Citywide Over the Phone and Video Remote Interpretation Services: Telelanguage, Inc. Resolution 22-1265

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Contract Details (GENRL-202264526) – Telelanguage, Inc.

Summary:

- Citywide Over the Phone and Video Remote Interpretation Services to include, but is not limited to:
  - Provides language access service through a conference-calling service 24 hours/day, 7 days a week, 365 days per year
  - Services include on-demand and pre-scheduled interpretation by telephone and/or remote video for business, legal, and medical-related situations
  - Over the Phone Interpretation service is initiated by using an 800 number
  - Video remote interpreting service system conducted with a desktop and laptop computers

Contract Term:

11/1/2022 – 10/31/2025 – Initial three-year term with option of two (2) one (1) year renewals

Contract Maximum: $850,000

MWBE Commitment:

Division of Small Business Opportunity established a goal would not apply due to the lack of existing availability of certified firms for the scope of work identified for this contract.

Current State of Interpretation and Translation Services Citywide

Historically, interpretation and translations services were covered under one contract:

- One contract included over the phone, remote video, in-person interpretation and written translation services
- Agencies unaware of Citywide contract, and utilizing identical contractors for the same services covered under the Citywide contract
- Difficulty tracking spend and requested service types under one contract, Citywide

Future State of Interpretation and Translation Services, Citywide

Budget priorities for 2023 identified by City Council included a focus on improving Community Engagement and Customer Service to support residents navigating city services, resources, and accessibility, including language access.

Interpretation and Translation Services are now unbundled services under separate contracts :

1. Over the Phone and Video Remote Interpretation Services:
    - Service will continue to be accessible by an 1-800 number
    - Ability to track spend for over the phone and video remote translation service

2. In-Person and Written Translation Services:
    - On-site in-person interpretation services
    - Written marketing, materials, social media, graphic documentation for services, i.e., campaigns, social services, and community services
    - Two new contracts recently awarded and currently in contract process

Future State of Interpretation and Translation Services, Citywide

All contracts for interpretation and translation services will include the following commonly interpreted and translated languages in the City, but are not limited to:

Spanish, Chinese (Mandarin and Cantonese), French (incl. Cajun, French spoken in Western and Central Africa), Japanese, Korean, Russian, Vietnamese, Armenian, Cambodian, German, Haitian, Farsi, Thai, Arabic, Burmese, Karen, Somali, Nepali, Amharic, Khmer, Swahili, Dari, Pashtun, Ukrainian and Urdu.

In partnership with Human Rights & Community Partnerships, General Services will conduct outreach sessions to:

- Inform agencies about the unbundling of interpretation and translations services
- Educate agencies on the appropriate usage of the two new Workday spend categories created for interpretation and translation services
  - 82110000 - Written Translation Services
  - 82112000 - Language Oral Interpretation Services
- Guide agencies on “how-to” use interpretation and translation services contracts to develop and comply with the upcoming Executive Order Language Access Plan

Telelanguage, Inc.

Provides Over the Phone and Remote Video Interpretation Services currently to 50 clients in Denver, including:

*CenturyLink *Centura Health *Comfort Dental *Denver District Court
*Colorado Department of Labor and Employment

Holds statewide accounts with the following states:

*California	*Alaska	*Vermont	*Massachusetts	*Washington
*New York	*New Hampshire	*Maine	*Oregon	*Oklahoma
*South Carolina	*Texas	*New Mexico	*Utah	*North Carolina

Access to Real Time Data, Reporting, Scheduling and Invoicing:

Organized by % of Calls

LANGUAGE	CALLS	MINUTES	ALOC	% OF CALLS
Spanish	2959	30608	10.34	94.87
Portugese	49	584	11.92	1.57
Arabic	18	232	12.89	0.58

Organized By Access Code & Month (sorted alphabetically)

7132

Language	Total Calls
Amharic	27
Arabic	26
Bengali/Bangla	2

40530

Language	Total Calls
Akan	1
Albanian	5
Amharic	129

95060

Language	Total Calls
Amharic	48
Arabic	43
Bengali/Bangla	3

5. Invitation for Bid Process

Scope of Work and Technical Requirements:

1. Ability to provide:
    - On-demand and pre-scheduled telephone and/or video remote interpretation services
    - Service in a public, private or community facility
    - Emergency interpretation services, when needed
    - Telephone interpretation services via a three-way telephone conversation with non-English or limited-English speaker, a City call taker and the language interpreter
2. Interpretation services shall be available 24/7/365

Number of proposals received: 12
Number of bids deemed responsive: 12

Translation service utilization through city-wide contract:

- 311
- Department of Safety
- Denver County Court
- Human Services
- Human Rights and Community Partnerships
- Public Health and Environment

Evaluation Committee:

- Human Rights and Community Partnerships
- Denver County Court
- Denver Human Services

6. Action Requested:

RR22-01265: Approves a contract with Telelanguage, Inc. with an initial contract term beginning November 1, 2022, to October 31, 2025, with the option to extend with two (2) one (1) year renewals with an initial contract value of $850,000 for citywide over the phone and video remote interpretation services Citywide. (GENRL-202264526).

Questions