services contracts to replace this and other current language services contracts
  - RFP has been delayed longer than expected, but almost ready to release

# Recommendation

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- Increase NTE by \$1,794,000, to **\$11,694,000**
- Extend end date by 6 months, to **July 31, 2022**

**Thank You**