



**DEPARTMENT OF BUDGET AND MANAGEMENT  
ACTION AGENDA**

**ITEM:** 21-S (Cont.)

**BIDS OR PROPOSALS:** See Attachment

**MBE PARTICIPATION:** 15% for Telephonic Services;  
...; and  
15% for Written Document Translation

**PERFORMANCE SECURITY:** None

**INCUMBENTS:** *Telephonic (Category I):*  
CTS Language Link, Inc., Vancouver, WA

...

*Written Document (Category III):* Same

**REQUESTING AGENCY REMARKS:** A notice of the availability of the Request for Proposals (RFP) was advertised on *eMarylandMarketplace.com* and on DBM's website. In addition, a copy of the RFP was sent directly to 39 prospective offerors, of which 12 are Maryland firms and nine are MBEs.

A total of 33 proposals from seventeen different offerors were received in response to the RFP, with some vendors proposing for multiple service categories. Two offerors were determined not to be responsible and six proposals from four offerors were deemed not reasonably susceptible of being selected for award due to non-compliance with MBE submission requirements. In total 11 proposals from six different offerors were removed from further consideration due to these not responsible or not reasonably susceptible of being selected for award determinations. Nonetheless, even after these eliminations 12 different offerors were deemed qualified to provide services in one or more Service Categories, with seven qualified offerors each for Telephonic and On-site interpretations and eight qualified offerors for Written Document translations.

The amounts reflected in the Offerors' financial proposals were based on models in the RFP used for evaluation purposes to establish firm fixed unit prices for interpretation and translation services.

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The RFP provided for the possibility of multiple contract awards to the same or multiple vendors; one contract for each service category, and a secondary, backup contract for On-site interpretation services (Service Category II).

For Service Category I (Telephonic), Language Line Services, LLC was ranked number one technically and number two financially, with pricing about 6% higher than the prices of the lowest priced offeror. The offeror that was ranked number one in price was ranked number seven (last) technically. It was determined that Language Line Services, LLC was worth a 6% price differential versus the much lower technically ranked, lowest priced offeror. Accordingly, it was determined that Language Line Services, LLC had the most advantageous offer and is recommended for the Category I award.

...

For Service Category III (Written Document), Schreiber Translations, Inc. (Schreiber), the incumbent for this Service Category, was ranked third technically and second financially. The offerors ranked number one and two technically were financially ranked number six (over 24% higher in price) and number four (15% higher in price). Although the lowest priced offeror was about 17% lower in price than Schreiber, this lowest priced offeror was ranked fourth technically. It was determined that Schreiber was worth its price differential over the lowest priced offeror, but that the two higher technically ranked offerors than Schreiber were not worth their price differentials over Schreiber. Accordingly, the determination was that Schreiber represented the most advantageous offer for the State and is recommended for the Category III award.

The MBE participation goals were determined based on a combination of researching opportunities for subcontractors and historical performance under the prior contracts. ...The goals remain the same as the previous contracts at 15% goals for the Telephonic interpretation and Written Document translation Service Categories.

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These contracts are available for use by any agency of the State of Maryland, including the judicial and legislative branches. In addition, all local governments and qualifying not-for-profit organizations in Maryland are permitted to use the contracts to be awarded under this Item at the same prices and levels of service as for State agencies. Whereas the permitted usage by Maryland local governments was in the current contract, the permitted usage by Maryland not-for-profit entities will be implemented for the first time under the contract for which approval is requested in this Item.

NOTE: Whereas usage of this contract by non-State of Maryland agencies is to be tracked and reported by the contractors, the requested contract approval amounts listed on this Item are for State agency usage only.

**FUND SOURCE:** 100% Non-Budgeted

**APPROP. CODE:** Various Agencies

**RESIDENT BUSINESSES:** No (Language Line)  
...  
Yes (Schreiber)

**MD TAX CLEARANCES:** 12-1995-0111 (Language Line)  
...  
12-1992-0111 (Schreiber)

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Board of Public Works Action - The above referenced Item was:

APPROVED	DISAPPROVED	DEFERRED	WITHDRAWN
WITH DISCUSSION		WITHOUT DISCUSSION	

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**ITEM:** 21-S (Cont.) **ATTACHMENT**

**BIDS OR PROPOSALS (Cont.):**

<u>Offerors - Telephonic</u>	<u>Technical Rank</u>	<u>Financial Rank &amp; Price*</u>	<u>Overall Rank**</u>
Language Line Services, Inc. (Monterey, CA)	1	2 - \$1,325,000.00	1
Language Select, Inc. (Los Angeles, CA)	2	5 - \$1,500,000.00	2
Voiance Language Services, LLC (Tucson, AZ)	3	4 - \$1,380,000.00	3
Optimal Phone Interpreters, Inc. (Winter Park, FL)	5	3 - \$1,332,000.00	4
Universe Technical Translation, Inc. (Houston, TX)	7	1 - \$1,250,000.00	5
CTS Language Link, Inc. (Vancouver, WA)	4	6 - \$1,660,000.00	6
Lionbridge Global Solutions II, Inc. (Silver Spring, MD)	6	7 - \$1,687,000.00	7

...

<u>Offerors - Written Document</u>	<u>Technical Rank</u>	<u>Financial Rank &amp; Price*</u>	<u>Overall Rank**</u>
Schreiber Translations, Inc. (Rockville, MD)	3	2 - \$507,240.00	1
Ad Astra, Inc. (Silver Spring, MD)	4	1 - \$433,250.00	2
Multilingual Solutions, Inc. (Rockville, MD)	2	4 - \$583,550.00	3
Lionbridge Global Solutions II, Inc. (Silver Spring, MD)	1	6 - \$633,400.00	4
Universe Technical Translation, Inc. (Houston, TX)	7	5 - \$626,275.00	5
CTS Language Link, Inc. (Vancouver, WA)	6	7 - \$649,900.00	6
Compass Languages, Inc. (Annapolis, MD)	8	3 - \$511,520.00	7
Voiance Language Services, LLC (Tucson, AZ)	5	8 - \$716,000.00	8

Notes: \* Financial Rank prices are the 5-year pricing totals based upon models in the RFP of estimated usages for multiple pricing scenarios in each Service Category.

\*\* Technical factors were given equal weight with price factors in the overall award determination.