

## ORDINANCE/RESOLUTION REQUEST

Please email requests to the Mayor's Legislative Team

at [MileHighOrdinance@DenverGov.org](mailto:MileHighOrdinance@DenverGov.org) by 9 a.m. Friday. Contact the Mayor's Legislative team with questions

Date of Request: May 15, 2025

Please mark one: ☐ Bill Request or ☒ Resolution Request

Please mark one: The request directly impacts developments, projects, contracts, resolutions, or bills that involve property and impact within .5 miles of the South Platte River from Denver's northern to southern boundary? (Check map [HERE](#))

☐ Yes ☒ No

### 1. Type of Request:

☒ Contract/Grant Agreement ☐ Intergovernmental Agreement (IGA) ☐ Rezoning/Text Amendment

☐ Dedication/Vacation ☐ Appropriation/Supplemental ☐ DRMC Change

☐ Other:

### 2. Title: (Start with *approves*, *amends*, *dedicates*, etc., include name of company or contractor and indicate the type of request: grant acceptance, contract execution, contract amendment, municipal code change, supplemental request, etc.)

Amends a contract with Cyracom International Inc. to add \$200,000.00 for a new total of \$695,000.00 and add 12 months for a new end date of 12-31-2025 to continue providing Over the Phone Interpreting (OPI), Video Remote Interpreting (VRI), and document translation services for 911, citywide (SAFTY-202053967/SAFTY-202578985-03).

### 3. Requesting Agency:

Department of Safety

### 4. Contact Person:

Contact person with knowledge of proposed ordinance/resolution (e.g., subject matter expert)	Contact person for council members or mayor-council
Name: Brian Blick Emily Lauck	Name: Brian Blick Emily Lauck
Email: <a href="mailto:brian.blick@denvergov.org">brian.blick@denvergov.org</a> <a href="mailto:Emily.lauck@denvergov.org">Emily.lauck@denvergov.org</a>	Email: <a href="mailto:brian.blick@denvergov.org">brian.blick@denvergov.org</a> <a href="mailto:Emily.lauck@denvergov.org">Emily.lauck@denvergov.org</a>

### 5. General description or background of proposed request. Attach executive summary if more space needed:

This amendment provides 365-days a year/7-days a week/24-hours a day on-demand over-the-phone remote interpreting (OPI), video remote interpreting (VRI), and document translation for the Denver 9-1-1 Emergency Communications Center through 2025. This contract is needed to maintain compliance with required Department of Justice settlement terms to provide free interpretation services. The max value of the contract is \$695,000.

### 6. City Attorney assigned to this request (if applicable):

McKenzie Brandon

### 7. City Council District:

Citywide

### 8. **\*\*For all contracts, fill out and submit accompanying Key Contract Terms worksheet\*\***

To be completed by Mayor's Legislative Team:

Resolution/Bill Number: \_\_\_\_\_

Date Entered: \_\_\_\_\_

## Key Contract Terms

**Type of Contract: (e.g. Professional Services > \$500K; IGA/Grant Agreement, Sale or Lease of Real Property):**

Contract>\$500k

**Vendor/Contractor Name (including any dba's):**

Cyracom International Inc.

**Contract control number (legacy and new):**

SAFTY-202053967/SAFTY-202578985

**Location:**

Citywide

**Is this a new contract?** ☐ Yes ☒ No **Is this an Amendment?** ☒ Yes ☐ No **If yes, how many?** 03

**Contract Term/Duration (for amended contracts, include existing term dates and amended dates):**

SAFTY-202053967-00; 1/1/2020 - 12/31/2021  
SAFTY-202262997-01; 1/1/2020 - 12/31/2023; 5/26/2022;  
SAFTY-202472390-02; 1/1/2020 - 12/31/2024; 4/7/2024;

**Contract Amount (indicate existing amount, amended amount and new contract total):**

<i>Current Contract Amount</i>	<i>Additional Funds</i>	<i>Total Contract Amount</i>
(A)	(B)	(A+B)
\$495,000.00	\$200,000.00	\$695,000.00

<i>Current Contract Term</i>	<i>Added Time</i>	<i>New Ending Date</i>
1/1/2020 - 12/31/2024	12 months	12/31/2025

**Scope of work:**

Cyracom International Inc will provide 365-days a year/7-days a week/24-hours a day On-Demand Remote Interpreting (OPI and VRI) and Document Translation for Denver 9-1-1 Emergency Communications Center. Services will be provided as needed for over the phone or remote video language access services. The contract max value of \$695,000 will allow Denver 9-1-1 to provide free language interpretation for limited English proficient (LEP) callers requesting both emergency and non-emergency services. Services will be invoiced to Denver 9-1-1 monthly.

Cyracom International Inc provides specialized interpretation services for 9-1-1 centers. During their training, Cyracom interpreters receive training specific to 9-1-1. When an LEP caller reaches Denver 9-1-1, and our call takers determine an interpreter is needed, the call taker conferences in Cyracom interpreter line. When Denver 9-1-1 calls Cyracom, the call taker is placed immediately in a 9-1-1 priority queue, to ensure the call is answered as quickly as possible. No other interpretation service we have used in the past has been able to provide our agency with services tailored to 9-1-1 centers.

**Was this contractor selected by competitive process?** Yes

**If not, why not?** N/A

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Has this contractor provided these services to the City before? ☒ Yes ☐ No

**Source of funds:**

56540 911 Emergency Communications Trust Fund

Is this contract subject to: ☐ W/MBE ☐ DBE ☐ SBE ☐ XO101 ☐ ACDBE ☒ N/A

**WBE/MBE/DBE commitments (construction, design, Airport concession contracts):** N/A

**Who are the subcontractors to this contract?** N/A

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