

**DEPARTMENT OF BUDGET AND MANAGEMENT
ACTION AGENDA**

SERVICES CONTRACT

ITEM: 4-S **Agency Contact:** Jamie Tomaszewski
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DEPARTMENT/PROGRAM: Budget and Management (DBM)

CONTRACT ID: 050B2400001;
Statewide Language Interpretation and Translation
Services, Service Category II
ADPICS # 050B3400003

CONTRACT DESCRIPTION: Contracts for foreign language On-site
interpretation with a Primary and Secondary Back-up Contractor.

AWARDS: *On-site (Category II):*
Ad Astra, Inc. (Primary)
Silver Spring, MD

Interpreters Unlimited, Inc. (Secondary Back-up)
San Diego, CA

TERM: 1/30/2013 - 2/28/2018
(See Requesting Agency Remarks below)

AMOUNTS: \$3,018,250 Est.

PROCUREMENT METHOD: Competitive Sealed Proposals

BIDS OR PROPOSALS: See Attachment

MBE PARTICIPATION: 10% for Primary On-site Interpretation Services;
0% for Secondary On-site Interpretation Services
(See Requesting Agency Remarks below)

PERFORMANCE SECURITY: None

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INCUMBENTS:

On-site (Category II):

Lionbridge Global Solutions II, Inc., Rockville, MD
(Primary)

CTS Language Link, Inc., Vancouver, WA
(Secondary Back-up)

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 nine proposals were received in response to the RFP for On-site interpretations. One offeror was determined not to be responsible and another offeror was deemed not reasonably susceptible of being selected for award due to non-compliance with MBE submission requirements. After these eliminations, there were seven qualified offerors for On-site interpretation services.

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.

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).

The Contracts for Service Categories I (Telephonic) and III (Written Documentation) were awarded on the 9/19/2012 DBM BPW Agenda, Item 21-S. A protest of the award recommendations for Service Category II (On-site) was received on September 14, 2012 from the Primary incumbent contractor. At that time, the current On-site Contract was extended to allow DBM time to respond to the protest. DBM denied the protest on December 21, 2012. Because the allowed time period for an appeal of the protest response has passed without an appeal being filed, DBM is now requesting approval of the contracts for Service Category II (On-site).

For Service Category II (On-site), Ad Astra, Inc. and Interpreters Unlimited, Inc. were ranked number one and number two both technically and financially, respectively. Accordingly, Ad Astra, Inc. is recommended for award as the primary On-site contractor, with Interpreters Unlimited, Inc. being the secondary contractor.

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The contract term has a start date of January 30, 2013 to allow for a 30 day transition period from the incumbent primary contractor to the new primary and secondary contractors. The "Go Live" date for this contract will be March 1, 2013 with a five year contract duration.

The MBE participation goals were determined based on a combination of researching opportunities for subcontractors and historical performance under the prior contracts. The goal for On-site interpretation is 10%. As with the previous contract, there is no MBE goal for the secondary On-site contractor because of the anticipated lower level of usage for this vendor, and because this vendor typically has less time to try to provide interpreters than does the primary On-site contractor.

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 contracts, the permitted usage by Maryland not-for-profit entities will be implemented for the first time under the contracts for which approval is requested in this Item.

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

FUND SOURCE: 100% Non-Budgeted

APPROP. CODE: Various Agencies

RESIDENT BUSINESSES: Yes (Ad Astra)
No (Interpreters Unlimited)

MD TAX CLEARANCES: 12-1994-0111 (Ad Astra)
12-1993-0000 (Interpreters Unlimited)

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

APPROVED	DISAPPROVED	DEFERRED	WITHDRAWN
WITH DISCUSSION		WITHOUT DISCUSSION	

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ITEM: 4-S (Cont.) **ATTACHMENT**

BIDS OR PROPOSALS (Cont.):

<u>Offerors - Onsite</u>	<u>Technical Rank</u>	<u>Financial Rank & Price*</u>	<u>Overall Rank**</u>
Ad Astra, Inc. (Silver Spring, MD)	1	1 - \$3,018,250.00	1
Interpreters Unlimited, Inc. (San Diego, CA)	2	2 - \$3,314,750.00	2
Lionbridge Global Solutions II, Inc. (Silver Spring, MD)	3	3 - \$3,845,046.00	3
CTS Language Link, Inc. (Vancouver, WA)	4	4 - \$3,972,900.00	4
Multilingual Solution, Inc. (Rockville, MD)	5	6 - \$5,563,948.93	5
Compass Language, Inc. (Annapolis, MD)	6	5 - \$4,978,385.00	6
Voiance Language Services, LLC (Tucson, AZ)	7	7 - \$5,666,667.00	7

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.