

Amendment to Blanket Contract 47024546 and 47024551 with 911 Interpreters Inc. for Real-Time Over the Telephone Interpretation Services for Court Services and Revenue Services and issuance of a new Blanket Contract for People and Equity

Date: July 3, 2026

To: General Government Committee

From: Executive Director, Court Services, Director, Revenue Services

Chief People Officer and Chief Procurement Officer

Ward: All

SUMMARY

The purpose of this report is to request authority to amend Blanket Contracts 47024546 and 47024551 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.

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

An amendment request of Blanket Contract 47024546 for Court Services for an additional \$40,291 net of all taxes and charges (\$41,000 net of HST Recoveries) increasing the total contract value from \$28,080 (\$28,575 net of HST Recoveries) to \$68,371 (\$69,574 net of HST Recoveries).

An amendment request of Blanket Contract 47024551 for Revenue Services for an additional \$10,000 net of all taxes and charges (\$10,176 net of HST Recoveries) increasing the total contract value from \$31,240 (\$31,790 net of HST Recoveries) to \$41,240 (\$41,966 net of HST Recoveries).

A new Blanket Contract for People and Equity for \$1,000 net of all taxes and charges (\$1,018 net of HST Recoveries) from July 20, 2027 to August 31, 2027.

RECOMMENDATIONS

The Executive Director, Court Services; the Director, Revenue Services; the Chief People Officer and the Chief Procurement Officer recommend that:

- a. 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 the Executive Director, Court Services, to amend Blanket Contract 47024546 with 911 Interpreters Inc. for the provision of Real-Time Over the Telephone Interpretation Service for Court Services by increasing the contract value by \$40,291 net of all taxes and charges (\$41,000 net of HST Recoveries) from \$28,080.44 (\$28,574.66 net of HST Recoveries) to \$68,371 (\$69,575 net of HST Recoveries);
- b. 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 the Director, Revenue Services, to amend Blanket Contract 47024551 with 911 Interpreters Inc. for the provision of Real-Time Over the Telephone Interpretation Service for Revenue Services by increasing the contract value by \$10,000 net of all taxes and charges (\$10,176 net of HST Recoveries) from \$31,240 (\$31,790 net of HST Recoveries) to \$41,240 (\$41,966 net of HST Recoveries).
- c. 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 the Chief People Officer to issue a new Blanket Contract with 911 Interpreters Inc. for the provision of Real-Time Over the Telephone Interpretation Service for People and Equity for \$1,000 net of all taxes and charges (\$1,018 net of HST Recoveries) from July 20, 2027 to August 31, 2027.

FINANCIAL IMPACT

The total value of the contract amendments identified in this report is \$50,291 net of all Amendments to Blanket Contracts 47024546 and 47024551 with 911 Interpreters Inc.

applicable taxes (\$51,176 net of HST recoveries), increasing the value of the two (2) contracts from \$59,320 net of all applicable taxes (\$60,364 net of HST Recoveries) to \$109,611 net of all applicable taxes and charges (\$111,540 net of HST Recoveries).

Funding is available in the 2026 Operating Budgets of participating Programs and further funding will continue to be included in the 2027 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	May 1, 2026 to December 31, 2026	January 1, 2027 to August 31, 2027	Total Amendment Value (Net of HST Recoveries)
CT5000/ 5020117	Court Services	\$21,667	\$19,333	\$41,000
FS0182/ 5020117	Revenue Services	\$3,392	\$6,784	\$10,176
CM0103/ 5050335	People and Equity	\$1,018		\$1,018
Total Amendment Value (Net of HST Recoveries)		\$26,077	\$26,117	\$52,194

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:

Amendments to Blanket Contracts 47024546 and 47024551 with 911 Interpreters Inc.

- 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](#)

At its meeting on December 8, 2025 General Government Committee adopted Item Number 2025.GG26.4 authorizing the amendment of Blanket Contract 47024548, 47024551 and 47025697 with 911 Interpreters Inc for real-time over the telephone interpretation by an amount of \$53,000 net of all taxes and charges (\$53,933 net of HST Recoveries), increasing the cumulative values of the contracts awarded from Doc3387891245 from \$4,524,224 net of all taxes and charges (\$4,603,871 net of HST recoveries) to \$4,577,224 net of all taxes and charges (\$4,657,804 net of HST Recoveries).

The City Council decision can be found at: [Agenda Item History - 2025.GG26.4](#)

With the first option year renewal from September 1, 2025 to August 31, 2026 increased the cumulative values of the contracts awarded from Doc3387891245 from \$4,577,224 net of all taxes and charges (\$4,657,804 net of HST recoveries) to \$5,952,064 net of all taxes and charges (\$6,056,820 net of HST Recoveries)

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-Amendments to Blanket Contracts 47024546 and 47024551 with 911 Interpreters Inc.

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 (47024546 and 47024551) 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 an increased demand for multi-lingual service for all revenue programs.

Additionally, People and Equity's Human Right's Office periodically receive requests for translation services or an individual making a complaint requires a translator to receive service. To meet legislative requirements to address human rights complaints in a timely manner, on demand translation services are required. Currently, the HRO has faced significant delays and challenges in providing services without translation supports which has led to increased risk to the City and requires a Blanket Contract to address these complaints.

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SIGNATURE

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