
United Language Group, Inc. GENRL-202160766-03

Original Agreement: GENRL-201840363-03

Overview:

United Language Group, Inc. dba Language Select, LLC provides on-call translation services Citywide, including telephone, print and in person translation. The COVID-19 pandemic has resulted in an increase in need for translation services, particularly print translation for Public Health documents and signage. The current contract is set to expire on February 28, 2022 with a contract maximum of \$700,000.00. The General Services Contract Office is requesting a formal amendment to extend the contract term by six months to August 31, 2022 and increase the contract maximum from \$700,000.00 to \$945,000.00 to allow the City to continue utilizing translation services through the term of the contract. The request for the additional \$245,000 reflects a monthly average spend of approximately \$16,000/month, accounting for \$128,000 of the \$245,000 request. In remaining \$117,000 of the request includes the Department of Human Services Marketing department budget expansion of \$100,000 for 2022 and the transition of the Citywide National Community Survey moving from a printed survey to the accessibility of language lines for community members to call directly to assist with the translation and participation of the survey.