

Amendment to Blanket Contract 47024548, 47024551 and 47025697 with 911 Interpreters Inc. for Real-Time Over the Telephone Interpretation Services for Revenue Services, Toronto Fire Services and Housing Secretariat

Date: November 20, 2025

To: General Government Committee

From: Executive Director, Finance Shared Services, Fire Chief and General Manager, Toronto Fire Services, Executive Director, Housing Secretariat, and the Chief Procurement Officer

Ward: All

SUMMARY

The purpose of this report is to request authority to amend Blanket Contracts 47024548, 47024551 and 47025697 issued to 911 Interpreters Inc. for the provision of Real-Time Over the Telephone Interpretation Services by increasing the value of each of the Blanket Contracts. The blanket contracts were originally awarded through Co-operative Solicitation, Request for Proposal Doc3387891245 and serve multiple divisions across the City.

Under Toronto Municipal Code Chapter 71 - Financial Control, a contract amendment greater than \$500,000 net of all taxes and charges requires Standing Committee approval. Previous amendments for contracts identified in this report have totalled \$1.2 million net of all taxes and charges. As the \$500,000 threshold has been exceeded, this report is requesting authority to amend the total value of the contracts identified in this report by \$53,000 net of all applicable taxes requires.

This amendment is necessary to ensure continued service due to translation requests surpassing the projected usage. Consequently, the three blanket contracts referenced must be amended to increase spending authority and accommodate service demands through the remainder of the contract term.

An amendment request of Blanket Contract 47024548 for Toronto Fire Services for an additional \$2,000 net of all taxes and charges (\$2,035 net of HST Recoveries) increasing the total contract value from \$1,993 (\$2,028 net of HST Recoveries) to \$3,993 (\$4,063 net of HST Recoveries).

Amendments to Blanket Contracts 47024548, 47024551 and 47025697 with 911 Interpreters Inc.

An amendment request of Blanket Contract 47024551 for Revenue Services for an additional \$25,000 net of all taxes and charges (\$25,440 net of HST Recoveries) increasing the total contract value from \$6,240 (\$6,350 net of HST Recoveries) to \$31,240 (\$31,790 net of HST Recoveries).

An amendment request of Blanket Contract 47025697 for Housing Secretariat for an additional \$26,000 net of all taxes and charges (\$26,458 net of HST Recoveries) increasing the total contract value from \$18,000 (\$18,317 net of HST Recoveries) to \$44,000 (\$44,774 net of HST Recoveries).

The total value of amendments identified in this report is \$53,000 net of all taxes and charges (\$53,933 net of HST Recoveries), increasing the total amendments to date from \$1,200,000 (\$1,221,120 net of HST recoveries) to \$1,253,000 net of all taxes and charges (\$1,275,053 net of HST Recoveries).

The total potential contract award, including all amendments and option years, will increase from \$8,170,749 net of all applicable taxes (\$8,314,554 net of HST recoveries) to \$8,223,749 net of all applicable taxes and charges (\$8,368,487 net of HST recoveries).

RECOMMENDATIONS

The Executive Director, Finance Shared Services, Fire Chief and General Manager, Executive Director, Housing Secretariat, and the Chief Procurement Officer recommend that:

1. The General Government Committee, in accordance with Section 71-11.1C of the City of Toronto Municipal Code Chapter 71 (Financial Controls By-Law), grant authority to amend the following:
 - a. Blanket Contract 47024548 for the provision of Real -Time Over the Telephone Interpretation Service for Toronto Fire Services by increasing the contract value by \$2,000 net of all taxes and charges (\$2,035 net of HST Recoveries) from \$1,993 (\$2,028 net of HST Recoveries) to \$3,993 (\$4,063 net of HST Recoveries);
 - b. Blanket Contract 47024551 for the provision of Real -Time Over the Telephone Interpretation Service for Revenue Services by increasing the contract value by \$25,000 net of all taxes and charges (\$25,440 net of HST Recoveries) from \$6,240 (\$6,350 net of HST Recoveries) to \$31,240 (\$31,790 net of HST Recoveries); and
 - c. Blanket Contract 47025697 for the provision of Real -Time Over the Telephone Interpretation Service for Housing Secretariat by increasing the contract value by \$26,000 net of all taxes and charges (\$26,458 net of

HST Recoveries) from \$18,000 (\$18,317 net of HST Recoveries) to \$44,000 (\$44,774 net of HST Recoveries),

with the total values of the amendments identified above being \$53,000 net of all taxes and charges (\$53,933 net of HST Recoveries), increasing the total amendments to date from \$1,200,000 (\$1,221,120 net of HST recoveries) to \$1,253,000 net of all taxes and charges (\$1,275,053 net of HST Recoveries).

FINANCIAL IMPACT

The total value of the contract amendments identified in this report is \$53,000 net of all applicable taxes (\$53,933 net of HST recoveries) increasing the value of the three (3) contracts from \$26,233 net of all applicable taxes (\$26,695 net of HST Recoveries) to \$79,233 net of all applicable taxes and charges (\$80,628 net of HST Recoveries).

Funding is available in the 2025 Operating Budgets of participating Programs and further funding will continue to be included in the 2026 Base Operating Budget. Funding details are provided in Table 1 below.

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial impact information.

Table 1: Financial Impact Summary (Net of HST Recoveries)

Cost Centre/ Cost Element	Division	September 1, 2025 to December 31, 2025	January 1, 2026 to December 31, 2026	Total Amendment Value (Net of HST Recoveries)
FR0013/ 4086& 4424	Toronto Fire Services	\$500	\$1,535	\$2,035
FS0182/ 4086	Revenue Services	\$7,123	\$18,317	\$25,440
FH5134/ 4086	Housing Secretariat – Access to Housing	\$7,123	\$7,123	\$14,246
FHS753/ 4086	Housing Secretariat – EPIC Program	\$6,106	\$6,106	\$12,212

Cost Centre/ Cost Element	Division	September 1, 2025 to December 31, 2025	January 1, 2026 to December 31, 2026	Total Amendment Value (Net of HST Recoveries)
Total Amendment Value (Net of HST Recoveries)		\$20,852	\$33,081	\$53,933

DECISION HISTORY

At its meeting on August 17, 2022, the Bid Award Panel adopted Item Number 2022.BA201.3 authorizing the award of Request for Proposal Doc3387891245 to 911 Interpreters Inc. from September 1, 2022 to August 31, 2025, with an option in favour of the city to extend the agreement on the same terms and conditions for up to two (2) additional separate one (1) year periods, all in accordance with the provisions and specifications contained in the Request for Proposal.

The Bid Award Panel decision can be found at: [Agenda Item History - 2022.BA201.3](#)

Previous purchase order amendments were processed under the authority of each division head from the appropriate service area and Purchasing and Materials Management for a total of \$500,000 net of all taxes and charges (\$508,800 net of HST recoveries). Amendment details are as follows:

- Blanket Contract 47024547 for Employment and Social Services decreased the value by \$7,500 net of all taxes and charges (\$7,632 net of HST recoveries) and Blanket Contract 47024571 for Municipal Licensing and Standards increased the value by \$7,500 net of all taxes and charges (\$7,632 net of HST recoveries).
- Blanket Contract 47024544 for Children’s Services increased the value by \$60,000 net of all taxes and charges (\$61,056 net of HST recoveries).
- Blanket Contract 47014571 for Social Development, Finance and Administration increased the value by \$368,000 net of all taxes and charges (\$374,477 net of HST recoveries).
- Blanket Contract 47024677 for Shelter, Support and Housing Administration increased the value by \$72,000 net of all taxes and charges (\$73,267 net of HST recoveries).

At its meeting on May 22 and 23, 2024 City Council adopted Item Number 2024.GG12.14 authorizing the amendment of Blanket Contract 47024677 with 911 Interpreters Inc for real-time over the telephone interpretation by an amount of \$700,000 net of all taxes and charges (\$712,320 net of HST Recoveries), increasing the cumulative values of the contracts awarded from Doc3387891245 from \$3,824,244 net of all taxes and charges (\$3,891,550 net of HST recoveries) to \$4,524,224 net of all taxes and charges (\$4,603,871 net of HST Recoveries).

The City Council decision can be found at: [Agenda Item History - 2024.GG12.14](#)

COMMENTS

Background

Customer service representatives with the City of Toronto provide assistance to Torontonians with diverse linguistic backgrounds that regularly require the use of over-the-phone interpretation. Citizens of Toronto speak over 180 different languages and dialects. Over-the-phone interpretation is essential to providing high-quality, reliable service to our community, ensuring all Torontonians can access city services and information without discrimination.

Increased Call Volume and the need for Blanket Contract Amendments

The scope of services for the Request for Proposal and contract awards was determined using historical service request data from previous contracts. In August 2022, the contract for Over-the-Phone Translation Services was awarded to 911 Interpreters Inc. Since the award, requests for translation services have exceeded projected usage. As a result, blanket contracts (47024548, 47024551 and 47025697) must be amended to increase spending authority and meet service demands through the end of the contract term. The higher-than-anticipated service volume has been driven by urgent regulatory and operational needs, including:

- Increased demand for multi-lingual service for all revenue programs.
- Anticipated increase in translation requests due to influx of international fans for FIFA 2026

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