

Supplement B  
 Department of Budget and Management  
**ACTION AGENDA**  
 January 23, 2019



DBM 3B

*Contact: Jamie Tomaszewski 410-260-7386  
 jamie.tomaszewski@maryland.gov*

**2-S. DEPARTMENT OF BUDGET AND MANAGEMENT**  
*Procurement Policy and Administration*

**Contract ID:** Statewide Foreign Language Interpretation and Translation Services (FLITS); ADPICS # 050B8400001

**Contract Description:** Provide foreign language interpretation and translation services that include toll-free Telephonic interpretation (Service Category I), On-site interpretation (Service Category II) and Written Document translation services (Service Category III).

**Awards:**

<i>Telephonic (Category I):</i>	<i>On-site (Category II):</i>	<i>Written Document (Category III):</i>
Language Line Services, LLC Monterey, CA	Ad Astra, Inc. Silver Spring, MD	Ad Astra, Inc. Silver Spring, MD

**Term:** 3/1/2019 - 2/29/2024

**Amount:** \$28,000,000 NTE (5 Years)

**Procurement Method:** Competitive Sealed Proposals

**Proposals:** See page 6B

**MBE Participation:** 10% (see Requesting Agency Remarks)

**Performance Security:** None

**Incumbents:**

<i>Telephonic (Category I):</i>	<i>On-site (Category II):</i>	<i>Written Document (Category III):</i>
Language Line Services, LLC Monterey, CA	Ad Astra, Inc. Silver Spring, MD	Schreiber Translations, Inc. Rockville, MD

**Requesting Agency Remarks:** A notice of the availability of the Request for Proposals (RFP) was advertised on *eMarylandMarketplace* and on DBM’s website. A total of 229 firms were directly solicited, including 36 MBE and 117 VSBE firms. 46 of the 229 firms were Maryland firms.

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**2-S. DEPARTMENT OF BUDGET AND MANAGEMENT (cont'd)**

A total of 45 proposals from 21 different offerors were received in response to the RFP, with some offerors proposing to multiple Service Categories (SC). Prior to the substantive evaluation of the offerors' technical proposals, the MBE forms were reissued via an amendment to include updated guidance and the accompanying revised MBE forms from the Governor's Office of Small, Minority, and Women Business Affairs. After the receipt of the new MBE forms, 29 of the 45 proposals were determined not to be reasonably susceptible of being selected for award due to incurable errors or omissions on the reissued MBE forms or VSBE forms. These errors included not submitting any forms at all, submitting unsigned forms, proposing subcontractors that were not Maryland certified MBEs, and submitting only a single set of forms despite having proposed to more than one of the three SCs.

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 for each of the three SCs.

For SC I (Telephonic), Language Line Services, LLC was ranked #1 technically and had the second lowest price (ranked #2 financially). The offeror with the lowest price was ranked #4 (last) technically. It was determined that the technical differences between Language Line and the lowest priced, lowest ranked technical offeror did outweigh the slight price differential (\$81,750 or 13% higher) between these two offerors. Accordingly, it was determined that Language Line had the most advantageous offer for the State and is recommended for the SC I award.

For SC II (On-site Interpretation), Ad Astra, Inc. was determined to be the most advantageous offeror. Ad Astra, Inc. was ranked #1 overall with the highest ranked technical offer and the lowest proposed price. Accordingly, Ad Astra, Inc. is recommended for the SC II award.

For SC III (Written Document Translation), Ad Astra, Inc. was ranked overall #1 with the second ranked technical offer and lowest price. The highest ranked technical offeror had the highest proposed price (ranked #5 or last financially) that was nearly double the proposed price from Ad Astra. It was determined that the technical differences between the two offerors did not outweigh the price differential (\$2,368,500 or 47% higher). Therefore, Ad Astra, Inc. was determined to be the most advantageous offeror for the State and is recommended for the SC III award.

The MBE participation goals were determined based on a combination of researching opportunities for subcontractors and historical performance under the prior contracts. A 10% MBE participation goal was established for all three SCs. Additionally, a 1% VSBE participation goal was established for all three SCs based upon the available subcontracting opportunities.

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**2-S. DEPARTMENT OF BUDGET AND MANAGEMENT (cont'd)**

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.

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  
**Appropriation Codes:** Various  
**Resident Businesses:** No for Language Line Services, LLC  
 Yes for Ad Astra, Inc.  
**MD Tax Clearances:** 19-0032-0111 (Ad Astra, Inc.)  
 19-0033-0111 (Language Line Services, LLC)

**Proposals: (cont'd)**

**Service Category I: Telephonic Interpretation**

Offerors	Technical Ranking	Financial Proposal (Ranking)	Overall Ranking
Language Line Services, LLC Monterey, CA	1	\$634,750.00 (2)	1
Linguistica International Kearns, UT	4	\$553,000.00 (1)	2
Ad Astra, Inc. Silver Spring, MD	2	\$735,500.00 (3)	3
Lionbridge Technologies, Inc. Waltham, MA	3	\$750,250.00 (4)	4

**Service Category II: On-Site Interpretation**

Offerors	Technical Ranking	Financial Proposal (Ranking)	Overall Ranking
Ad Astra, Inc. Silver Spring, MD	1	\$13,255,050.00 (1)	1
Liberty Language Services Vienna, VA	2	\$13,774,300.00 (2)	2
Dream Management, Inc. Baltimore, MD	3	\$15,765,500.00 (3)	3
Schreiber Translations, Inc. Rockville, MD	4	\$19,568,200.00 (4)	4

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**2-S. DEPARTMENT OF BUDGET AND MANAGEMENT (cont'd)**

*Proposals (cont'd):*

**Service Category III: Written Document Translation**

<b>Offerors</b>	<b>Technical Ranking</b>	<b>Financial Proposal (Ranking)</b>	<b>Overall Ranking</b>
Ad Astra, Inc. Silver Spring, MD	2	\$2,685,600.00 (1)	1
Schreiber Translations, Inc. Rockville, MD	3	\$3,677,850.00 (2)	2
Language Line Services, LLC Monterey, CA	1	\$5,054,100.00 (5)	3
Avantpage, Inc. Davis, CA	4	\$4,584,360.00 (4)	4
Human Touch Translations Ltd. Great Neck, NY	5	\$4,284,060.00 (3)	5

**BOARD OF PUBLIC WORKS ACTION – THIS ITEM WAS:**

**APPROVED**

**DISAPPROVED**

**DEFERRED**

**WITHDRAWN**

**WITH DISCUSSION**

**WITHOUT DISCUSSION**