City of Fort Worth, Texas

Mayor and Council Communication

DATE: 02/27/24 **M&C FILE NUMBER**: M&C 24-0148

LOG NAME: 13PAMEND #1 COOP OP R210605 INTERPRETATION SERVICES WTR AO

SUBJECT

(ALL) Authorize Amendment to City Secretary Contract No. 60116 with Language Line Services, Inc. for Interpretation Services to Increase the Annual Amount by \$50,000.00 for a New Annual Amount Up to \$150,000.00 for City Departments

RECOMMENDATION:

It is recommended that the City Council authorize execution of an Amendment to City Secretary Contract No. 60116 with Language Line Services, Inc. for Interpretation Services to increase the annual amount by \$50,000.00 for a new annual amount up to \$150,000.00 for City Departments.

DISCUSSION:

On September 18, 2023, the Purchasing Division entered into a purchasing agreement with Language Line Services, Inc. utilizing Omnia Partners Contract R210605 for interpretation and translation services and related solutions for the multiple city departments. The initial term of the agreement was for an annual amount up to \$100,000.00 and will expire on December 31, 2024, with one, one-year renewal option remaining.

The Water Department approached the Purchasing Division to increase the annual amount by \$50,000.00 due to Water Customer Service experiencing an increase in customer calls that require interpretation services for non-English speaking customers. These services are necessary to ensure all customers are provided the most accurate information regarding their water bill and services. Staff is now requesting authorization to amend the existing Purchase Agreement to increase the annual amount by an additional \$50,000.00, for a total annual amount up to \$150,000.00.

The maximum amount allowed under this agreement citywide will be \$150,000.00. However, the actual amount used will be based on the needs of the departments and available budget.

Funding is budgeted in the Other Contractual Services account of the Department's Water & Sewer Fund, as appropriated.

An administrative change order or increase may be made by the City Manager up to the amount allowed by relevant law and the Fort Worth City Code and does not require specific City Council approval as long as sufficient funds have been appropriated.

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that upon approval of the recommendation, funds are available in the current operating budget, as previously appropriated, in the Water & Sewer Fund. Prior to an expenditure being incurred, the Water Department has the responsibility to validate the availability of funds.

Submitted for City Manager's Office by: Reginald Zeno 8517

Dana Burghdoff 8018

Originating Business Unit Head: Reginald Zeno 8517

Heather Oakes 8354

Additional Information Contact: Jo Ann Gunn 8525

Aiyanna Owens 8317