

**Supplement B**  
**Department Of Budget And Management**  
**ACTION AGENDA**  
**November 6, 2013**

**SERVICES CONTRACT**

**ITEM:** 1-S **Agency Contact:** Joy Epstein  
410-260-7570  
Joy.epstein@maryland.gov

**DEPARTMENT/PROGRAM:** Budget and Management (DBM)

**CONTRACT ID:** Visual Communication Services  
ADPICS #: See page 9B

**CONTRACT DESCRIPTION:** Contracts for Visual Communication Services for the deaf and hard of hearing for On-Site Interpretation (Service Category I), On-Site Computer Assisted Real-time Transcription (CART) (Category II), Video Remote Interpretation (VRI) (Category III), and Remote CART (Category IV).

**AWARDS:** Category I: 25 Awards;  
Category II: 22 Awards;  
Category III: 2 Awards; and  
Category IV: 2 Awards  
(See pages 4B - 9B for details)

**TERM:** 1/1/2014 - 12/31/2016 (w/2 one-year renewal options)

**AMOUNTS:** \$ 5,022,412 Est. (3 Years; Base Term)  
\$ 2,439,371 Est. (1 Year; 1<sup>st</sup> Renewal Option)  
\$ 2,863,914 Est. (1 Year; 2<sup>nd</sup> Renewal Option)  
\$10,325,687 Est. Grand Total (5 Years)  
(See page 9B for details)

**PROCUREMENT METHOD:** Competitive Sealed Proposals

**PROPOSALS:** See pages 4B - 8B

**MBE PARTICIPATION:** 4 of the 10 Contractors are MD Certified MBEs  
(See page 9B)  
0% subcontracting goal (See Requesting Agency Remarks below)

**PERFORMANCE SECURITY:** None

**INCUMBENT:** None

**Supplement B**  
**Department Of Budget And Management**  
**ACTION AGENDA**  
**November 6, 2013**

**ITEM:** 1-S (Cont.)

**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 73 prospective offerors, of which 17 are Maryland firms and five are MBEs.

A total of 118 proposals from 18 different offerors were received in response to the RFP, with most vendors proposing for multiple service categories. Three offerors with 18 proposals were deemed not reasonably susceptible of being selected for award due to noncompliance with RFP terms and conditions and were removed from further consideration. Nonetheless, even after these eliminations, 15 different offerors were deemed qualified to provide services in one or more Service Categories, with 15 qualified offerors for On-site interpretations, seven qualified for On-Site CART, 12 qualified offerors for VRI, and eight qualified offerors for Remote CART.

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 On-site interpretation, CART, Remote CART, and VRI translation services.

The RFP provided for the possibility of multiple contract awards to the same or multiple vendors; up to five contracts for Category I (On-Site Interpretation) for each of the five regions or 25 awards for Category I; up to five contracts for Category II (On-site CART) for each of the five regions or 25 awards for Category II. The RFP also provided for the possibility of a Primary and Secondary award for Categories III and IV. The charts beginning on page 4B provides the technical, financial, and overall rankings for all four categories. Technical and financial factors were given equal consideration for all award recommendations in all four categories. The shaded offerors on the charts show the recommended awardees that provided the most advantageous offers to the State for each category/region.

Since responses were received from both Maryland based offerors and out-of-state offerors, in-state preferences laws or regulations were looked at for each of the out-of-state offerors that were ranked ahead of a Maryland based vendor. It was determined that there was no applicable preference that would alter the rankings of offerors located in New York, California or Pennsylvania. However, there are multiple preferences granted by Washington, D.C. that would disfavor a Maryland based firm competing for a similar procurement there. After applying a reciprocal preference for Maryland offerors versus the single offeror based in Washington, D.C., this Washington, D.C., based offeror was lowered in ranking compared to Maryland based offerors.

The projected estimates being presented for approval were based upon the prices of the overall #1 awardee in each category and each region for Category I and Category II, and the overall #1 awardee for the Statewide Category III and Category IV.

**Supplement B**  
**Department Of Budget And Management**  
**ACTION AGENDA**  
**November 6, 2013**

**ITEM:** 1-S (Cont.)

No MBE participation goals were established for these contracts because the scope of work does not allow for subcontracting, since the majority of interpreters are independent contractors.

These contracts are available for use by any agency of the State of Maryland, including the judicial and legislative branches. All local governments and qualifying not-for-profit organizations in Maryland are also permitted to use the contracts to be awarded under this Board Item at the same prices and levels of service as for State agencies. In addition, to help achieve lower prices under this procurement, governments in adjoining states to Maryland, including Washington, D.C. may use the contract for the two on-site categories of services (Categories I and II), while any government in the United States may use the contract for the two remote categories of services (Categories III and IV).

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 Board Item are for State agency usage only.

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

**APPROP. CODE:** Various Agencies

**RESIDENT BUSINESSES:** See page 9B

**MD TAX CLEARANCES:** See page 9B

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Board of Public Works Action – This Item was:

APPROVED	DISAPPROVED	DEFERRED	WITHDRAWN
WITH DISCUSSION		WITHOUT DISCUSSION	

**Supplement B**  
**Department Of Budget And Management**  
**ACTION AGENDA**  
**November 6, 2013**

**ITEM: 1-S (Cont.) AWARDS / PROPOSALS (Cont.):**

**Category I - On-Site Visual Language Interpretation**

<b>Region I - Western Region</b>			
<b>Offerors</b>	<b>Technical Ranking</b>	<b>Evaluated Financial Amount (Ranking)</b>	<b>Overall Ranking</b>
American Sign Language Inc. (New York, NY)	5	\$785,910 (1)	1
Purple Language Services Co. (Rockville, MD)	1	\$1,025,000 (8)	2
* Hands in Motion (Washington, DC)	2	\$891,250 (3) / \$980,375 (5) *	3
TCS Associates (Rockville, MD)	3	\$981,168.34 (6)	4
Mid-Atlantic Interpreting Group (Ellicott City, MD)	4	\$966,950 (4)	5
Hearing and Speech Agency (Baltimore, MD)	6	\$1,062,500 (9)	6
VitalSigns (Silver Spring, MD)	7	\$1,267,545 (11)	7
Ad Astra Inc. (Silver Spring, MD)	9	\$950,000 (3)	8
Interpreters Unlimited (San Diego, CA)	8	\$1,006,250 (7)	9
Compass Languages (Annapolis, MD)	10	\$1,085,790 (10)	10
WelInterpret (Columbia, MD)	11	\$837,500 (2)	11

<b>Region II - Central Region</b>			
<b>Offerors</b>	<b>Technical Ranking</b>	<b>Evaluated Financial Amount (Ranking)</b>	<b>Overall Ranking</b>
TCS Associates (Rockville, MD)	2	\$2,199,984.41 (5)	1
Birnbaum Interpreting Services (Silver Spring, MD)	3	\$2,302,055 (7)	2
Mid-Atlantic Interpreting Group (Ellicott City, MD)	5	\$2,164,562 (4)	3
* Hands in Motion (Washington, DC)	4	\$2,146,250 (4) / \$2,360,875 (8) *	4
American Sign Language Inc. (New York, NY)	8	\$1,886,280 (1)	5
Hearing and Speech Agency (Baltimore, MD)	6	\$2,378,500 (9)	6
Purple Language Services Co. (Silver Spring, MD)	1	\$2,583,800 (11)	7
Interpreters Unlimited (San Diego, CA)	9	\$2,270,100 (6)	8
Ad Astra Inc. (Silver Spring, MD)	10	\$2,143,200 (3)	9
VitalSigns (Silver Spring, MD)	7	\$2,823,405 (12)	10
Compass Languages (Annapolis, MD)	11	\$2,434,580 (10)	11
WelInterpret (Columbia, MD)	12	\$1,933,000 (2)	12

**Supplement B**  
**Department Of Budget And Management**  
**ACTION AGENDA**  
**November 6, 2013**

**ITEM: 1-S (Cont.) AWARDS / PROPOSALS (Cont.):**

<b>Region III-Eastern Region</b>			
<b>Offerors</b>	<b>Technical Ranking</b>	<b>Evaluated Financial Amount (Ranking)</b>	<b>Overall Ranking</b>
Purple Language Services Co. (Rockville, MD)	1	\$822,000 (8)	1
TCS Associates (Rockville, MD)	2	\$786,782.33 (6)	2
American Sign Language Inc. (New York, NY)	5	\$698,690 (1)	3
Mid-Atlantic Interpreting Group (Ellicott City, MD)	3	\$775,820 (3)	4
Hearing and Speech Agency (Baltimore, MD)	4	\$852,500 (9)	5
* Hands in Motion (Washington, DC)	6	\$713,750 (2) / \$785,125 (5) *	6
Interpreters Unlimited (San Diego, CA)	8	\$805,000 (7)	7
VitalSigns (Silver Spring, MD)	7	\$1,018,885 (11)	8
Ad Astra Inc. (Silver Spring, MD)	9	\$760,000 (2)	9
Compass Languages (Annapolis, MD)	10	\$870,675 (10)	10
WelInterpret (Columbia, MD)	11	\$780,000 (4)	11

<b>Region IV-Capital Region</b>			
<b>Offerors</b>	<b>Technical Ranking</b>	<b>Evaluated Financial Amount (Ranking)</b>	<b>Overall Ranking</b>
TCS Associates (Rockville, MD)	1	\$1,564,326.38 (4)	1
Birnbaum Interpreting Services (Baltimore, MD)	3	\$1,635,150 (7)	2
Purple Language Services Co. (Rockville, MD)	2	\$1,836,000 (11)	3
Mid-Atlantic Interpreting Group (Ellicott City, MD)	5	\$1,540,340 (3)	4
* Hands in Motion (Washington, DC)	4	\$1,523,750 (3) / \$1,676,125 (8) *	5
American Sign Language Inc. (New York, NY)	6	\$1,630,100 (6)	6
Hearing and Speech Agency (Baltimore, MD)	7	\$1,692,500 (9)	7
Ad Astra Inc. (Silver Spring, MD)	10	\$1,520,000 (2)	8
Interpreters Unlimited (San Diego, CA)	9	\$1,610,000 (5)	9
VitalSigns (Silver Spring, MD)	8	\$2,013,525 (12)	10
Compass Languages (Annapolis, MD)	11	\$1,731,135 (10)	11
WelInterpret (Columbia, MD)	12	\$1,400,000 (1)	12

**Supplement B**  
**Department Of Budget And Management**  
**ACTION AGENDA**  
**November 6, 2013**

**ITEM: 1-S (Cont.) AWARDS / PROPOSALS (Cont.):**

<b>Region V- Southern Region</b>			
<b>Offerors</b>	<b>Technical Ranking</b>	<b>Evaluated Financial Amount (Ranking)</b>	<b>Overall Ranking</b>
American Sign Language Inc. (New York, NY)	4	\$700,795 (1)	1
TCS Associates (Rockville, MD)	1	\$786,782.33 (5)	2
* Hands in Motion (Washington, DC)	3	\$713,750 (2) / \$785,125 (4) *	3
Purple Language Services Co. (Rockville, MD)	2	\$822,000 (7)	4
Ad Astra Inc. (Silver Spring, MD)	7	\$760,000 (2)	5
Hearing and Speech Agency (Baltimore, MD)	6	\$852,500 (8)	6
Interpreters Unlimited (San Diego, CA)	8	\$805,000 (6)	7
VitalSigns (Silver Spring, MD)	5	\$1,018,885 (10)	8
Compass Languages (Annapolis, MD)	10	\$870,675 (9)	9
WeInterpret (Columbia, MD)	9	\$780,000 (3)	10

*\* The two prices listed for the Evaluated Financial Amount represent the actual evaluated price and the actual evaluated price increased by the 10% Washington, DC Reciprocal Preference used to determine Hands in Motion's overall ranking.*

**Category II - On-Site Computer Assisted Real-Time Transcription (CART)**

<b>Region I-Western Region</b>			
<b>Offerors</b>	<b>Technical Ranking</b>	<b>Evaluated Financial Amount (Ranking)</b>	<b>Overall Ranking</b>
TCS Associates (Rockville, MD)	1	\$142,405 (2)	1
American Sign Language Inc. (New York, NY)	4	\$156,767.50 (3)	2
Ad Astra Inc. (Silver Spring, MD)	5	\$121,100 (1)	3
VitalSigns (Silver Spring, MD)	2	\$172,796.75 (4)	4
** National Capitol Contracting LLC (Arlington, VA)	3	\$271,430 (5)	5

*\*\* Due to its high price proposal, NCC was not recommended for an award.*

**Supplement B**  
**Department Of Budget And Management**  
**ACTION AGENDA**  
**November 6, 2013**

**ITEM: 1-S (Cont.) AWARDS / PROPOSALS (Cont.):**

<b>Region II-Central Region</b>			
<b>Offerors</b>	<b>Technical Ranking</b>	<b>Evaluated Financial Amount (Ranking)</b>	<b>Overall Rankin</b>
Karasch & Associates (West Chester, PA)	2	\$885,856 (3)	1
American Sign Language Inc. (New York, NY)	5	\$847,400 (2)	2
TCS Associates (Rockville, MD)	3	\$961,748.17 (4)	3
VitalSigns (Silver Spring, MD)	1	\$1,049,420.50 (5)	4
Ad Astra Inc. (Silver Spring, MD)	6	\$820,500 (1)	5
National Capitol Contracting LLC (Arlington, VA)	4	\$1,368,610 (6)	6

<b>Region III-Eastern Region</b>			
<b>Offerors</b>	<b>Technical Ranking</b>	<b>Evaluated Financial Amount (Ranking)</b>	<b>Overall Ranking</b>
TCS Associates (Rockville, MD)	1	\$142,555.44 (2)	1
Ad Astra Inc. (Silver Spring, MD)	4	\$122,250 (1)	2
American Sign Language Inc. (New York, NY)	3	\$152,937.50 (3)	3
VitalSigns (Silver Spring, MD)	2	\$173,056.75 (4)	4

<b>Region IV-Capital Region</b>			
<b>Offerors</b>	<b>Technical Ranking</b>	<b>Evaluated Financial Amount/Ranking</b>	<b>Overall Ranking</b>
Karasch & Associates (West Chester, PA)	2	\$885,856 (3)	1
TCS Associates (Rockville, MD)	1	\$961,748.17 (4)	2
Ad Astra Inc. (Silver Spring, MD)	5	\$820,500 (2)	3
VitalSigns (Silver Spring, MD)	3	\$1,049,420.50 (5)	4
American Sign Language Inc. (New York, NY)	6	\$808,562.50 (1)	5
National Capitol Contracting LLC (Arlington, VA)	4	\$1,368,610 (6)	6

<b>Region V-Southern Region</b>			
<b>Offerors</b>	<b>Technical Ranking</b>	<b>Evaluated Financial Amount (Ranking)</b>	<b>Overall Ranking</b>
TCS Associates (Rockville, MD)	1	\$142,555.44 (2)	1
Ad Astra Inc. (Silver Spring, MD)	4	\$122,250 (1)	2
VitalSigns(Silver Spring, MD)	2	\$173,056.75 (4)	3
American Sign Language Inc. (New York, NY)	5	\$147,662.50 (3)	4
** National Capitol Contracting LLC (Arlington, VA)	3	\$251,110 (5)	5

*\*\* Due to its high price proposal, NCC was not recommended for an award.*

**Supplement B**  
**Department Of Budget And Management**  
**ACTION AGENDA**  
**November 6, 2013**

**ITEM: 1-S (Cont.) AWARDS / PROPOSALS (Cont.):**

**Category III - Video Remote Interpretation (VRI)**

<b>Statewide</b>			
<b>Offerors</b>	<b>Technical Ranking</b>	<b>Evaluated Financial Amount/Ranking</b>	<b>Overall Ranking</b>
Birnbaum Interpreting Services (Silver Spring, MD)	3	\$1,050,000 (2)	1
Purple Language Services Co. (Rockville, MD)	1	\$1,330,000 (6)	2
American Sign Language Inc. (New York, NY)	5	\$1,267,750 (4)	3
Language Line Services (Monterey, CA)	8	\$1,268,750 (5)	4
VitalSigns (Silver Spring, MD)	6	\$708,000 (1)	5
Hearing and Speech Agency (Baltimore, MD)	4	\$1,468,750 (8)	6
TCS Associates (Rockville, MD)	2	\$1,500,000 (9)	7
Mid-Atlantic Interpreting Group (Ellicott City, MD)	9	\$1,350,000 (7)	8
Ad Astra Inc. (Silver Spring, MD)	10	\$1,175,000 (3)	9
Interpreters Unlimited (San Diego, CA)	7	\$1,725,000 (11)	10
WeInterpret (Columbia, MD)	11	\$1,500,000 (9)	11

**Category IV - Remote Computer Assisted Real-Time Transcription (CART)**

<b>Statewide</b>			
<b>Offerors</b>	<b>Technical Ranking</b>	<b>Evaluated Financial Amount/Ranking</b>	<b>Overall Ranking</b>
Karasch & Associates (West Chester, PA)	2	\$1,106,010 (2)	1
TCS Associates (Rockville, MD)	1	\$1,536,701 (4)	2
American Sign Language Inc. (New York, NY)	5	\$1,224,225 (3)	3
National Capitol Contracting LLC (Arlington, VA)	4	\$1,683,165 (5)	4
Ad Astra Inc. (Silver Spring, MD)	6	\$1,058,000 (1)	5
VitalSigns (Silver Spring, MD)	3	\$1,746,870 (6)	6

**Supplement B**  
**Department Of Budget And Management**  
**ACTION AGENDA**  
**November 6, 2013**

**ITEM:** 1-S (Cont.) **ADPICS / AMOUNTS (Cont.):**

<b>CATEGORY</b>	<b>BASE TERM AMOUNT (3 Years)</b>	<b>RENEWAL OPTION #1 AMOUNT (1 Year)</b>	<b>RENEWAL OPTION #2 AMOUNT (1 Year)</b>	<b>TOTAL CONTRACT AMOUNT (5 Years)</b>
I – On-Site (BPO#050B3400001)	\$2,996,265	\$1,402,974	\$1,623,468	\$6,022,707
II – On-Site CART (BPO#050B3400007)	\$1,167,387	\$ 492,397	\$ 539,446	\$2,199,230
III – Visual Remote Interpretation (BPO#050B3400008)	\$ 438,750	\$ 250,000	\$ 309,000	\$ 997,750
IV – Remote CART (BPO#050B3400009)	\$ 420,010	\$ 294,000	\$ 392,000	\$1,106,010
<b>GRAND TOTAL</b>	<b>\$5,022,412</b>	<b>\$2,439,371</b>	<b>\$2,863,914</b>	<b>\$10,325,697</b>

**TAX CLEARANCES/ RESIDENT BUSINESSES / MBE STATUS (Cont.):**

<b>AWARDEES</b>	<b>TAX CLEARANCES</b>	<b>RESIDENT BUSINESS</b>	<b>MBE</b>
Abacus-N-Bytes, Inc. dba TCS Associates Rockville, MD	13-1789-1111	Yes	
Ad Astra, Inc. Silver Spring, MD	13-2721-0110	Yes	
American Sign Language, Inc. New York, NY	13-1783-0110		
Hands in Motion Washington, DC	13-2256-0110		
Karasch & Associates West Chester, PA	13-2257-0001		
Mid Atlantic Interpreter Group Ellicott City, MD	13-2258-0111	Yes	Yes
Purple Language Services Co. Rockville, MD	13-1788-1111	Yes	
Stuart B. Consultants, dba Birnbaum Interpreting Services Silver Spring, MD	13-1784-0111	Yes	Yes
The Hearing and Speech Agency of Metropolitan Baltimore, Inc. Baltimore, MD	13-1785-1110	Yes	Yes
VitalSigns, LLC Silver Spring, MD	13-1790-0110	Yes	Yes