

MICHELLE LUJAN GRISHAM
GOVERNOR

KENNETH ORTIZ
CABINET SECRETARY

MARK HAYDEN
ACTING DIRECTOR
STATE PURCHASING DIVISION

State of New Mexico
General Services Department

ADMINISTRATIVE SERVICES DIVISION
(505) 476-1857

FACILITIES MANAGEMENT DIVISION
(505) 827-2141

PURCHASING DIVISION
(505) 827-0472

RISK MANAGEMENT DIVISION
(505) 827-2036

STATE PRINTING & GRAPHIC SERVICES BUREAU
(505) 476-1950

TRANSPORTATION SERVICES DIVISION
(505) 827-1958

DATE: December 2, 2019
TO: Mark Hayden
GSD/State Purchasing Division
FROM: Travis Dutton, Procurement Manager
General Services Department/State Purchasing Division
SUBJECT: Evaluation Committee/Sourcing Team Report, NASPO ValuePoint On-Demand Remote Interpreting (OPI and VRI) and Document Translation, RFP # 90-000-18-00003

In accordance with the Request for Proposals for On-Demand Remote Interpreting (OPI and VRI) and Document Translation issued January 28, 2019, twenty-one responses were timely received from the following Offerors: Ad Astra, Inc.; AvantPage; Bromberg & Associates; Corporate Translation Services, Inc. dba Language Link; Daniel Shamebo Sabore/Languages Translation Services; FLS, Inc. dba Foreign Language Services; Global Interpreting Network, Inc.; Interpreters Unlimited, Inc.; Language Link Corporation; LanguageLine Solutions; Linguistica International, Inc.; Lutheran Social Services of ND; Mitio; MasterWord Services, Inc.; MEDTALK Training; Spanish Solutions, LLC; Telelanguage; Transperfect Translations; Universe Technical Translation, Inc. Voiance Language Services, LLC; WorldWide Interpreters, Inc.

Summary of Evaluation Committee Activities

The Evaluation Committee/Sourcing Team members are as follows:

<u>Sourcing Team Member</u>	<u>Organization</u>	<u>Title</u>
<u>Travis Dutton-Leyda</u>	<u>State of New Mexico</u>	<u>Sourcing Team Lead</u>
<u>Arlene Watson-Paulin</u>	<u>State of Connecticut</u>	<u>Sourcing Team Member</u>
<u>Huan Nguyen</u>	<u>State of Washington</u>	<u>Sourcing Team Member</u>
<u>Joel Atkinson</u>	<u>State of Florida</u>	<u>Sourcing Team Member</u>
<u>Kate Byers</u>	<u>State of Washington</u>	<u>Sourcing Team Member</u>
<u>Lana Gunaratne-Graham</u>	<u>State of Washington</u>	<u>Sourcing Team Member</u>

This Evaluation Committee Report identifies all criteria used in scoring the responses:

- The proposals were opened and checked for the Pass/Fail criteria.

- The following Offerors were excluded from the evaluation for failing one of the following mandatory sections:

3.4 Evaluation Process

**Offerors are encouraged to use these tables as checklists to ensure their proposal includes all mandatory requirements.*

The following table and paragraphs summarize the evaluation factors and the maximum point values assigned to each. Failure to comply with a mandatory specification will result in disqualification of an Offeror’s Proposal.

Phase 1: In the initial phase of the evaluation process, the Lead State, NM, will review all proposals timely received. Proposals not conforming to RFP requirements will be eliminated from further consideration.

Factors	RFP Section	Points
Technical Requirements: Offeror must respond to the Technical Requirements outlined in Attachment G by completing and submitting Attachment G with their proposal.	Attachment G	Pass/Fail
Financial Stability: Offerors must submit copies of the most recent years independently audited financial statements and the most current 10K, as well as financial statements for the preceding three years, if they exist. The submission must include the audit opinion, the balance sheet, and statements of income, retained earnings, cash flows, and the notes to the financial statements. If independently audited financial statements do not exist, Offeror must state the reason and, instead, submit sufficient information (e.g. D & B report) to enable the Evaluation Committee to assess the financial stability of the Offeror.	10	Pass/Fail
Letter Of Transmittal: The Offeror’s proposal must be accompanied by the Letter of Transmittal Form located in Attachment E. The form must be completed and must be signed by the person authorized to obligate the company. Items #1 to #7 EACH MUST BE COMPLETED IN FULL. Failure to respond to all seven items WILL RESULT IN THE DISQUALIFICATION OF THE PROPOSAL!	11 and Attachment E	Pass/Fail
Signed Campaign Contribution Disclosure Form: Offeror must complete, sign, and return the Campaign Contribution Disclosure Form, below, as a part of their proposal. This requirement applies regardless whether a covered contribution was made or not made for the positions of Governor and Lieutenant Governor or other identified official. Failure to complete and return the signed unaltered form will result in disqualification.	Attachment L	Pass/Fail

Final Evaluation Report

RFP Title: On-Demand Remote Interpreting (OPI and VRI) and Document Translation

RFP #: 90-000-18-00003

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VENDORS	FINANCIAL STABILITY	ATTACHMENT G	LETTER OF TRANSMITTAL ITEMS #1 TO #7	CAMPAIGN CONTRIBUTION
AD ASTRA, INC.	Failed to provide proof of financial stability.			
DANIEL SHAMEBO SABORE/LANGUAGES TRANSLATION SERVICES LANGUAGE LINK CORPORATION	Failed to provide proof of financial stability as required in the RFP section 3.4.		Failed to complete the entire form by omitting required responses on items 3, 4, 6, and 7. Failed to complete the entire form by omitting required responses on item 3.	
LUTHERAN SOCIAL SERVICES OF ND	Failed to provide proof of financial stability. as required in the RFP section 3.4.		Failed to complete the entire form by omitting required acknowledgments on lines 2 and 3 of item 7.	
MEDTALK TRAINING	Failed to provide proof of financial stability. as required in the RFP section 3.4.	Failed to provide the attachment.	Failed to provide the LoT.	Failed to provide the signed form.
MITIO	Failed to provide proof of financial stability. as required in the RFP section 3.4.		Failed to complete the entire form by omitting required acknowledgments on lines 1, 2 and 3 of item 7.	
SPANISH SOLUTIONS, LLC			Failed to complete the entire form by omitting the required responses on item 6.	
TELELANGUAGE	Failed to provide proof of financial stability. as required in the RFP section 3.4.			
TRANSPERFECT TRANSLATIONS	Failed to provide proof of financial stability. as required in the RFP section 3.4.			

- After opening and reviewing the proposals for the Pass/Fail criteria, the technical proposals were released to the Evaluation Committee/Sourcing Team (hereafter known as the Evaluation Committee or the committee) for review.
- On April 16th, 17th, and 18th Evaluation Committee met to review Evaluation Committee duties and RFP process, and to receive Offeror technical proposals.

Section 3.B, Technical Specifications

Section 3 B. 1. ORGANIZATIONAL EXPERIENCE (125 Total Points)

	AvantPage	Bromberg & Associates	Corporate Translation Services, Inc. dba Language Link	FLS, Inc. dba Foreign Language Services
Offeror Points	106	120	118	106
	Global Interpreting Network, Inc.	LanguageLine Solutions	Linguistica International, Inc.	MasterWord Services, Inc.

Offeror Points	121	120	121	124
	Universe Technical Translation, Inc.	Voiance Language Services, LLC	WorldWide Interpreters, Inc.	
Offeror Points	98	116	103	

Organizational Experience

Specifications:

Offeror **must** provide a description of its organization's experience and history providing On-Demand Remote Interpreting (OPI and VRI) and Document Translation (including their familiarity with, and experience resolving, problems associated with these services). Offeror's response **must** also include a description of its business location(s), size, areas of specialization and expertise, client base (including other currently held contracts or agreements with state and/or local government entities). The narrative **must** thoroughly describe how the Offeror has supplied expertise for similar contracts and **must** include the extent of their experience, expertise and knowledge as a provider of On-Demand Remote Interpreting (OPI and VRI) and Document Translation services.

AvantPage

The Evaluation Committee awarded **AvantPage 106** points based on the Offeror's response.

The Offeror has provided translation services to the government, education, and healthcare markets for 23 years, showing they have a good understanding of the industry.

The Offeror is a small, minority-owned business, which employs 30 full-time staff and is headquartered in California. The Offeror currently holds active contracts in California, New York, Washington and Florida. This shows they have the mandatory presence in the United States. Offeror also has support locations in Mexico City and Poland. Offeror provided a minimal number of customers serviced, and the description of their familiarity and experience resolving problems associated with these services was inexplicit.

Bromberg & Associates

The Evaluation Committee awarded **Bromberg & Associates 120** points based on the Offeror's response.

The Offeror has been in business for 20 years of document translation industry experience and meets the minimum RFP requirements for document translation. The Offeror is based in Hamtramck, Michigan and has offices in the District of Columbia and Florida, this shows they have the mandatory presence in the United States. The Offeror provided a detailed description of their experience including experience in VRI and Document Translation, Although Offeror has experience with state and local government, as well as school and health care facilities, they provided a negligible number of customers serviced.

Corporate Translation Services, Inc. dba Language Link

The Evaluation Committee awarded **Corporate Translation Services, Inc. dba Language Link** 118 points based on the Offeror's response.

The Offeror has been in business for 28 years. The Offeror categorized itself as a mid-sized company based in Vancouver, Washington. Although the Offeror's locations shows they have the mandatory presence in the United States, it was not clear what the Offeror meant by mid-sized. The Offeror provided a detailed description of their experience and expertise, areas of specialization, problem solving, and a very large client base with 6,558 active clients. Client base includes services for state, Federal, Non-Profit agencies. Although examples were provided, it is unclear how they supplied expertise for similar contracts.

FLS, Inc. dba Foreign Language Services

The Evaluation Committee awarded **FLS, Inc. dba Foreign Language Services** 106 points based on the Offeror's response.

The Offeror is a small business consisting of seven (7) employees, and have provided translation services for 40 years. The company is based in Huntsville, Alabama, which shows they have the mandatory presence in the United States. Offeror has experience working with Federal, state and local agencies; however, the extent of the work provided by the Offeror to those agencies was not clear. The Offeror provided a description of their experience, areas of specialization, problem solving, and client base. However, the small number of employees compared to the potential volume of work under a resultant contract appears to be disproportionate. The RFP required interpreters and translators to be housed in a professional environment, which would be difficult to enforce if the work is only done by contractors

Global Interpreting Network, Inc.

The Evaluation Committee awarded **Global Interpreting Network, Inc.** 121 points based on the Offeror's response.

The Offeror employs 40 staff and has been in business for 12 years. The company is based in California and has contact centers in Portland Oregon, as well as a remote office in District of Columbia; this shows they have the mandatory presence in the United States. The Offeror also has international locations. The Offeror provided a description of their experience, their expertise, areas of specialization, their problem solving procedures, and extensive client base. Offeror listed a point of contact for emergencies (and rush orders) during non-business hours, including holidays and weekends. Offeror has a very large interpreter and translator pool, 8,500+ and has extensive experience with governmental agencies.

LanguageLine Solutions

The Evaluation Committee awarded **LanguageLine Solutions** 120 points based on the Offeror's response.

The Offeror has been in business for 37 years employing 700 staff. The company is based in Monterey, California; this shows they have the mandatory presence in the United States. The Offeror provided a description of their experience, their expertise, areas of specialization, their problem solving procedures, and client base. Currently and previously, the Offeror has many clients, including government agencies in areas such as public health, schools, courts, and social services. The offeror provides 35 million OPI calls and 1.4 million VRI calls per year. 9,000 interpreters, 5,000 linguists. 700 employees

Linguistica International, Inc.

The Evaluation Committee awarded **Linguistica International, Inc.** 121 points based on the Offeror's response.

Offeror has 18 years of experience, employs 14 staff members and has provided OPI and document translation since 2001. The Offeror is headquartered in Utah and meets the mandatory requirement to have a US-based company. Similar contract examples were provided, including a long list of examples working with government agencies. Offeror has vast experience working with large government contracts requiring interpreting and translation services. Offeror provides 24/7/365 customer services. Offeror's proposal did not fully explain how the Offeror provides expertise and knowledge of OPI and Document Translation.

MasterWord Services, Inc.

The Evaluation Committee awarded **MasterWord Services, Inc.** 124 points based on the Offeror's response.

The Offeror has 26 years of experience in the translation industry. Their primary location is in Texas and meets the mandatory requirement to have a US-based company. The Offeror currently has 90-plus project managers and 13,500+ language professionals. Offeror has extensive experience within a multitude of service areas (e.g., health and human services public sector, engineering, insurance, finance, banking, medical, legal, etc.). The Offeror described in great detail its current and past clients and contracts for state and local government, healthcare, schools, private, etc. The Offeror deals with issues and risks proactively by using proven ways to mitigate risk. The Offeror provided a list of common risks along with the cause and preventative measures. For example, one risk identified is bias or inaccurate interpretation/translation. The preventative measures for this issue are listed in detail.

Universe Technical Translation, Inc.

The Evaluation Committee awarded **Universe Technical Translation, Inc.** 98 points based on the Offeror's response.

Offeror has 38 years of experience, and has extensive history of providing services for the translation and interpretation industry. The company is based in Houston, Texas and has four other of international locations. Offeror provided a list of current public sector clients, which covers a range of subject matters and industries in medical and health, public utilities and energy, legal and judicial fields, housing authorities, education and transportation. The total number of

staff was given; however, they did not provide the number of interpreters at their disposal. Due to the lack of details, the Offeror's capacity for providing services was unclear to the committee. The Offeror did not provide the size of its business, as required. Offeror did not provide details regarding their language expertise or the number of languages they cover, which is essential to the services that will be provided under a resultant contract.

Voiance Language Services, LLC

The Evaluation Committee awarded **Voiance Language Services, LLC** 116 points based on the Offeror's response.

The Offeror has been in business for 24 years. Offeror has 10 years government services experience with ASL, on-site interpretation, translation and localization, language assessment and training, telephonic interpretation, video interpretation. Offeror has large scale contact centers and one dedicated video remote interpretation location; and 7,100 clients, including over 1,200 government entities. Offeror has processes and protocols in place for handling complaints and providing problem resolution and service commendations. Offeror submitted examples of experience resolving interpretation and translation problems. Offeror's proposal lacked detail regarding their expertise. The Offeror operates seven large-scale contact centers and one dedicated video remote interpretation location, and has over 2,400 employees.

WorldWide Interpreters, Inc.

The Evaluation Committee awarded **WorldWide Interpreters, Inc.** 103 points based on the Offeror's response.

The Offeror has been in business for 21 years, implying they have a good understanding of the industry. The company is headquartered in California with a call center in Texas, this shows they have the mandatory presence in the United States. Although Offeror stated they have experience in OPI, VRI and Document Translation, they did not submit an offer for VRI services under this RFP. Offeror has experience with government contracts and has experience with medical terminology and healthcare.

Offeror provided a short list of only some of their customers. The description of their familiarity and experience resolving problems associated with these services was vague. The proposal lacked explanation of similar contracts. Offeror lacked details on their expertise. They simply stated that they have been providing service since 1998. There was no explanation provided for capacity, and the number of employees, interpreters, etc. was omitted.

Section 3 B. 2. ORGANIZATIONAL INFRASTRUCTURE (125 Total Points)

	AvantPage	Bromberg & Associates	Corporate Translation Services, Inc. dba Language Link	FLS, Inc. dba Foreign Language Services
Offeror Points	121	114	117	83
	Global Interpreting Network, Inc.	LanguageLine Solutions	Linguistica International, Inc.	MasterWord Services, Inc.
Offeror Points	113	115	119	120
	Universe Technical Translation, Inc.	Voiance Language Services, LLC	WorldWide Interpreters, Inc.	
Offeror Points	100	121	62	

Organizational Infrastructure

Specifications:

Offeror **must** provide a written response to each of the following:

- a) Describe your company’s current call-handling and document translation capabilities as well as its ability to accommodate a significant increase in the volume and duration of calls for On-Demand Remote Interpreting (OPI and VRI) and increased volume for document translation services.
- b) Describe your company’s Emergency Management Plan (EMP) to guarantee continuous service during a disaster or other catastrophe (e.g., earthquakes, power outages, etc.).

AvantPage

The Evaluation Committee awarded **AvantPage 121** points based on the Offeror’s response.

The Offeror has both a disaster recovery plan and a business continuity plan to accommodate emergencies. Data is backed up on the cloud to protect it in the case of an emergency. In event of a facilities disruption, remote connectivity would be established at alternate business sites. Offeror has multiple offices in different offices, allowing the continuation of work if a location experiences a disruption. Offeror demonstrated they can handle large volumes of translations for limited languages, because they have a large pool of 4,000 linguists and their VRI platform is available 24/7/365. Proposal lacked detail on how they would handle spikes in service demand.

Bromberg & Associates

The Evaluation Committee awarded **Bromberg & Associates 114** points based on the Offeror’s response.

Offeror's VRI platform allows for service-surge capacity at all times, which is managed through high-scaled data centers. Proposal shows they can handle any additional increase in volume because of the large number of linguists and on-site staff they have at their disposal. Offeror has a plan in place if disasters occurs; including additional facilities they can tap into without disruption, with 4,000 linguists. All Vital records are backed up on a cloud-based server. In the event of an emergency, Offeror has procedures for safety, mitigating threats, and ensuring critical business functions continue. Offeror has staff in three (3) states. The proposal includes a plan to conduct business from one of its alternate offices. Offeror provided minimal information on their call handing ability, and lacked detail on how they would handle an increased workload.

Corporate Translation Services, Inc. dba Language Link

The Evaluation Committee awarded **Corporate Translation Services, Inc. dba Language Link** 117 points based on the Offeror's response.

Offeror is continuously recruits to increase their number of linguists and translators, which results in added manpower to handle increased volume of work. Offeror mentioned they will scale-up to handle large projects but did not say how they will accomplish it, specifically. Offeror utilizes a state-of-the-art call center to manage all calls. The Offeror provided details about their Business Continuity, Incident Management, and Technology and Data Recovery Processes. Offeror has a service level agreement for OPI, which includes support for 240 languages. 98.5% of all their engagements are filled monthly and have a 20-second average, monthly interpreter connect time. Offeror has a 99.9% on time project delivery. Offeror did not explain how they handle increased workload across OPI, VRI and Document Translation; they just explained they have the infrastructure Offeror performs risk analysis on their applications and systems. Daily, each business area is prioritize separately to handle fluctuations in call priority. Plans are reviewed by Chief Operating Officer (COO) and the Director of IT. Offeror has a team in place for Incident Management. The COO and the Director of IT oversee and give direction during events. The Offeror has a good recovery process in case of emergency with data centers and identical sets of servers so each has the same information. Offeror also has a backup generator with an automatic transfer switch in case of power outage.

FLS, Inc. dba Foreign Language Services

The Evaluation Committee awarded **FLS, Inc. dba Foreign Language Services** 83 points based on the Offeror's response.

Offeror appears to be waiting to be awarded before hiring a team for the contract. Only upon award would Offeror make changes for volume spikes. It is unknown how much of a call-volume Offeror can currently handle, and what they will do to handle demand spikes in the future. Offeror does have a step-by-step plan for the new Project Manager (PM) for developing and implementing processes and procedures once said PM is hired. The Evaluation Committee could not find how they will handle an increase in document translation. Offeror's Emergency Management Plan was not detailed and was unclear; however, the one good thing the committee could gather is they are backed up off-site. All vital records can be obtained during an emergency; however, there is no explanation as to how the information could be obtained nor the

time it would take for the information to be obtainable. All personnel on Offeror's teams are able to work from home, with contractors located throughout US. This section of the Offeror's proposal contained very little content.

Global Interpreting Network, Inc.

The Evaluation Committee awarded **Global Interpreting Network, Inc. 113** points based on the Offeror's response.

Offeror can handle up to 300 simultaneous calls, which can be expanded for future growth for OPI. Offeror has a plan in place to handle inability to connect to an interpreter within the first 30 seconds. Offeror has a plan in place for addressing call/connection problems, which includes a 3-step process described in Offeror's proposal. Offeror also has a Redundancy and Emergency Response Plan, which they submitted. Call center/interpreters are available 24/7/365. Offeror has an alternate call-routing plan in case of disasters. Offeror's current capacity is as follows: translation turnaround schedule 20,000 words a day, 100k words per week and 400K words per month for Spanish plus the top twelve most frequently used languages. Offeror has a procedure in place for addressing performance issues, rush requests, and after hour requests. Offeror has 8,500 professional translators and interpreters available in 200+ languages. Offeror submitted a Catastrophic Emergency Response Plan, which includes a fail-over facility in Portland, Oregon. A master list of customer toll free numbers is maintained both on-site and on the cloud.

LanguageLine Solutions

The Evaluation Committee awarded **LanguageLine Solutions 115** points based on the Offeror's response.

Offeror provides services for OPI - 240 languages with a 24/7/365 call center. Offeror's services are available through an 800 toll-free phone number. Offeror provided statistics that support Offeror's ability to handle call and translation demands.. The Offeror has a forecasting team, workforce management team, and real time operations team, ensures scheduling interpreters – historical data, real-time information, and client feedback; which helps Offeror gauge future calls and needs. Offeror adjusts staffing, monitors interpreter staffing in 15 minute increments. Offeror has a team that monitors immigrant and refugee trends in an attempt to plan for spikes. Offeror forecasts scheduling in anticipation of spikes. Escalating agents talk directly to interpreters to ramp-up during emergencies. The Offeror has an up-to-the-minute business continuity plan that protects the privacy of their customers' information. Offeror indicates that they can handle all required services without the need to ramp-up. Offeror did state they have a Business Continuity plan and provided a list of things included in the plan; however, the list items were not detailed or described.

Linguistica International, Inc.

The Evaluation Committee awarded **Linguistica International, Inc. 119** points based on the Offeror's response.

Offeror described their current call center as being active 24/7/365. Offeror describes their process on how they are able to assess when there will be a spike in call volume for the different regions and types of clients. Offeror explains how they are able to accommodate increases in call and document translation volume, using a proprietary system currently in place. The proprietary system Offeror utilizes allows tracking of real-time activity and automatically assigns additional resources to support any additional volume, with the availability of 225 standby active linguists. Offeror explains they have the ability to prepare for spikes due to their analysis of historical data. The Offeror has an emergency plan in place that is evaluated annually. All systems are backed up by using a reputable 3rd party's cloud-based servers. Offeror has two call centers with backup generators and explains that they have a 99% uptime.

MasterWord Services, Inc.

The Evaluation Committee awarded **MasterWord Services, Inc.** 120 points based on the Offeror's response.

Offeror has enhanced call center capacity to support increased volume, as needed. Every time the Offeror on-boards a new client, they increase their staff to accommodate the potential increase in demand for OPI and VRI. The Offeror has an acquisition team that is constantly recruiting quality translators and interpreters. The Offeror analyzes historical data and anticipates current and future needs by monitoring and taking into account: refugee resettlement, language professional turnover and availability, and new business growth. If demand increases and more interpreters are needed, off duty interpreters are called or texted to come into work. If the interpreters are not able to go into work, they are able to log-in remotely. The Offeror has a final failsafe mechanism in place to handle calls that cannot be answered by its staff, they have a U.S.-based backup provider. The Offeror has an Emergency Management Plan in place to guarantee continuous service during a disaster. They identified what a typical emergency communication plan will include. The Offeror's emergency plan includes redundancy with back-up systems in place, and back-up server for critical application. The emergency plan was thorough, and included information regarding backup generators, backup internet, backup servers, and backup telephone providers. Offeror has a proven record of accomplishment of remaining fully operational during disasters such as a hurricane. The Offeror maintains that during the past 12 months, their systems maintained a 99.9% uptime.

Universe Technical Translation, Inc.

The Evaluation Committee awarded **Universe Technical Translation, Inc.** 100 points based on the Offeror's response.

Offeror uses a sophisticated program that analyzes workload to determine appropriate staffing levels, ensuring 10 seconds for maximum wait times for Spanish and 30 seconds for all other languages. Offeror developed a systematic process for document translation procedures to maintain accuracy and consistency. Currently OPI services are provided 24/7/365. Primary and secondary call centers can handle any spike in calls. Offeror has multiple call center sites as back-up for their Emergency Management Plan. Offeror Disaster Response plan provides information about how they handle redundancies, outages and responses. Offeror explains they

can instantly handle any call volume surges with seamless re-routing of surplus traffic from their primary to our secondary call centers. Major storms in a service area will not affect their performance. They gave an example of how they provided uninterrupted 24x7 surge response of 150% of their normal call volume to their clients during and after Hurricane Sandy. The evidence of this claim and number of staff is not clear, so the committee was not sure how these statements were substantiated. Connectivity issues are reported and calls re-directed to back-up centers. The Offeror did not detail their call handling capability and did not talk about current volume or what they do when it spikes. They say they can handle any load, but did not describe how.

Voiance Language Services, LLC

The Evaluation Committee awarded **Voiance Language Services, LLC 121** points based on the Offeror's response.

Offeror provides Real Time Analysis (RTA) monitored interval trends and make adjustments daily to ensure they meet or exceed it service level goals. Employee-interpreters perform all interpretation not sourced-out; the employees are located in contact centers. The Offeror has the ability to accommodate a significant increase in the OPI, VRI and Document Translation volume because they monitor and adjust schedules, staffing and other resources. The Offeror states they have invested millions of dollars in their infrastructure, large-scale contact centers, compliance, and overall systems capabilities. In the past 24 months, the Offeror claims its system availability has been 99.999%. They state that they quickly and efficiently process millions of calls each year and can report connection rates over the last three years. Offeror's Disaster Recovery Plan is tested monthly as a part of routine network maintenance. It is apparent that the Offeror has redundant components throughout and no single point of failure. If the resources in one call center go down, incoming calls are rerouted to other call centers. Offeror explained that they withstood natural disasters and other similar events with no disruption in service. Offeror's multiple contact centers and data centers, as well as its redundant infrastructure, help it ensure 99.999% system availability.

WorldWide Interpreters, Inc.

The Evaluation Committee awarded **WorldWide Interpreters, Inc. 62** points based on the Offeror's response.

Offeror stated they had high-speed emergency notification system, unlimited telephone capacity and up to five-party calling, as well as a local call center and distributed agents. Offeror did not actually address Specification 2.a); Offeror stated they have a proven track record of proving OPI interpretation to large and small clients nationwide, but did not describe how they provide such services or how they prove their track record. Offeror did not describe their claim to have unlimited phone capacity. Offeror did not adequately address Specification 2.b); Offeror provided an example of a hurricane that caused their organization to be closed for 7 days. Offeror stated this closure did not affect service because of a "distributed network model." The committee could not determine what the Offeror meant by "distributed network model," nor was it explained in the proposal. High-speed emergency notification system is used for crisis

communications. Offeror did not state how they will accommodate for volume spikes in calls or Document Translation services.

Section 3.B.3., KEY STAFF QUALIFICATIONS (25 Total Points)

	AvantPage	Bromberg & Associates	Corporate Translation Services, Inc. dba Language Link	FLS, Inc. dba Foreign Language Services
Offeror Points	19	24	20	19
	Global Interpreting Network, Inc.	LanguageLine Solutions	Linguistica International, Inc.	MasterWord Services, Inc.
Offeror Points	21	23	23	23
	Universe Technical Translation, Inc.	Voiance Language Services, LLC	WorldWide Interpreters, Inc.	
Offeror Points	19	25	12	

Key Staff Qualifications

Specifications:

Offeror **must** provide a description of the qualifications and work experience for the proposed Contract Administrator and other key staff assigned to perform the work as outlined in this RFP listing their relevant experience and certifications.

Include related certifications received by the organization, as well as related certifications the organization requires interpreting staff to maintain (language translation and ASL).

AvantPage

The Evaluation Committee awarded **AvantPage 19** points based on the Offeror's response.

Work experience was provided for Offeror's key staff. The members of the team appear to be well-versed in their respective roles. Offeror appears to have experienced and knowledgeable staff; they included key personnel names and relevant staff background. Key staff certifications and education include ATA certificates, university degrees in translation studies and/or foreign languages. Key staff have many years of experience in the industry and they all speak multiple languages. Translation certifications from a different professional translation or interpretation organizations were described. The committee had to search through the proposal to find staff details; the appendix was not labeled. The response to this section lacked details. The response to this section was very brief, and the committee was unable to find mention of the staff and/or interpreter certificates required by the Offeror.

Bromberg & Associates

The Evaluation Committee awarded **Bromberg & Associates 24** points based on the Offeror's response.

Staff experience, overall, has 20-plus years of service, combined. The Offeror is a member of many organizations: ATA, ALC, GALA, NAJIT, ASTM, NCIHC, and RID. Every member of the Offeror's team is a trained subject matter expert in its respective industry. The Offeror reviews and thoroughly tests applicants to ensure they are competent and capable to perform the job duties. After members are hired, translators and interpreters have an opportunity to engage in on-going training and mentoring through an affiliate company, Interpreter Education Online. Interpreters and translators are required to maintain certifications. Key staff were listed by name, education and relative experience. Every staff member is a translator as well as operations personnel, which gives staff a better understanding of services the Offeror provides, therefore contributing to the organization's success. The Offeror provided a thorough description of its key staff with the inclusion of a long list of other staff that play key roles to ensure the Offeror is successful in providing quality service.

Corporate Translation Services, Inc. dba Language Link

The Evaluation Committee awarded **Corporate Translation Services, Inc. dba Language Link 20** points based on the Offeror's response.

The Offeror has a contract administrator, proposals and contracts manager and additional staff that manage contracts and have well over 40 years of experience, many certificates, and college degrees. Offeror explained many of their interpreters hold the following certifications and memberships: ATA, DSHS certification, Federal and State Court Interpreter certification, California Election Code compliance, membership in IAPTI, membership in the ITI, certification by the Society of Translators and Interpreters of British Columbia, security clearance by the Department of Defense, and Bridging the Gap Medical Interpretation certification. In addition, many of their translators and interpreters have advanced degrees in their areas of subject matter expertise, and possess many years of experience in the field.

FLS, Inc. dba Foreign Language Services

The Evaluation Committee awarded **FLS, Inc. dba Foreign Language Services 19** points based on the Offeror's response.

The Offeror provided information that is good to know; however, it was not germane to this section's requirements. The Offeror provided names of key staff and employees with key functions along with their job titles, experience, and resumes. Offeror only has two in-house linguists, both certified by the ATA; all other interpreters appear to be contractors and it is unclear whether certifications are required. The Offeror's linguists are fluent in written & spoken Spanish. Offeror mentions if they are awarded, they will hire another linguist to assist with the services required by the contract.

Global Interpreting Network, Inc.

The Evaluation Committee awarded **Global Interpreting Network, Inc. 21** points based on the Offeror's response.

Offeror explains their key staff personnel's experience, background, roles and job titles. The key staff have over 157 years' combined experience many different area, such as business management, interpreter services, translation services, government contracts, Information Technology, and accounting. Offeror holds long list of organization memberships and certifications with the following organizations: ATA, NCIHC, IMIA, CHIA, NAJIT. Their interpreters hold certifications from the following organizations: CDI, CI, CT, NAD IV, NAD IV, SC:L, SC:PA, Ed:K-12, and NIC. Offeror's key personnel all have first hand experience in OPI & Doc Translation. Although the Offeror has organizational certificates, ongoing staff certification and education requirements are not addressed.

LanguageLine Solutions

The Evaluation Committee awarded **LanguageLine Solutions 23** points based on the Offeror's response.

Offeror explains their key staff personnel's experience, background, roles and job titles. The Evaluation Committee found the list of staff qualifications outstanding. The key staff collectively have over 158 years of relevant experience. The Offeror provides free workshops to states and internal stakeholders. The Offeror holds various certifications and memberships such as ISO, NBCMI, and ASL. The Offeror, its key staff, and the interpreters hold the following certifications: ISO, NIC, NIC Advanced, or NIC Master, RID CI, CT, IC/TC, CSC, SCC:L or MCSC; NAD Level IV or V; ACCI Level IV or V along with other certificates listed in the proposal. Newly hired interpreters receive 25 hours of new hire orientation.

Linguistica International, Inc.

The Evaluation Committee awarded **Linguistica International, Inc. 23** points based on the Offeror's response.

Offeror provided a list of key staff along with their extensive experience, background, and certification. The Offeror requires translators to be certified through ATA or equivalent organization if in a language uncertified by the ATA. The Offeror explains it is in the process of obtaining the ISO certification for document translation. Offer requires OPI interpreters to take internal training courses through its internal training department. The Offeror explains they have General Quality Standards: Lean Six Sigma, Project Management Institute and Kaizen Quality Management. The Offeror re-evaluates its Standard Operating Procedures annually to add improvements. The Offeror referenced the Training section within Interpreter and Translator Quality Assurance for an overview of their training procedures and requirements. Being that the Offeror provided the required information, but the committee had to search for it in a different section of the proposal, the committee deducted a small amount of points.

MasterWord Services, Inc.

The Evaluation Committee awarded **MasterWord Services, Inc. 23** points based on the Offeror's response.

Offeror provided a list of key staff detailing their education, experience, previous employment, certifications, and background with over 70 years of experience relating to the translation/interpretation industry. Key staff have various experience and certifications including a master licensed court interpreter, ATA-certifications, and are fluent in languages such as Russian, Spanish and English. The Offeror has certified interpreters and translators that have been certified through external organizations and internal processes. Offeror and its key staff have certifications such as ATA, BEI Advanced, NIC, CCHI, RID, and ISO through various organizations. Being that the Offeror provided the required information, but the committee had to search for it in a different section of the proposal; the committee deducted a small amount of points.

Universe Technical Translation, Inc.

The Evaluation Committee awarded **Universe Technical Translation, Inc. 19** points based on the Offeror's response.

The Offeror provided key personnel for OPI and Document Translation. The Offeror key staff have extensive experience in OPI Interpretation and Document Translation, with over 145 years combined experience in the industry. Key personal also have professional degrees directly related to the industry, such as: [give two or three examples]. Offeror is a member of the ATA and HITA. The Offeror did not address the certification it requires its interpreters and translators to maintain.

Voiance Language Services, LLC

The Evaluation Committee awarded **Voiance Language Services, LLC 25** points based on the Offeror's response.

Offeror key staff have extensive background in OPI, VRI, and Document Translation. Collectively, they have over 93 years of experience in the industry. Interpreter credentials, Translator credentials and other certifications and awards were detailed in Offeror's proposal. Account executives have business backgrounds, and the Translation team has experience in translation and interpretation. Offeror holds ISO certification in OPI, VRI services, American Sign Language, and assessment and training. The Offeror has a dedicated division of testing specialists who conduct training and assessments. This division necessitates requirements such as successful completion of 120 hours of training, ongoing development training, and 1,000 hours of logged interpretation time.

WorldWide Interpreters, Inc.

The Evaluation Committee awarded **WorldWide Interpreters, Inc. 12** points based on the Offeror's response.

Offeror provided a list of key staff and brief discussion of different classifications to screen and certify interpreters for Telephone Based Interpreting. Certifications were weak; none for the organization or mention of what is required for interpreting staff. Education and certifications were not explained in any depth. No Contract Administrator appeared to be identified. Offeror has Pre-Qualified Oral Proficiency Interview & Qualification requirements and Third-Party testing. A small number of staff are bilingual.

Section 3.B.4., OPERATIONAL INFORMATION (150 Total Points)

	AvantPage	Bromberg & Associates	Corporate Translation Services, Inc. dba Language Link	FLS, Inc. dba Foreign Language Services
Offeror Points	132	126	141	100
	Global Interpreting Network, Inc.	LanguageLine Solutions	Linguistica International, Inc.	MasterWord Services, Inc.
Offeror Points	132	140	129	142
	Universe Technical Translation, Inc.	Voiance Language Services, LLC	WorldWide Interpreters, Inc.	
Offeror Points	123	144	59	

Operational Information

Specifications:

Offeror **must** provide a written response to each of the following:

- a) Describe the method and/or protocol used to identify an LEP client’s language, the process for connecting that individual with an appropriate interpreter, and the process to address situations when an interpreter for the requested language is not immediately available.
- b) Describe how your company will meet the requirement for interpreters to respond to calls (on average) at a rate of 95% or greater within 30 seconds of the client’s language being identified.
- c) What are your company’s requirements and safeguards to ensure confidentiality and compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)? Describe how these requirement/safeguards are managed and reinforced.
- d) Provide a copy of the informational and instructional materials that will be provided to customers and the public explaining the process used to access telephone

interpreter services with your company. Offerors **must** provide informational/instructional material for both the end users as well as for the public to indicate that interpretation services are available at no cost to the public.

Evaluation Factors:

AvantPage

The Evaluation Committee awarded **AvantPage 132** points based on the Offeror's response.

Offeror is only proposing to provide Document Translation, for which only bulleted item c) applies. The Offeror states that they are highly experienced in handling confidential information. They have developed advanced data security processes. Emails are kept confidential through the use of encrypted email methods. Staff undergoes HIPAA certification. Training is offered and overseen by the Operations Manager. Few details were provided on the in this section. The Offeror was only able to address the translation requirements.

Bromberg & Associates

The Evaluation Committee awarded **Bromberg & Associates 126** points based on the Offeror's response.

Offeror provides 'I Speak Cards' via LEP.gov to assist in the identification of the needed languages. The cards can be revised based on most common languages for that client or location. Offeror staff are trained to assist requestors in determining languages for VRI and Document Translation. The Offeror recognizes patterns for requested languages and plans accordingly. The Offeror takes action when it recognizes slow reaction time from its employees. It was not clear how the Offeror handled the need of a language that was not currently available. If all interpreter are on a call, the customer will be called back based upon a mutually agreed schedule. The Offeror has compliance experts on staff that follow updates in laws and regulations. When laws and regulations change, the Offeror communicates the changes through their active training program. This is how they convey updates on HIPAA related requirements. Numbered bullet 'd)' was not addressed for OPI; however, the Offeror provided a copy of their VRI Gateway Client Start-up Informational Sheet as an attachment to their proposal.

Corporate Translation Services, Inc. dba Language Link

The Evaluation Committee awarded **Corporate Translation Services, Inc. dba Language Link 141** points based on the Offeror's response.

Offeror has protocol for identifying an LEP's client language. They will make contact with States to configure accounts based on each customer's specific needs. Offeror has toll free numbers with Interactive Voice Response (IVR) to answer and connect customers. The committee noticed languages of lesser diffusion may not be immediately available; they will return the call as soon as an interpreter becomes available, and also pre-schedule an interpreter

for a certain date and time. The Offeror utilizes workforce management software; which assists with forecasting, scheduling, enforcement and compliance for interpreters. Connections to IVR is immediate within three (3) seconds and connection time for interpreters twenty seconds. Customers can utilize IVR system or live operator within 12 seconds. Offeror has a homegrown-system in place to track interpretation requests, interpreters and clients, and allows the Offeror to make pertinent database modifications to accommodate any requirements. The Offeror has client portal which allows for monitoring usage in real-time, view reports and invoices, and export into MS Word, MS Excel and PDF formats, and also provide feedback to the Offeror. The Offeror is HIPAA and HITECH compliant. Staff is required to go through HIPAA and HITECH training and testing before beginning work with the company. Health information is not sent electronically and is not stored in hard copy or on portable devices. Confidential information is shredded by NAID (National Association for Information Destruction) standards. The Offeror and subcontractors sign agreements and are tested for their knowledge of the Code of Conduct and ethics, as it relates to confidentiality and non-disclosures. Instructional information is clear for end users; starter kits are also provided with three (3) 'Point to Your Language Posters,' ten (10) 'Point to Your Language Tip Cards' and twenty telephone stickers with the toll free number/ account information. It was not clear to the committee whether or not there is a charge associated with the information and instructional document.

FLS, Inc. dba Foreign Language Services

The Evaluation Committee awarded **FLS, Inc. dba Foreign Language Services 100** points based on the Offeror's response.

The Offeror mentioned they safeguarding confidential information in some current contracts, but did not say how they do it. A, B, and D are not applicable because the Offeror only proposed a solution for Document Translation. In preparation for a potential award, the Offeror will require mandatory HIPAA "refresher" for each of its staff: in-house formal HIPAA training, and then the Offeror will assign a rep to enforce HIPAA compliance. This rep will receive an additional training that will provide detailed regulatory information. Although the vendor discussed training its staff in reference to HIPAA compliance, it does not mention how they will actually protect the information with things such as secure servers, or secure login, etc.

Global Interpreting Network, Inc.

The Evaluation Committee awarded **Global Interpreting Network, Inc. 132** points based on the Offeror's response.

The Offeror will provide a dedicated toll-free number. A live person collects all information and connects the caller and LEP to an interpreter in the preferred target language requested by the LEP. The Offeror has 'Point of Your Language' cards and posters to assist in determining the language. With these procedures in place, the LEP will be able to determine the language needed. Offeror claims callers will never be on hold for more than 30 seconds without being prompted. Offeror has a 98% rate of successfully connecting to an interpreter within 12 seconds of their language being identified. Offeror makes sure there is enough personnel to answer inbound calls and that they are qualified to interpret the requested language. The Offeror has

additional resources to tap into at any time, 20-25% of workforce, if there is a peak in volume and additional resources are needed. The Offeror pursues continuous recruitment of translators, and uses trend analysis to forecast demand volume and will adjust resources/recruitment accordingly. Offeror integrates HIPAA compliance into daily practices. All employees go through HIPAA mandatory training during orientation and annually thereafter. Employees sign a confidentiality pledge before they can take on assignments. The Offeror's IT department uses the latest and greatest state-of-the-art technology and remain up to date and knowledgeable about security threats, and where vulnerabilities exist. The Offeror implemented a 20-factor security control plan to stop breaches and protect ePHI. The Offeror did not explain what they would do if a language was not available. It is unclear how rare languages are identified.

LanguageLine Solutions

The Evaluation Committee awarded **LanguageLine Solutions 140** points based on the Offeror's response.

Offeror offers complimentary training to Clients to help them understand the functions when an interpreter is not available. Offeror has an extensive process in place for the process of identifying LEP language, connecting to an interpreter and how to get help and support in the event, an interpreter is not immediately available. Offeror has Language ID Guide, Language ID Poster, and Desktop Display, Interpreter Access Tools (quick reference guide), QRG Postcard, QRG Wallet Card, QRG Flyer, QRG Badge, and WRG Label. Offeror uses Olympus platform. The Olympus system allows for overage of calls, its flexible. Call routing embedded into the system. SLA three Tiers for OPI connect calls. 11.3 seconds for Spanish and 14.5 seconds for all other languages. Interpreters receive training on HIPAA, security, and confidentiality. Annual retraining of HIPAA regulations. JOC compliance, Interpreter workspace compliance and security, Healthcare Compliance Team. Offeror explains they adhere to all government healthcare confidentiality and privacy regulations. The Offeror provides complimentary training as part of the implementation program. The training sessions are provided over the phone and online via webinars, scheduled in-person group trainings, on the spot training, train the trainer, language services fair, participation at compliance, and skills and diversity fairs. Clients are able to receive training not only at the beginning of the contract but throughout the term. States may choose to add to their training.

MasterWord Services, Inc.

The Evaluation Committee awarded **MasterWord Services, Inc. 142** points based on the Offeror's response.

Offeror provides a variety of tools such as Language ID brochures to help clients communicate with the non-English speaker while locating an interpreter for the correct language. Offeror did not indicate how long the process would take to connect with an interpreter. They have a process in place to monitor several KPIs in the VRI and OPI call centers. Offeror has a proprietary software application for over-the-phone and video-remote interpreting to address any issues without having to go through a lengthy IT help desk process. The Offeror has HIPAA policy and requirements in place; however, there was no mention of how often training is conducted.

Offeror does not record its calls so there cannot be incidents of breach of confidentiality. Offeror submitted both OPI and VRI documents of informational and instructional materials.

Universe Technical Translation, Inc.

The Evaluation Committee awarded **Universe Technical Translation, Inc.** 123 points based on the Offeror's response.

Offeror has 'Point to Your Language' cards used to identify a caller's language. For languages unknown there are operators and customer service agents always available. If an interpreter is not available, they offer lead-time for the next available or call back number. They are able to keep up with the constant addition of new languages to keep up with the demographics. Connection times are less than 10 seconds for Spanish and less than 30 seconds for other languages. The Offeror is able to project, through demographics, what their clients will need and keep a surplus of qualified interpreters and translators in their database to meet client needs. Offeror has requirements and safeguards to ensure confidentiality is managed and reinforced through maintaining strict physical computer & intellectual property standards. Offeror's facility is equipped with security badges and monitored by cameras. Calls are encrypted in proprietary format. There is a process in place for paper and electronic media, which is collected and destroyed by a certified destruction firm. Interpreters all sign a Code of the Ethics and signs customer confidentially agreements.

Voiance Language Services, LLC

The Evaluation Committee awarded **Voiance Language Services, LLC** 144 points based on the Offeror's response.

Offeror has a thorough process in place for LEP. Offeror has two (2) teams working together to adjust schedules as needed to accommodate any overage. The Offeror has call routing techniques in place. HIPAA compliance and additional privacy rules are maintained through initial and annual compliance, internal and external audits. Offeror has language lists, access cards, a call taker quick access instruction sheet, phonetic charts, tips for working with an interpreter, a VRI Access Card – Editable, and a Wallet card. The Offeror has two (2) methods for connecting to interpreters (live operator/automated system); client service reps are available to help identify languages. Calls are typically connected 30 seconds after language is identified. If a call waits in the queue too long, it will be automatically kicked back out to CSR for further assistance (either to find an interpreter that is not logged in, or offer a call back to the client). Offeror has a Workforce Management Team that constantly analyzes call volumes to ensure wait times are as minimal as possible. The Offeror ensures HIPAA compliance through NEO and annual training, internal/external audits, and internal controls. Offeror provided sample materials they provide their clients and LEP users. Offeror provided a list of materials of which some of the examples are Language Lists, Access Card 9-1-1, and Call Taker Quick Access Instructions.

WorldWide Interpreters, Inc.

The Evaluation Committee awarded **WorldWide Interpreters, Inc.** 59 points based on the Offeror's response.

Offeror provides a live person to take calls and Interactive Voice Response higher level of interaction with a live operator. Extended network of interpreters to take on surges with an average speed to answer 15 seconds for most languages and 6 seconds for Spanish. The Offeror did not address language unavailability. The Offeror Screens, tests, and qualifies prior to accepting interpreters as qualified interpreter. The test includes code of ethics and national standards practices for interpreting in Healthcare. The Offeror has three different classifications to screen and certify interpreters. A back-up plan is also available for languages that cannot be screened by regular methods. Offeror submitted a description of how client information is safeguarded to ensure confidentiality, via a Quality Monitoring Policy used for compliance using statistical methods. The Offeror submitted its "Guide to effectively working with our interpreters," "Custom Quick Reference" labels, Posters. The Offeror did not clearly say they are in compliance with HIPAA or how to safeguard PHI. Minimal description of how they will meet 95%.

Section 3.B.5., INTERPRETER AND TRANSLATOR QUALITY ASSURANCE (150 Total Points)

	AvantPage	Bromberg & Associates	Corporate Translation Services, Inc. dba Language Link	FLS, Inc. dba Foreign Language Services
Offeror Points	127	141	141	107
	Global Interpreting Network, Inc.	LanguageLine Solutions	Linguistica International, Inc.	MasterWord Services, Inc.
Offeror Points	134	133	139	141
	Universe Technical Translation, Inc.	Voiance Language Services, LLC	WorldWide Interpreters, Inc.	
Offeror Points	127	134	78	

Interpreter and Translator Quality Assurance

Specifications:

Offeror **must** provide a written response to each of the following:

5.1 Interpreters:

- a) Describe your screening process for spoken language interpreters and the general minimum requirements for experience, education, language proficiency and certifications. Include detailed information regarding any testing instruments or tools you use to determine the interpreter’s skill level.
- b) Describe your screening process for American Sign Language interpreters and the general minimum requirements for experience, education, proficiency and certification.
- c) Describe how your company will ensure that all interpreters are providing (and will continue to provide) a quick, courteous response with accurate interpretation.

5.2 Translators:

- a) Describe your screening process for translators and the general minimum requirements for experience, education, language proficiency and certifications. Include detailed information regarding any testing instruments or tools you use to determine the translator’s skill level.
- b) Describe how your company will ensure that translators are providing (and will continue to provide) a timely and accurate translated documents.

Evaluation Factors:

AvantPage

The Evaluation Committee awarded **AvantPage 127** points based on the Offeror's response.

5.1 Interpreters – This item is not applicable for this Offeror, as they proposed a solution to Document Translation only.

5.2 Translators – Every project includes initial translation, editing and proofreading. The Offeror maintains a Transition Workflow, which is a quality control steps in place to measure the overall accuracy of the translators' work, to make sure they are performing. The Offeror has a Linguistic Quality Analysis (LQA) process in place, which goes beyond the baseline translation, editing and proofreading. The Offeror grades its translators' work product. Offeror provided an explanation of its translation process. Use of guides, glossaries and translation memory are available to help streamline future translation projects. All translators are native speakers of target language and have a minimum of 2-3 years' experience in professional translation. After reference checks, every linguist must pass seven (7) competency tests. The Offeror did not explain the seven (7) core processes. Translators are required to have one or more of the following: an ATA certificate, a university degree in translation studies, and/or a foreign translation certification from a professional translation or interpretation organization.

Bromberg & Associates

The Evaluation Committee awarded **Bromberg & Associates 141** points based on the Offeror's response.

5.1 Interpreters – The Offeror's contractors are native speakers, as well as English speakers. Candidates are interviewed and tested for competency/interpreting standards. The Offeror only has a 20% pass/hire rate, meaning not everyone passes the hiring process. The Offeror has a process in place that provides for continuous quality improvement. The Offeror has and conducts state certification and training requirements, background checks, and orientations. Employees have to receive an 80% to pass mock oral interviews and pass reference checks. The Offeror conducts random monitoring of its employees and contractors, provides and supports continuing education; evaluation conforms to standard. The Offeror has mock interpretation sessions. For VRI, in addition to the standards stated above, the Offeror also requires a minimum of five (5) years of experience, RID certification, licensing and registration.

5.2 Translators – The Offeror has a talent acquisition department to recruit through different avenues, such as college language departments, ethnically and culturally self-identified community organizations, and clubs. The Offeror has Translation Management Software to expedite, assess, process, assign, and monitor their translation projects. The Offeror has tests for interpreter and translator skills for maximum efficiency, with the same explanation as interpreter requirements plus written exams. Translators must have five (5) years of experience and must meet federal translation requirements. The Offeror conducts random spot checks to ensure quality. The Offeror also uses client feedback to improve its translation quality.

Corporate Translation Services, Inc. dba Language Link

The Evaluation Committee awarded **Corporate Translation Services, Inc. dba Language Link** 141 points based on the Offeror's response.

5.1 Interpreters – VRI-Offeror screens interpreters to make sure they have a command for both English and the target language, check on work history by verifying through payroll check stubs and invoices, and receive references from at least three (3) independent sources. Offeror requires interpreters to demonstrate the skills and knowledge of an effective, professional interpreter as defined by the Offeror through a list of criteria. Offeror performs written and oral exams administered in-house, which include a written test in English, sight translation to and from English and target language, and interpretation exercises. Offeror also has procedure in place for interpreters who are not located in their call centers. Interpreters must provide a landline dedicated for OPI, and be located in a professional office environment. Offeror has a 10-step Quality Assurance Program to ensure quality services. Offeror has all testing instruments and tools in place to determine the interpreter skill level. All interpreters must be certified through Registry of Interpreters (RID), view a webinar for its Code of Conduct and then must pass a quiz. Offeror requires interpreters to have minimum of five (5) years of experience and be certified by a reputable third party. A phone interview is conducted, if the interpreter passes the phone interview, then they move to next step of testing with an experienced mentor who monitors their performance to ensure the interpreter is able to perform independently. Offeror has an extensive list of reflective questions to ensure interpreters are providing a quick, courteous response with accurate interpretation. They also maintain other documented procedures to make sure that the customers are receiving the quality of quick, courteous customer service. e.g. (Answer Time), Date collection, Call Center Customer Service Interpreter Connect Time, Interpreter Greeting, Interpreter Customer Service, Interpreter Code of Ethics, Closing the Call, and Conflict Resolution just to name a few of the processes in place.

5.2 Translators – The Offeror has a screening process for translators and the general minimum requirements for experience, education, language proficiency and certification, which are just a few of the six minimum qualifications that all translators must meet. If a translator passes the preliminary test then office begins to gather additional information to include expertise and software proficiencies. Then they move to the evaluation phase of the process. Translators complete trial translation usually of 500 words on different subject matters. Offeror has procedures in place to ensure that translators are providing timely and accurate translated documents by having a senior team review all work done by translators. Also has quality assurance team with software to check the work for typographical errors. By performing Quality Assurance of all translators' work product, the company is able to stay on top of making sure all work is accurate and consistent.

FLS, Inc. dba Foreign Language Services

The Evaluation Committee awarded **FLS, Inc. dba Foreign Language Services** 107 points based on the Offeror's response.

5.1 Interpreters – This item is not applicable for this Offeror, as they proposed a solution to Document Translation only.

5.2 Translators – The Offeror has a panel of pre-vetted linguists review subject-specific text to verify accuracy, style, grammar, word choice, and readability. The translation must receive a score of 80 out of 100 or higher. Translators are expected to keep certifications up-to-date and are subject to random QA checks. The Offeror has a cloud-based platform to monitor progress because they maintain strict turnaround times. If a job is moving along too slowly, a message is sent to the project manager to address the issue. Translators that produce sloppy products are not considered for future translation projects. The Offeror also included a copy of its Quality Assurance Plan (Attachment G – Quality Assurance Plan), which the committee determined did not make sense in application. The proposal did not discuss how they would vet the employees.

Global Interpreting Network, Inc.

The Evaluation Committee awarded **Global Interpreting Network, Inc.** 134 points based on the Offeror's response.

5.1 Interpreters – The Offeror listed its minimum requirements for interpreters such as: Interpreters are required to have three years or more of active experience in interpreting and professional translation, must hold one or more certificates such as: ATA, NCIHC, IMIA, CHIA, or NAJIT, etc. Offeror listed requirements for interpreter's and their key skills. The Offeror conducts oral and written proficiency exams and has a rigorous screening process. The Offeror monitors its interpreters for Quality Assurance. The Offeror requires its ASL interpreters to be registered with RID and hold additional certifications. The Offeror requires that its interpreters be bound by Standards of Professional Conduct and Code of Ethics.

5.1 Translators – Offeror looks for translators who were raised in countries where the target language is the primary spoken language, The Offeror has aggressive recruitment measures via outreach and searches. Translators should be familiarity with customs and culture of their native country and is aware of the cultures and nuances of both cultures. The Offeror has a rigorous screening process to include testing and evaluation and must meet specific requirements. The Offeror goes through a multi-layered process of checks and reviews to ensure the highest degree of quality. Quality Assurance process performed to make sure translations are error-free and culturally correct.

LanguageLine Solutions

The Evaluation Committee awarded **LanguageLine Solutions** 133 points based on the Offeror's response.

5.1 Interpreters – VRI – Interpreter are certified by internal testing and training program. They train and build interpreters from the ground up. The Offeror has an entire department dedicated to testing and training. The Offeror has an internal testing program in place that meets ASTM credentials. The medical interpreter have to do more extensive testing. The Offeror has a process in place before interpreters can move forward with calls from States – Step 1 – interview, Step 2

– Proficiency and Skills Testing, Step 3 – Background Checks and drug Testing, Step 4 – Pre-orientation onboarding checklist, Step 5 – Interpreter Training, Step 6 – Quality Assurance. The Offeror has many protocols in place to ensure that their interpreters meet the standards and requirements set forth. The Offeror has a process in place to manage new interpreters, they are monitored twice in their first 30 days and documentation is provided which includes, scoring and coaching, monitoring for customer service skills, interpretation skills and industry standards. The Quality Assurance department monitors interpreters; they follow the national interpretation standards, the interpreter Code of Ethics and customer feedback. Interpreters are rated on the following: Customer Service, Follow clients' instructions, use of polite forms of expression, appropriate tone, patience and helpfulness, quiet working environment, and must close the call appropriately.

5.2 Translators – The Offeror stated that Translators have bachelor's degrees or higher, they are industry specialization and come with 5 references. Standards are measured quarterly to ensure employees meet Offeror's rigorous quality standards. The Offeror conducts monthly scorecard on translation accuracy, on-time delivery, invoicing accuracy and quote accuracy. The Offeror has a management team in place to oversee each translation project and performs Quality Assurance checks at every step of the process per ISO standards.

MasterWord Services, Inc.

The Evaluation Committee awarded **MasterWord Services, Inc.** 141 points based on the Offeror's response.

5.1 Interpreters – VRI – For applicants to be hired, the Offeror requires successful completion of a language test, 1-7 years' experience for Spanish, 1-3 years' experience for other languages, passing an HCIA assessment, a proprietary assessment test, online and in-person training, and meet pre-certification and continuing education requirements. Interpreters are provided with annual compliance training. More extensive requirements are in place for healthcare and legal interpreters. For those interpreters handling legal/court interpreting, where Sign Language interpreters are required, they must have a specialized RID certification. The Offeror only engages with certified Sign Language professionals. The Offeror established criteria to ensure interpreters are providing quick courteous response with accurate interpretation. The Offeror maintains a score card to grade its interpreters. Interpreters are provided with a script, which includes terminology, instruction on voice clarity and tone, information on maximizing the customer's experience, and Offeror's standards of practice.

5.2 Translators – The Offeror has a process in place to conform to ISO standards. They also have an extensive screening process for new hires or potential hires. Prior to placing a translator on a job, the translator has to be MasterWord Certified. To pass, for common languages, the translator must have the following: a recognized graduate qualification in translation from an institution of higher education, or a recognized graduate qualification in any other field from an institution of higher education plus two years of full-time professional experience in translating or five years of full-time professional experience in translating. For languages of lesser diffusion, the Offeror requires: a High School Diploma/GED or equivalent and prior translation experience. Tests are

conducted before allowing the translator to work on a customer project, the Offeror sends the individual a test document to determine their level of expertise. The translator must pass the test with at least an 85%. Grading rubric was included in Offeror's proposal.

Universe Technical Translation, Inc.

The Evaluation Committee awarded **Universe Technical Translation, Inc.** 127 points based on the Offeror's response.

5.1 Interpreters – VRI – The Offeror conducts interpreter screening and recruitment. The Offeror verifies references before the testing process. Applicants must have a High School education and two years prior experience. The Offeror has a code of proficiencies that all interpreters must follow. Average tenure of employees is seven years and telephone interpreters have an average of 2-5 year prior experience. The Offeror has a Quality Assurance team to assess the competency of their interpreters. The Offeror conducts assessment tests of knowledge for ASL and deaf culture along with a comprehension tests. Candidates must score above 90% to be considered for hiring. The Offeror adopted the NAD-RID code of professional conduct. Interpreters must pass certification test. The test is based on cultural issues and integrating interpreting skills. Each interpreter is assigned to a mentor and interpreters have to complete two professional development workshops per year addressing industry specific topics, terminology, etc. OPI interpreters subject to random monitoring of live and recorded calls. The Offeror established a Standards of Practice for their staff to follow. The Offeror has the ability to monitor calls 3 ways. The Offeror has a system in place for rewarding interpreters who do well. In the absence of improvement, interpreters are removed from further service.

5.2 Translators – The Offeror uses an internally written proficiency test (“UniTest”) for its screening process. The Offeror provided an explanation on how they meet Ethics & HIPAA compliance. The Offeror conducts Quality Assurance training, and refresher training when needed. The Offeror has measures in place such as the European standard EN 15038, used in Quality Management System called “Universe Project Manager, which measures quality assurance processes, internally and externally.

Voiance Language Services, LLC

The Evaluation Committee awarded **Voiance Language Services, LLC** 134 points based on the Offeror's response.

5.1 Interpreters – The Offeror detailed their recruitment process, which consists of the following practices: a Comprehensive Language Assessment, an In-Depth Screening Interview and Three-Step Interpreter Qualification Test, and a Background Check. The Offeror requires that all candidates possess a high school diploma or equivalent. The Offeror also provided a certification program guide. The Offeror tests government interpreters to ensure they are fluent in both English and the target language. The Offeror requires that the interpreters complete a 120-hour interpreter certification-training course. In addition, each month interpreters are required to complete four (4) continuing education modules. Offeror's interpreters are ADA Compliant with section 504 of the Rehabilitation Act, certified through RID. ASL interpreters are required to

have Master's Degree or an equivalent from a translation certification agency. All interpreters are located inside US call centers. Offeror staff all graduate from a 2-4 year Interpreting Training Program (ITP).

5.2 Translators – When possible, the Offeror hires ATA certified translators. The Offeror requires translators to meet minimum requirements; such as five (5) years of experience, three (3) references, certification by qualifying agencies, Bachelor's Degree or equivalent, and a passing score on the screening tests. The Offeror has a system in place to keep track of translation memory for terminology to increase the turnaround time of future translation projects. The Offeror provides services such as braille transcription, voice-over recordings, multilingual desktop publishing and large print format. To ensure accuracy, the Offeror has processes in place that includes a translator, an editor, and a proofreader.

WorldWide Interpreters, Inc.

The Evaluation Committee awarded **WorldWide Interpreters, Inc.** 78 points based on the Offeror's response.

5.1 Interpreters – The Offeror did not talk about education requirements. The Offeror's proposal was unorganized and incomplete. The Offeror has procedure in place to higher new employees such as posting jobs on their website, on LinkedIn, on TranslatorsCafe, and on ProZ. The Offeror has tools they use before hiring such as Queue Metrics, prequalification checks, oral proficiency interviews so the candidate can demonstrate their proficiency in both English and the target language, qualification documents, and human resource documents. Candidates must have 5 years' experience and a certificate related to the job for which they applied. The evaluation committee did not see education requirements. The Offeror describes that they have a process called Ten Keys to an excellent session to ensure quality. The Offeror requires that they employees sign confidentiality agreements. The Offeror conducts random sampling of call sessions for quality assurance.

5.2 Translators – Not applicable

Section 3 B. 6. ORGANIZATIONAL REFERENCES (25 Points)

	AvantPage	Bromberg & Associates	Corporate Translation Services, Inc. dba Language Link	FLS, Inc. dba Foreign Language Services
Offeror Points	24	23	24	25
	Global Interpreting Network, Inc.	LanguageLine Solutions	Linguistica International, Inc.	MasterWord Services, Inc.
Offeror Points	25	25	15	25
	Universe Technical Translation, Inc.	Voiance Language Services, LLC	WorldWide Interpreters, Inc.	
Offeror Points	25	23	24	

Organizational References**Specifications:**

- a) Provide a minimum of three (3) references from similar projects performed for private, state or large local government clients within the last three years. **Offerors are required to submit ATTACHMENT F, Organization Reference Questionnaire, to the business references they list. The business references must submit the Reference Form directly to the designee described in ATTACHMENT F: Reference Questionnaire** It is the Offeror's responsibility to ensure the completed forms are received on or before **enter new date at 5:00 pm** for inclusion in the evaluation process.

Organizational References that are not received, or are not complete, may adversely affect the vendor's score in the evaluation process. The Evaluation Committee may contact any or all business references for validation of information submitted. If this step is taken, the Procurement Manager and the Evaluation Committee must all be together on a conference call with the submitted reference so that the Procurement Manager and all members of the Evaluation Committee receive the same information. Additionally, the Agency reserves the right to consider any and all information available to it (outside of the Business Reference information required herein), in its evaluation of Offeror responsibility per Section II, Para C.17.

- b) Offerors **must** submit the following information for each Business

Reference as part of their proposal:

- i. Client name;
- ii. Project description;
- iii. Project dates (starting and ending)
- iv. Staff assigned to referenced engagement that will be designated for work per this RFP
- v. Client project manager name and contact information

Evaluation Factors:

AvantPage

The Evaluation Committee awarded **AvantPage 24** points based on the Offeror's response.

Three reference questionnaires were timely received on behalf of the Offeror. Overall, the references were excellent stating that the Offeror was flexible and accommodating. With only small negative comments in the area of tracking invoices.

Bromberg & Associates

The Evaluation Committee awarded **Bromberg & Associates 23** points based on the Offeror's response.

Three reference questionnaires were timely received on behalf of the Offeror. The Offeror's references gave excellent comments with overall positive responses. With comments showing that the Offeror is flexible and accommodating and they provide high quality service. The committee noted a reference had difficulty with the offeror because an issue with meeting deadlines.

Corporate Translation Services, Inc. dba Language Link

The Evaluation Committee awarded **Corporate Translation Services, Inc. dba Language Link 24** points based on the Offeror's response.

Three reference questionnaires were timely received on behalf of the Offeror. The Offeror received excellent comments that were positive comments stating that the Offeror's services are high quality and better than other vendors in the market. One reference did note that they had some wait time issues.

FLS, Inc. dba Foreign Language Services

The Evaluation Committee awarded **FLS, Inc. dba Foreign Language Services 25** points based on the Offeror's response.

Three requested references were timely received and provided excellent ratings for the Offeror. The references stated that the Offeror was responsive, the formatting of their Documents was correct, and they met all project deadlines.

Global Interpreting Network, Inc.

The Evaluation Committee awarded **Global Interpreting Network, Inc. 25** points based on the Offeror's response.

Three references were timely received and provided excellent ratings for the Offeror. The references stated that the Offeror was consistent and timely responsive, they were able to translate exotic languages on short notice, and they were great to work with.

LanguageLine Solutions

The Evaluation Committee awarded **LanguageLine Solutions 25** points based on the Offeror's response.

Three requested references were timely received and provided excellent ratings for the Offeror. The references stated that the Offeror always demonstrated knowledge and expertise in providing language interpretation services and that they would not hesitate to award future contracts to this Offeror.

Linguistica International, Inc.

The Evaluation Committee awarded **Linguistica International, Inc. 15** points based on the Offeror's response.

Only two of three requested references were timely received and provided excellent ratings for the Offeror. One reference provided very minimal comment but with high ratings stating that they like their pricing the best; the other references provided more feedback stating that they responded quickly and they provided solutions to their needs.

MasterWord Services, Inc.

The Evaluation Committee awarded **MasterWord Services, Inc. 25** points based on the Offeror's response.

Three requested references were timely received and provided excellent ratings for the Offeror. The references stated that the Offeror provided excellent service, communication, quick and accurate translation services, and that they would recommend the Offeror's services again.

Universe Technical Translation, Inc.

The Evaluation Committee awarded **Universe Technical Translation, Inc. 25** points based on the Offeror's response.

Three requested references were timely received and provided excellent ratings for the Offeror. The references stated that the Offeror was flexible, followed up on projects, provided excellent materials, and the staff is courteous and professional.

Voiance Language Services, LLC

The Evaluation Committee awarded **Voiance Language Services, LLC 23** points based on the Offeror's response.

Three requested references were timely received and provided mostly excellent ratings for the Offeror. The references stated that the Offeror's services were available when needed, that they provide easy issue resolution, interpreters were quickly available, and they provide superb customer service. One reference stated that they had issues with the requested language being unavailable.

WorldWide Interpreters, Inc.

The Evaluation Committee awarded **WorldWide Interpreters, Inc. 24** points based on the Offeror’s response.

Three requested references were timely received, and provided excellent ratings for the Offeror. The references stated that the Offeror provided excellent customer service from the billing department and the live interpreters, is consistent, and the staff is professional. There have been challenges with emails and fax communications not going through.

SERVICE TESTS - PASS/FAIL

	Corporate Translation Services, Inc. dba Language Link	Global Interpreting Network, Inc.	LanguageLine Solutions	Linguistica International, Inc.
<u>Pass/Fail</u>	Pass	Pass	Pass	Fail
	Voiance Language Services, LLC			
<u>Pass/Fail</u>	Pass			

Specifications:

If selected as a finalist, Offerors **must** agree to provide the Evaluation Committee the opportunity to place test calls as part of the selection process at no cost.

Offerors **must** provide a toll free number, code and other necessary information as part of their proposal to allow the Evaluation Committee to place a test call at no cost. At the discretion of the Sourcing Team, test calls shall be a minimum of one call, for no more than five (5) minutes.

Test calls will be evaluated on a pass/fail basis, and Offerors will be disqualified from further evaluation for wait times of longer than two (2) minutes, for poor connectivity or static, if translators are not fluent in the English language, and/or if the evaluation committee determines the Offeror cannot adequately meet the requirements to perform the level of service as outlined in this RFP.

Evaluation Factors:

Pass/Fail

Corporate Translation Services, Inc. dba Language Link

Corporate Translation Services, Inc. dba Language Link **passed** the service test call. An interpreter answered the call within 2 minutes of the language (Italian) being identified. The quality of the call was clear; the committee was able to hear the interpreter. The quality of the

interpreter was high; interpretation was concise and communicated all pertinent information exactly.

Global Interpreting Network, Inc.

Global Interpreting Network, Inc. **passed** the service test call. An interpreter answered the call within 2 minutes of the language (Italian) being identified. The quality of the call was clear; the committee was able to hear the interpreter. The quality of the interpreter was high; interpretation was concise and communicated all pertinent information exactly.

LanguageLine Solutions

LanguageLine Solutions **passed** the service test call. An interpreter answered the call within 2 minutes of the language (Italian) being identified. The quality of the call was clear; the committee was able to hear the interpreter. The quality of the interpreter was high; interpretation was concise and communicated all pertinent information exactly.

Linguistica International, Inc.

Linguistica International, Inc. **failed** the service test call. Two attempts were made to connect to an Italian interpreter. The first call was not connected, even after waiting 8 minutes and 30 seconds. The team decided to make one more attempt to connect to an interpreter, after waiting 2 minutes and 39 seconds, we were connected to an interpreter. The interpreter communicated most of the information; however, she missed a few details: the Italian speaking customer explained that they needed help with his “Medicaid paperwork” (pratica medica), but the interpreter misinterpreted to the user “medical institution” and completely skipped a section of interpretation “you can make an appointment with our office.” Lastly, interpreter interpreted in the third person, where acceptable interpretation is from first person. Due to the Offeror’s failure of this required test, Linguistica International is not eligible for an award in the OPI category.

Voiance Language Services, LLC

The Evaluation Committee awarded Voiance Language Services, LLC **passed** the service test call. An interpreter answered the call within 2 minutes of the language (Italian) being identified. The quality of the call was clear; the committee was able to hear the interpreter. The quality of the interpreter was high; interpretation was concise and communicated all pertinent information exactly.

Section IV.C.3, Costs (400 Total Points)**Over Phone Interpretation**

	Spanish	Top 12	3 RD TIER	Remaining	Total points
Corporate Translation Services, Inc. dba Language Link	.57/.48 X 100 = 84.21 Points	.57/.53x100 = 92.98 Points	.57/.56 x 100 = 98.25 points	.57/.57 x 100 = 100 points	375
Global Interpreting Network, Inc.	.48/.48 x 100 = 100 Points	.62/.53 x 100 = 85.48 Points	.62/.56 x 100 = 90.32 Points	.62/.57 x 100 = 91.94 Points	368
LanguageLine Solutions	.64/.48 x 100 = 75 Points	.64/.53 x 100 = 82.81 Points	.64/.56 x 100 = 87.50 Points	.64/.57 x 100 = 89.06 Points	335
Linguistica International, Inc.	.51/.48 x 100 = 94.12 Points	.53/.53 x 100= 100 Points	.56/.56 x 100 = 100 Points	.58/.57 x 100 = 98.28 Points	393
MasterWord Services, Inc.	.62/.48 x 100 = 77.42 Points	.75/.53 x 100 = 72.60 Points	.84/.56 x 100 = 66.67 Points	.99/.57 x 100 = 57.58 Points	274
Universe Technical Translation, Inc.	.56/.48 x 100 = 87.27 Points	.73/.53 x 100 = 72.60 Points	.73/.56 x 100 = 76.71 Points	.73/.57 x 100 = 78.08 Points	315
Voiance Language Services, LLC	.61/.48 x 100 = 78.69 Points	.61/.53 x 100 = 86.89 Points	.61/.56 x 100 = 91.80 Points	.61/.57 x 100 = 93.44 Points	351
WorldWide Interpreters	.59/.48 x 100 = 81.36 Points	.59/.53 x 100 = 89.83 Points	.70/.56 x 100 = 80 Points	.70/.57 x 100 = 81.43 Points	327

Video Remote Interpretation

	ASL	2 nd Tier	3 rd Tier	Total Points
Bromberg & Associates	.1.75	1.90.35	2.50	148
Corporate Translation Services, Inc. dba Language Link	1.99/.95 x 133.333 = 63.65 Points	.89/.61 x 133.333 = 91.39 Points	.89/.61 x 133.33 = 32.53 Points	246

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LanguageLine Solutions	1.95/.95 x 133.333 = 64.96 Points	1.40/.61 x 133.333 = 58.10 Points	1.40/.61 x 133.33 = 58.10 Points	181
MasterWord Services, Inc.	1.95/.95 x 133.333 = 64.96 Points	1.46/.61 x 133.333 = 55.71 Points	1.76/.61 x 133.333 = 46.21 Points	167
Universe Technical Translation, Inc.	2.25/.95 x 133.333 = 56.30 Points	2.50/.61 x 133.333 = 32.53 Points	2.50/.61 x 133.333 = 32.53 Points	121
Voiance Language Services, LLC	.95/.95 x 133.333 = 133.333 Points	.61/.61 x 133.333 = 133.333 Points	.61/.61 x 133.333 = 133.333 Points	400

Document Translation

	Spanish	3B	3C	3D	3E	3F	3G	3H	3I	Total
AvantPage	.15/.08 x 44.444= 23.70 Points	.21/.10 x 44.444= 22.22 Points	.22/.12 x 44.444= 24.24 Points	.24/.15 x 44.444= 27.78 Points	.18/.10 x 44.444= 24.69 Points	.26/.12 x 44.444= 20.51 Points	.23/.14 x 44.444= 27.05 Point	.28/.17 x 44.444= 26.98 Points	50/15 x 44.444 = 13.33 Points	196
Bromberg & Associates	.15/.08 x 44.444= 23.70 Points	.20/.10 x 44.444= 22.22 Points	.21/.12 x 44.444= 25.40 Points	.25/.15 x 44.444= 26.67 Points	.18/.10 x 44.444= 24.69 Points	.23/.12 x 44.444= 23.19 Points	.22/.14 x 44.444= 28.28 Points	.27/.17 x 44.444= 27.98 Points	35/15 x 44.444 = 19.05 Points	221
Corporate Translation Services, Inc. dba Language Link	.18/.08 x 44.444= 25.40 Points	.15/.10 x 44.444= 29.63 Points	.16/.12 x 44.444= 33.33 Points	.17/.15 x 44.444= 39.22 Points	.13/.10 x 44.444= 34.19 Points	.21/.12 x 44.444= 25.40 Points	.195/.14 x 44.444= 31.91 Points	.22/.17 x 44.444= 34.34 Points	39.50/15 x 44.444 = 16.68 Points	280
FLS, Inc. dba Foreign Language Services	.14/.08 x 44.444= 25.40 Points	.20/.10 x 44.444= 22.22 Points	.19/.12 x 44.444= 28.07 Points	.21/.15 x 44.444= 31.75 Points	.16/.10 x 44.444= 27.78 Points	.22/.12 x 44.444= 24.24 Points	.22/.12 x 44.444= 28.28 Points	.23/.17 x 44.444= 32.85 Points	35/15 x 44.444 = 19.05 Points	240
Global Interpreting Network, Inc.	.10/.08 x 44.444= 35.56 Points	.18/.10 x 44.444= 22.22 Points	.17/.12 x 44.444= 28.07 Points	.17/.15 x 44.444= 31.75 Points	.10/.10 x 44.444= 27.78 Points	.17/.12 x 44.444= 24.24 Points	.15/.14 x 44.444= 41.48 Points	.17/.17 x 44.444= 32.85 Points	25/15 x 44.444 = 26.27 Points	324

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RFP Title: On-Demand Remote Interpreting (OPI and VRI) and Document Translation

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		29.63 Points	31.37 Points	39.22 Points	44.44 Points	31.37 Points		44.44 Points		
LanguageLine Solutions	.16/.08 x 44.44 = 22.22 Points	.18/.10 x 44.44 = 24.69 Points	.20/.12 x 44.44 = 26.67 Points	.28/.15 x 44.44 = 23.81 Points	.24/.10 x 44.44 = 18.52 Points	.27/.12 x 44.44 = 19.75 Points	.30/.14 x 44.44 = 20.74 Points	.42/.17 x 44.44 = 17.99 Points	50/15 x 44.44 = 13.33 Points	188
Linguistica International, Inc.	.08/.08 x 44.44 = 44.44 Points	.10/.10 x 44.44 = 44.44 Points	.12/.12 x 44.44 = 44.44 Points	.15/.15 x 44.44 = 44.44 Points	.10/.10 x 44.44 = 44.44 Points	.12/.12 x 44.44 = 44.44 Points	.14/.14 x 44.44 = 44.44 Points	.20/.17 x 44.44 = 37.78 Points	15/15 x 44.44 = 44.44 Points	393
MasterWord Services, Inc.	.12/.08 x 44.44 = 29.63 Points	.18/.10 x 44.44 = 24.69 Points	.17/.12 x 44.44 = 31.37 Points	.25/.15 x 44.44 = 26.67 Points	.16/.10 x 44.44 = 27.78 Points	.22/.12 x 44.44 = 24.24 Points	.24/.14 x 44.44 = 25.93 Points	.35/.17 x 44.44 = 21.59 Points	40.50/ 15 x 44.44 = 16.46 Points	228
Universe Technical Translation, Inc.	.14/.08 x 44.44 = 25.40 Points	.19/.10 x 44.44 = 23.39 Points	.21/.12 x 44.44 = 25.40 Points	.22/.15 x 44.44 = 30.30 Points	.16/.10 x 44.44 = 27.78 Points	.22/.12 x 44.44 = 24.24 Points	.21/.14 x 44.44 = 29.63 Points	.23/.17 x 44.44 = 32.85 Points	39/15 x 44/44 = 17.09 Points	236
Voiance Language Services, LLC	.12/.08 x 44.44 = 29.63 Points	.21/.10 x 44.44 = 21.16 Points	.18/.12 x 44.44 = 26.63 Points	.26/.15 x 44.44 = 25.64 Points	.15/.10 x 44.44 = 29.63 Points	.23/.12 x 44.44 = 23.19 Points	.26/.14 x 44.44 = 23.93 Points	.32/.17 x 44.44 = 23.61 Points	65/15 x 44.44 = 10.26 Points	217

Combined OPI & VRI

	4A	4B	4C	4D	4E	TOTAL Points
Corporate Translation Services, Inc. dba Language Link	.85/.61 x 80 =57.41 Points	.85/.61 x 80 =57.41 Points	.85/.61 x 80 =57.41 Points	.85/.61 x 80 =57.41 Points	1.99/.95 x 80 = 38.19 Points	268
LanguageLine Solutions	.64/.61 x 80 =	.64/.61 x 80 =	1.40 / .61 x 80	1.40 / .61 x 80	1.95/.95 x 80 =	261

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	76.25 Points	76.25 Points	= 34.86 Points	= 34.86 Points	38.97 Points	
MasterWord Services, Inc.	.73/.61 x 80 = 66.85 Points	.99/.61 x 80 = 49.29 Points	1.46/.61 x 80 = 33.42 Points	1.76/.61 x 80 = 27.73 Points	1.95/.95 x 80 = 38.97 Points	216
Voiance Language Services, LLC	.61/.61 x 80 = 80 Points	61/.61 x 80 = 80 Points	61/.61 x 80 = 80 Points	61/.61 x 80 = 80 Points	.95/.95 x 80 = 80 Points	400

**On-Demand Remote Interpreting (OPI and VRI) and Document Trans
RFP # 90-000-18-00003**

Evaluation Summary

Telephone	Technical	References	Price	Service Test	Total	Ranking
Corporate Translation Services, Inc. dba Language Link	537	24	375	Pass	936	1
Global Interpreting Network, Inc.	520	25	368	Pass	913	2
LanguageLine Solutions	531	25	334	Pass	890	4
Linguistica International, Inc.	531	15	392	Failed	0	8
MasterWord Services, Inc.	550	25	274	None	849	5
Universe Technical Translation, Inc.	467	25	315	None	806	6
Voiance Language Services, LLC	538	23	351	Pass	911	3
WorldWide Interpreters, Inc.	314	24	327	None	665	7
Video	Technical	References	Price		Total	Ranking
Bromberg & Associates	525	23	148		695	5
Corporate Translation Services, Inc. dba Language Link	537	24	246		807	2
LanguageLine Solutions	531	25	181		737	4
MasterWord Services, Inc.	550	25	167		742	3
Universe Technical Translation, Inc.	467	25	121		613	6
Voiance Language Services, LLC	538	23	400		960	1
Written Translation	Technical	References	Price		Total	Ranking
AvantPage	505	25	209		739	8
Bromberg & Associates	525	23	221		768	6
Corporate Translation Services, Inc. dba Language Link	537	24	280		841	3
FLS, Inc. dba Foreign Language Services	415	25	240		680	10
Global Interpreting Network, Inc.	520	25	324		869	2
LanguageLine Solutions	531	25	188		744	7
Linguistica International, Inc.	531	15	393		939	1
MasterWord Services, Inc.	550	25	228		804	4
Universe Technical Translation, Inc.	467	25	236		728	9
Voiance Language Services, LLC	538	23	217		777	5
Combined T-V	Technical	References	Price	Service Test	Total	Ranking
Corporate Translation Services, Inc. dba Language Link	537	24	268	Pass	828	2
LanguageLine Solutions	531	25	261	Pass	817	3
MasterWord Services, Inc.	550	25	216	None	791	4
Voiance Language Services, LLC	538	23	400	Pass	960	1

Evaluation Committee Recommendation

Based on the Evaluation Committee’s evaluation of the proposals submitted, as detailed above, the committee respectfully recommends awarding Statewide Price Agreements to perform the scope of work as outlined in the On-Demand Remote Interpreting (OPI and VRI) and Document Translation, RFP #90-000-18-00003 to the eight (8) proposals receiving the highest scores along the natural point-break for the following categories:

Over the Phone Interpretation
Corporate Translation Services, Inc. dba Language Link
Global Interpreting Network, Inc.
LanguageLine Solutions
Voiance Language Services, LLC
Video Remote Interpretation
Corporate Translation Services, Inc. dba Language Link
LanguageLine Solutions
MasterWord Services, Inc.
Voiance Language Services, LLC
Document Translation
Bromberg & Associates
Corporate Translation Services, Inc. dba Language Link
Global Interpreting Network, Inc.
Linguistica International, Inc.
MasterWord Services, Inc.
Voiance Language Services, LLC
Combined OPI and VRI
Corporate Translation Services, Inc. dba Language Link
LanguageLine Solutions
Voiance Language Services, LLC

Subject to agreement between the state of New Mexico and the selected Offerors. Awarding Statewide Price Agreements to the recommended Offerors is in the best interest and is most advantageous to the State, the Agency, and Agency clients.

Committee Signature Approval

see attached

Arlene Watson-Paulin
Evaluation Committee Member

Date

see attached

Huan Nguyen
Evaluation Committee Member

Date

see attached

Joel Atkinson
Evaluation Committee Member

Date

see attached

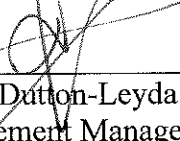
Kate Byers
Evaluation Committee Member

Date

see attached

Lana Gunaratne-Graham
Evaluation Committee Member

Date

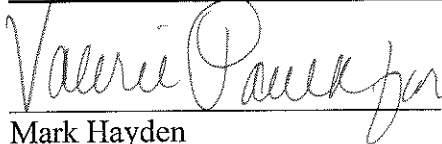


Travis Dutton-Leyda
Procurement Manager

Date

12/23/19

New Mexico State Purchasing Signature Approval



Mark Hayden
State Purchasing Agent & Director

Date

12/23/19

Committee Signature Approval

Arlene.Watson-Paulin
Evaluation Committee Member

Date

Huan Nguyen
Evaluation Committee Member

Date

Joel Atkinson
Evaluation Committee Member

Date

Kathryn Byers

Kate Byers
Evaluation Committee Member

12/19/2019
Date

Lana Gunaratne-Graham
Evaluation Committee Member

Date

Travis Dutton-Leyda
Procurement Manager

Date

New Mexico State Purchasing Signature Approval

Mark Hayden
State Purchasing Agent & Director

Date

Committee Signature Approval

Arlene Watson-Paulin
Evaluation Committee Member

Date

Huan Nguyen
Evaluation Committee Member

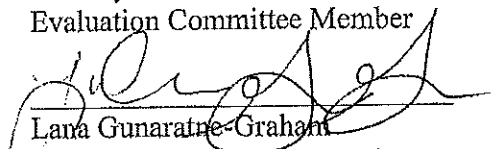
Date

Joel Atkinson
Evaluation Committee Member

Date

Kate Byers
Evaluation Committee Member

Date



Lana Gunaratne-Graham
Evaluation Committee Member

11-27-2019
Date

Travis Dutton-Leyda
Procurement Manager

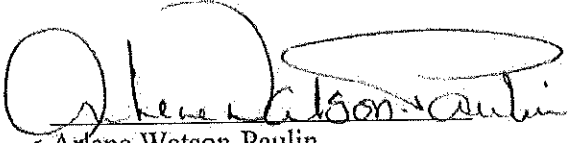
Date

New Mexico State Purchasing Signature Approval

Mark Hayden
State Purchasing Agent & Director

Date

Committee Signature Approval



Arlene Watson-Paulin
Evaluation Committee Member

11-22-2019
Date

Huan Nguyen
Evaluation Committee Member

Date

Joel Atkinson
Evaluation Committee Member

Date

Kate Byers
Evaluation Committee Member

Date

Lana Gunaratne-Graham
Evaluation Committee Member

Date

Travis Dutton-Leyda
Procurement Manager

Date

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Mark Hayden
State Purchasing Agent & Director

Date

Committee Signature Approval

Arlene.Watson-Paulin
Evaluation Committee Member

Huan Nguyen

Huan Nguyen
Evaluation Committee Member

Date

11/20/19
Date

Joel Atkinson
Evaluation Committee Member

Date

Kate Byers
Evaluation Committee Member

Date

Lana Gunaratne-Graham
Evaluation Committee Member

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Huan Nguyen
Evaluation Committee Member

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Joel Atkinson
Evaluation Committee Member

12/12/2019
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Kate Byers
Evaluation Committee Member

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Lana Gunaratne-Graham
Evaluation Committee Member

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Travis Dutton-Leyda
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Mark Hayden
State Purchasing Agent & Director

Date