CONTRACTS OFFICE
DENVER GENERAL SERVICES

MEMORANDUM

TO: Members of City Council

FROM: General Services Contracts Office

DATE: September 26, 2022

SUBJECT: Department of General Services – Telelanguage, Inc. GENRL-202264526-00 Contract for Citywide over the phone and video remote interpretation services, excluding Denver International Airport

Purpose of Contract

The purpose of this contract is to establish a Citywide Contractor for over the phone and video remote interpretation services to be used by various Citywide Agencies, excluding Denver International Airport. Services will be rendered as needed to support language interpretation access services to internal and external customers. Telelanguage Inc. was the apparent best proposer of a competitive request for proposals (Solicitation #11089A) managed by General Services Purchasing.

Contract Description

Telelanguage, Inc. Contact GENRL-202264526-00 provides for Citywide over the phone and video remote interpretation services. The initial term of the agreement is three years, November 01, 2022 – October 31, 2025, with an option of two (2) one-year options to extend via contract amendment. The contract maximum value is $850,000.

Scope of Work

Telelanguage, Inc will provide Over the Phone and Video Remote Interpretation Services to various Citywide Agencies, excluding Denver International Airport. Services will be provided as needed for over the phone or remote video language access services. The contract max value of $850,000 will allow for using Agencies to provide language translation services to support the City's linguistically diverse community, services will be invoiced to the City Agencies as services are provided. City Agencies will establish individual request for encumbrances tied to this contract based on historical needs for services, forecasted future use and approved annual budget.