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DATE: June 20, 2025

TO: Dorothy Mendonca
State Purchasing Agent and Director
GSD/State Purchasing Division

FROM: Susan Inman, Procurement Manager
GSD/State Purchasing Division

SUBJECT: Sourcing Team Evaluation Report, 40-00000-24-00076 Remote Interpreting and Translating Services

In accordance with the Request for Proposals for 40-00000-24-00076 Remote Interpreting and Translating Services issued October 31, 2024, Fifty-six (56) proposals were timely submitted from the following Offerors; Accent on Languages (Accent); Ad. Astra, Inc.; American Sign Language Communication, LLC (ASL); Andean Consulting Solutions International LLC dba ACSI Translations (ACSI); Avantpage, Inc.; Baystate Interpreters, Inc. (Baystate); Bernardo A. Brunetti dba International Language Center (ILC); Bromberg & Associates LLC (Bromberg); Cal Interpreting & Translations, Inc. (CIT); Catholic Charities Foundation dba Language Access Multicultural People (Catholic Charities); Communicate Translation Service (Communicate Translation); Corporate Translation Services, Inc. dba Language Link (Corporate Translation); CyraCom International, Inc. (CyraCom); Datagain, Inc.; Effectiff LLC; Fox Translation Services, Inc. (Fox); Geneva Worldwide, Inc. (Geneva); Global Impact Group LLC (Global Impact); Global Interpreting Network Inc. (Global Interpreting); Global Translation and Interpreter, LLC (Global Translation); Hanna Interpreting Services LLC (Hanna); Homeland Language Services (Homeland); Human Touch Translations Ltd. (Human Touch); Indus Translation Services (Indus); Interpreters Unlimited Inc.; Langspire Language Services LLC (Langspire); Language Services Associates (LSA); Language Global Solutions LLC (LGS); Language Line Services, Inc. (Language Line); Language Link Corporation; Language Resource Center, Inc. (LRC); Latin American Translators Network, Inc. (LATN); Linguistica International, Inc. (Linguistica); Lionbridge US, Inc. (Lionbridge); MasterWord Services, Inc. (MasterWord); Mid-American Language Services LLC (Mid-American); Multilingual Technologies, Inc. (Multilingual); Officemotive, Inc. dba Capital Typing (Officemotive); Piedmont Global Language Solutions (PGLS); Powerling, Inc.; Prisma International, Inc. (Prisma); Propio LS, LLC (Propio); SAI Language Solutions (SAI); Sign Language USA, Inc (SLUSA); Syntes Language Group, Inc. (Syntes); TransPerfect Translations International (TransPerfect); Taika Translations LLC (Taika); Terra Translations (Terra); Todd-Reyes Interpreting LLC (Todd-Reyes); TransLinguist, Inc.; Universal Language Services, Inc. (ULS); Universal Technical Translations Inc. (UTT); Verbolabs Language Pvt Ltd (Verbolabs); Weaving Cultures, LLC (Weaving); WorldWide Interpreters, Inc (WWI); Worldwide Tech Connections LLC (WWT). . Twenty-one (21) responsive proposals were evaluated by the Sourcing Team.

The following Offerors were found non-responsive or non-responsible and eliminated from consideration under the RFP:

ACSI failed to respond to Clarification Request #1. ASL failed to submit its cost on Attachment I as updated by Amendment Three of the RFP. Catholic Charities failed to respond to Clarification Request #1. Communicate Translation failed to respond correctly to Clarification Request #2. Datagain failed to submit its cost on Attachment I as updated by Amendment Three of the RFP and failed to submit a signed Attachment M. Effectiff failed to provide a response to Attachment G Section IV.C. Fox failed to respond correctly to Clarification Request #2. Global Interpreting failed to respond correctly to Clarification Request #2. Global Translation failed to submit its cost on Attachment I as updated by Amendment Three of the RFP. Homeland failed to submit Attachment I. Indus failed to comply with the requirements in Clarification Request #1. Interpreters Unlimited failed to submit its cost on Attachment I as updated by Amendment Three of the RFP and failed to submit signed Attachments G, K, L, and M. Langspire failed to submit its cost on Attachment I as updated by Amendment Three of the RFP and failed to submit a signed Attachment M. LSA failed to submit a response to Clarification Request #2. Language Line failed to respond correctly to Clarification Request #2. Language Link Corporation failed to submit Attachment G. LRC failed to submit Attachment I. LATN failed to respond to Clarification Request #1. MasterWord failed to respond correctly to Clarification Request #2. Mid-American failed to submit its cost on Attachment I as updated by Amendment Three of the RFP and failed to submit a signed Attachment K. Multilingual failed to submit its cost on Attachment I as updated by Amendment Three of the RFP. Officemotive failed to respond correctly to Clarification Request #2. Powerling failed to comply with the requirements in Clarification Request #1. Prisma failed to respond correctly to Clarification Request #2. Propio failed to respond to Clarification Request #1. SAI failed to respond correctly to Clarification Request #2. SLUSA failed to submit its cost on Attachment I as updated by Amendment Three of the RFP. Syntes failed to respond to Clarification Request #1. Terra failed to submit its cost on Attachment I as updated by Amendment Three of the RFP. Translinguist its cost on Attachment I as updated by Amendment Three of the RFP and failed to submit Attachment H. TransPerfect failed to respond correctly to Clarification Request #2. Verbolabs failed to submit all attachments. Weaving failed to respond to Clarification Request #1. WWI failed to respond to Clarification Request #2. WWT cannot meet the requirements in Attachment B, Section III.A.

The Sourcing Team members are as follows:

Susan Inman, Procurement Manager (non-evaluating member)
 Abigail Chittenden, NASPO Advisor (non-evaluating member)
 Michelle Johnson, NASPO Advisor (non-evaluating member)
 Portia Davis, State of South Carolina
 Amy Monroe, State of Kentucky
 Leneka Williams, State of Florida

Report Organization: Although the service Categories (Over-the-Phone Interpreting (OPI), Video-Remote Interpreting (VRI), and Document Translation) were evaluated individually, to minimize repetitious information, to reduce the length of the report, and because many of the Offerors' qualifications are applicable to more than one category, the justifications for Offeror scores are primarily contained under "OPI" in each RFP section identified, below. If specific VRI or Document Translation qualifications were noteworthy to the Sourcing Team, or if specific qualifications caused the score to be higher/lower in the VRI or Document Translation categories, it is added as an addition in the respective section.

This Sourcing Team Report identifies all criteria used in scoring the responses. Some score tables indicate "N/A" in certain cells. Following are the explanations for the various "N/A." CIT, Human Touch, and Taika did not submit a response for the OPI and VRI Categories. Lionbridge did not submit a response for the VRI and Document Translation Categories. UTT did not submit a response for the VRI Category.

Attachment C, Stage 1: Initial Responsiveness Evaluation, Mandatory Requirements

Criteria	Evaluation
Offeror must agree to the Prerequisite in the Lead State's eProNM system.	Pass/Fail
Offeror must submit a completed and signed Offeror Information, Acknowledgements, and Certifications - Attachment G as outlined in the RFP.	Pass/Fail

Criteria	Evaluation
Offeror must submit a completed Offeror Response Worksheet - Attachment H as outlined in the RFP.	Pass/Fail
Offeror must submit a completed Cost Proposal – Attachment I as outlined in the RFP.	Pass/Fail
Offeror must submit a completed Proposed Modifications to Sample Master Agreement – Attachment J as outlined in the RFP. If proposing modifications, a redlined copy of the Sample Master Agreement – Attachment D must also be submitted as outlined in the RFP.	Pass/Fail
Offeror must submit a completed Claim of Business Confidentiality – Attachment K and a redacted copy of the Proposal clearly marked as such if claiming confidential, proprietary, or protected information, as outlined in the RFP.	Pass/Fail
Letter of Transmittal Form – Offeror must submit a completed and signed copy of Attachment L	Pass/Fail
Campaign Contribution Disclosure Form – Offeror must submit a completed and signed copy of Attachment M	Pass/Fail
Stage 1 Result:	Pass/Fail

Stage 1: Attachment C, Initial Responsiveness Evaluation, Mandatory Requirements (Pass/Fail)

<u>Offeror</u>	<u>Offeror Points</u>
Accent	Pass
Ad Astra	Pass
Avantpage	Pass
Baystate	Pass
Bromberg	Pass
CIT	Pass
Corporate Translation	Pass
CyraCom	Pass
Geneva	Pass
Global Impact	Pass
Hanna	Pass
Human Touch	Pass
ILC	Pass
Language Global	Pass
Linguistica	Pass
Lionbridge	Pass
PGLS	Pass
Taika	Pass

<u>Offeror</u>	<u>Points</u>
Todd-Reyes	Pass
ULS	Pass
UTT	Pass

Requirements:

The Lead State will review Proposals for completeness, initial responsiveness, and compliance with all mandatory requirements. Proposals omitting required documents or responses or failing to meet all Mandatory Requirements shall be rejected in accordance with Attachment A – RFP Terms and Conditions.

Evaluation Factors:

Pass/Fail.

Stage 2: Attachment H, Section II Organizational Experience (100 Total Points)

<u>Offeror</u>	<u>OPI</u>	<u>VRI</u>	<u>Document Translation</u>
Accent	75	75	75
Ad Astra	100	100	100
Avantpage	80	80	80
Baystate	100	100	100
Bromberg	100	100	100
CIT	N/A	N/A	100
Corporate Translation	100	100	100
CyraCom	100	100	100
Geneva	100	100	100
Global Impact	100	100	100
Hanna	82	82	82
Human Touch	N/A	N/A	80
ILC	73	73	73
Language Global	90	90	90
Linguistica	100	100	100
Lionbridge	100	N/A	N/A
PGLS	100	100	100
Taika	N/A	N/A	100
Todd-Reyes	72	72	72
ULS	100	100	85
UTT	100	N/A	100

Requirements:

Provide a description of its organization's experience and history in providing Remote Interpreting and Translating Services for Over-the-Phone Interpretation (OPI), Video Remote Interpretation (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, and 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 Remote Interpreting and Translating Services.

Evaluation Factors:

Points will be awarded based on the thoroughness and clarity of Offeror's response in this Section. The relevancy and extent of Offeror's experience, expertise and knowledge will be weighed.

Evaluation:**Accent****OPI**

The Sourcing Team awarded Accent 75 points based on the Offeror's response. Accent indicated that it has provided services to the federal government since 1997, but it is unclear when the business was actually established. They are based in Berkely, California. Accent has access to nearly 7,000 interpreters and translators, but company staffing is not mentioned. They have provided services to some large government bodies, including the Department of Homeland Security, Department of Labor, the US Citizenship and Immigration Services (USCIS), Alameda County (California), and San Diego County (California). Accent mentioned they use a proprietary platform which can be customized to meet customer needs. However, it's unclear whether customizing the platform incurs additional charges.

VRI

The Sourcing Team awarded Accent 75 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Accent 75 points based on the Offeror's response. See score justification, in OPI, above.

Ad Astra**OPI**

The Sourcing Team awarded Ad Astra 100 points based on the Offeror's response. Ad Astra has been in business for 12 years. They are located in Silver Spring Maryland. Currently, the company has nearly 70 staff members across various departments. They deliver services to more than 300 contracts, providing services to large government bodies such as USCIS, the Department of Justice (DOJ), Department of State, United Nations, and the State of Maryland. Ad Astra indicated it supports over 300 languages, including indigenous and rare dialects. They confirm they will provide services 24/7/365 and boast that they are able to provide connection to interpreters in seconds.

VRI

The Sourcing Team awarded Ad Astra 100 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Ad Astra 100 points based on the Offeror's response. See score justification, in OPI, above.

Avantpage

OPI

The Sourcing Team awarded Avantpage 80 points based on the Offeror's response. Avantpage has over 28 years of experience providing interpreting and translating services. They are located in Davis, California, and hold several statewide contracts in California, New York, Oregon, Washington, Nevada, and Kansas. Avantpage states they are a small, minority-owned business; however, there was not enough information provided to gauge the size of the organization, as the information provided in this section was generic in nature. They did state that they are experienced in health care translations.

VRI

The Sourcing Team awarded Avantpage 80 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Avantpage 80 points based on the Offeror's response. See score justification, in OPI, above.

Baystate

OPI

The Sourcing Team awarded Baystate 100 points based on the Offeror's response. Baystate was established in 2001 and is headquartered in Gardner, Massachusetts. They have experience working with different state governments (Rhode Island, New Hampshire, Connecticut, New York) and educational institutions (Boston Public Schools, Cambridge, Everett), as well as cities counties, healthcare facilities, legal and court establishments, and others. Baystate has a network of over 15,000 interpreters and translators and specializes in interpreting services for medical, legal, educational, and community settings. Their document translation projects include text documents, as well as websites and social media.

VRI

The Sourcing Team awarded Baystate 100 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Baystate 100 points based on the Offeror's response. See score justification, in OPI, above.

Bromberg

OPI

The Sourcing Team awarded Bromberg 100 points based on the Offeror's response. Bromberg was established in 1999 and is headquartered in Farmington Hills, Michigan. They have a branch in North Port, Florida. Bromberg has 40 staff members and a pool of over 5,000 contracted linguists. They have many government and public sector clients; including cities, states, and federal agencies, as well as clients in public schools and universities, healthcare and mental health centers, and non-profit entities. They held a previous National Association of State Procurement Officials (NASPO) ValuePoint Master Agreement for On-Demand Interpreting and Translating Services and confirm they can provide services 24/7/365. Although Bromberg utilizes a proprietary platform, they confirmed that it does not impose additional cost to Participating Entities.

VRI

The Sourcing Team awarded Bromberg 100 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Bromberg 100 points based on the Offeror's response. See score justification, in OPI, above.

CIT**OPI**

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded CIT 100 points based on the Offeror's response. CIT was founded in 2010 and is headquartered in Van Nuys, California. Although they are a small business, they have a network of over 35,000 native-speaking linguists. Their staff includes three (3) Project Managers who work in three (3) different times zones to ensure around-the-clock 24/7/365 coverage for clients. They are familiar with doing business with government bodies, as they have federal GSA Schedule, and have statewide contracts in Connecticut, Massachusetts, and Oregon. They have provided services to other states and local public bodies, as well.

Corporate Translation**OPI**

The Sourcing Team awarded Corporate Translation 100 points based on the Offeror's response. Corporate Translation was established in 1991, and is headquartered in Battle Ground, Washington. They have over 100 full-time employees and about 5,000 independent linguists. They currently hold contracts with over 70 government entities, including cities, counties, and states. They held a previous NASPO ValuePoint Master Agreement for On-Demand Interpreting and Translating Services and have held language services-related contracts with NASPO or its predecessor for many years. Corporate Translation confirms its commitment to provide 24/7/365 services.

VRI

The Sourcing Team awarded Corporate Translation 100 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Corporate Translation 100 points based on the Offeror's response. See score justification, in OPI, above.

CyraCom**OPI**

The Sourcing Team awarded CyraCom 100 points based on the Offeror's response. CyraCom was established in 1995 and are headquartered in Tucson, Arizona. They have contact centers in other cities (Houston, TX; Las Cruces, NM; Tampa, FL, Flushing, NY; and Cherry Hill, NJ, which is a VRI ASL-dedicated center) and over 2,000 employees, which includes in-house interpreters. They currently support over 1,100 public and government sector clients. CyraCom (as Voiance) held a previous NASPO ValuePoint Master Agreement for On-Demand Interpreting and Translating Services and holds a federal GSA agreement.

VRI

The Sourcing Team awarded CyraCom 100 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded CyraCom 100 points based on the Offeror's response. See score justification, in OPI, above.

Geneva

OPI

The Sourcing Team awarded Geneva 100 points based on the Offeror's response. Geneva was established in 1903 and is based in New York. They have over 30 employees, and their linguists have experience in various fields, such as medical, legal, technical, education, and social services. They hold a federal GSA Schedule and statewide contracts with New York, Minnesota, Missouri, Oklahoma, and Pennsylvania, and include providing services to over 1,800 public schools. They also have contracts with federal agencies.

VRI

The Sourcing Team awarded Geneva 100 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Geneva 100 points based on the Offeror's response. See score justification, in OPI, above.

Global Impact

OPI

The Sourcing Team awarded Global Impact 100 points based on the Offeror's response. Global Impact was founded in 2014 and is based in Raleigh, North Carolina. They are a Certified Small Business, but have an interpreter network that exceeds 1,500 linguists. They have provided services to the State of Minnesota, healthcare facilities, educational facilities, and federal agencies.

VRI

The Sourcing Team awarded Global Impact 100 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Global Impact 100 points based on the Offeror's response. See score justification, in OPI, above.

Hanna

OPI

The Sourcing Team awarded Hanna 82 points based on the Offeror's response. Hanna was founded in 2010 and is headquartered in San Diego, California with satellite offices, but no satellite locations are provided. They have almost 100 full-time employees and a network of over 10,000 professional linguists. Hanna boasted of its ability to provide 24/7 services across all times zones. Although they indicate they hold county-wide contracts, the experience they provided is almost exclusively focused on the State of California, mentioning only the federal Social Security Administration.

VRI

The Sourcing Team awarded Hanna 82 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Hanna 82 points based on the Offeror's response. See score justification, in OPI, above.

Human Touch

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded Human Touch 80 points based on the Offeror's response. Human Touch was founded in 2010 with headquarters in Manhasset, New York. They also have two additional offices in Florida and Washington, D.C. Human Touch has almost 20 employees and contractors, and a network of over 7,000 professional linguists. They currently hold a federal GSA Schedule and are a member of statewide purchasing cooperatives in Arizona and Delaware. They have provided services to federal agencies, state agencies, local and city agencies, school districts and universities, and private companies and not for profit organizations. Although Human Touch confirmed that it can provide all the languages on Attachment P, of which there are 205, their proposal stated that they offer "over 180 languages."

ILC

OPI

The Sourcing Team awarded ILC 73 points based on the Offeror's response. ILC was founded in 1983 and is headquartered in St. Louis Missouri, with a satellite office in Madrid, Spain and Language Ambassadors in 19 countries. As the Attachment B Scope of Work requires all interpreting services and certain languages for translating services to be performed in the United States. It is unclear if ILC can meet this requirement. ILC states they employ multi-lingual staff and work with over 1,000 professional linguists. They state that 30% of their revenue comes from federal, state, and local government ongoing, multi-year contracts, which seems to imply that 70% of ILC's business is not in the government sector. This section of their proposal weighed heavily on the document translation side of services (or services not related to this RFP) with the majority of work being done for school districts and private companies. It makes the Sourcing Team question if ILC would be able to meet the potential demand under a Master Agreement.

VRI

The Sourcing Team awarded ILC 73 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded ILC 73 points based on the Offeror's response. See score justification, in OPI, above.

Language Global

OPI

The Sourcing Team awarded Language Global 90 points based on the Offeror's response. Language Global was established in 2009 and is headquartered in Washington, D.C with a regional office in Sacramento, California. They have nearly 1,300 certified interpreters, professional translators, ASL specialists, and administrative staff. Language Global stated that its client base includes state and local governments, educational institutions, healthcare facilities, and legal organization, but only provided the example of performing ASL interpreting services for the Maryland Correctional Institution and state courts. The Sourcing Team noted that Language Global has changed its name twice since its inception and stated that it has done collaborative project with One World Global Services (OWGS); however, OWGS was the previous name of Language Global Solutions, which was confusing. They did confirm their ability to provide services 24/7/365.

VRI

The Sourcing Team awarded Language Global 90 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Language Global 90 points based on the Offeror's response. See score justification, in OPI, above.

Linguistica

OPI

The Sourcing Team awarded Linguistica 100 points based on the Offeror's response. Linguistica was established in 2001 and is headquartered in Salt Lake City, Utah with offices in Washington and Connecticut. They have a network of over 14,000 interpreters and support staff. Linguistica has a long list of clients in the government sector, including cities, counties, states and federal agencies. For over ten (10) years, Linguistica has held a NASPO ValuePoint Master Agreement for On-Demand Interpreting and Translating Services. They provide specializations in healthcare, legal services, education and government services, and confirmed their ability to provide services 24/7/365.

VRI

The Sourcing Team awarded Linguistica 100 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Linguistica 100 points based on the Offeror's response. See score justification, in OPI, above.

Lionbridge

OPI

The Sourcing Team awarded Lionbridge 100 points based on the Offeror's response. Lionbridge was founded in 1996 with headquarters in Waltham, Massachusetts. They employ over 6,500 full-time employees and retain a network of over 20,000 interpreters. Lionbridge states it provide services to over 4,000 customers, including government and public sector agencies (such as states and federal agencies). They confirmed their ability to provide services 24/7/365.

VRI

N/A

Document Translation

N/A

PGLS

OPI

The Sourcing Team awarded PGLS 100 points based on the Offeror's response. PGLS states it has over 30 years of comprehensive language services experience. They have offices in Washington D.C., Twin Cities Minnesota and Eastern Washington state. PGLS has approximately 100 employees, and although they did not provide information on their interpreting and translating network, they indicated a hundred thousand interpretation engagements and close to a billion words translated in one (1) year. They provide services to various government sectors, including the federal agencies, states, and schools.

VRI

The Sourcing Team awarded PGLS 100 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded PGLS 100 points based on the Offeror's response. See score justification, in OPI, above.

Taika

OPI

N/A

vri

N/A

Document Translation

The Sourcing Team awarded Taika 100 points based on the Offeror's response. Taika was established in 2014 and is located in Austin, Texas. They have nearly 20 full-time employees and a network of over 9,000 certified interpreters and translators. They provide specializations in legal, medical, educational, and technical translations. Taika serves a diverse government sector clientele, including federal agencies and local public bodies.

Todd-Reyes**OPI**

The Sourcing Team awarded Todd-Reyes 72 points based on the Offeror's response. It was not clear from the information provided when Todd-Reyes was established; however, they stated that they are 100% local to New Mexico. It was also difficult to discern the size of the company, as that information was not provided. Although they appear to have varied experience (state agencies and local public bodies), all their experience is in New Mexico. This caused the Sourcing Team to be concerned as to whether Todd-Reyes would be able to meet the potential demand under a NASPO ValuePoint Master Agreement. Of additional concern was their ability to provide services 24/7/365 and all the languages in Attachment P, as the final sentence in this section stated they have dependable local certified translators for nine (9) languages and other languages require "sufficient notice."

VRI

The Sourcing Team awarded Todd-Reyes 72 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Todd-Reyes 72 points based on the Offeror's response. See score justification, in OPI, above.

ULS**OPI**

The Sourcing Team awarded ULS 100 points based on the Offeror's response. ULS was established in 1997 and is headquartered in Bellevue, Washington with a secondary co-location in Clearwater, Florida. They have nearly 40 full-time employees and a network of over 6,500 language professionals. ULS has a proprietary system through which they provide services. However, they confirmed they are capable of providing services through conferencing platforms such as Zoom, WebEx, and Microsoft Teams, as required by the RFP. They currently have contracts with various departments within the State of Washington, the State of Nevada, and the City of Mesa, Arizona. They did confirm that services are supported by a 24/7/365 Call Center.

VRI

The Sourcing Team awarded ULS 100 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded ULS 85 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, although ULS stated that they provide 250 translation projects per year, given the network of 6,500 language professionals and without information on word-count, the information provided on the company's Document Translation capabilities was unclear to the Sourcing Team.

UTT**OPI**

The Sourcing Team awarded UTT 100 points based on the Offeror's response. UTT was founded in 1981 and headquartered in Houston, Texas with locations in London, UK and Baku, Azerbaijan. UTT has almost 20 full time

employees and more than 20,000 vetted, trusted, and well-qualified translators and interpreters.” They provide services to the federal government, educational institutions and school districts, technical and scientific disciplines in the private sector (e.g., oil and gas, mining, geology, geophysics, environmental engineering) and state agencies.

VRI

N/A

Document Translation

The Sourcing Team awarded UTT 100 points based on the Offeror’s response. See score justification, in OPI, above.

Stage 2: Attachment H, Section III Organizational Infrastructure (125 Total Points)

<u>Offeror</u>	<u>OPI</u>	<u>VRI</u>	<u>Document Translation</u>
Accent	108	108	108
Ad Astra	87	87	87
Avantpage	100	100	100
Baystate	70	70	70
Bromberg	125	125	125
CIT	N/A	N/A	108
Corporate Translation	125	125	125
CyraCom	110	100	110
Geneva	100	100	100
Global Impact	125	125	125
Hanna	125	125	125
Human Touch	N/A	N/A	125
ILC	125	125	100
Language Global	125	125	125
Linguistica	125	125	125
Lionbridge	125	N/A	N/A
PGLS	125	125	125
Taika	N/A	N/A	125
Todd-Reyes	43	43	43
ULS	125	125	125
UTT	80	N/A	125

Requirements:

Provide a written response to each of the following:

- A. Describe your company’s current OPI call-handling, VRI call-handling, and/or Document Translation capabilities, as well as its ability to accommodate a significant increase in the volume and duration of calls for OPI services, VRI services and/or increased volume for Document Translation services.

D. Summarize your company's Emergency Management Plan (EMP) to guarantee continuous service during a disaster or other catastrophe (e.g., earthquakes, power outages, etc.). Attach a clearly labeled, current copy of your company's complete Emergency Management Plan (EMP) to this form.

Evaluation Factors:

Points will be awarded based on the thoroughness and clarity of Offeror's response in this Section. The relevancy and extent of Offeror's service capabilities and Offeror's Emergency Management Plan will be weighed.

Evaluation:

Accent

OPI

The Sourcing Team awarded Accent 108 points based on the Offeror's response. Accent specified that their ASL video-remote-interpreting platform is available 24/7/365; it was unclear if the 24/7/365 availability applies to other languages. In addition to their free proprietary platform, they support other conference platforms like Zoom and Microsoft Teams, as required in the RFP. Accent provided detail to support its capabilities; however, they provided so many differing numbers and quantities (clients, minutes, calls, hours, words, appointments) that it made the information hard to follow. Accent stated that they do not use machine translation or computer-generated translation, unless specifically required by the client, but they indicated that they do incorporate Computer-Assisted Translation (CAT) tools and Quality Assurance (QA) tools to ensure accuracy. Regarding a surge in demand, Accent stated that it plans to utilize its relationships with other partners and industry associations to meet an increase in demand. They provided a summary of their EMP, which they call Business Continuity Plan, and provided a copy of that plan.

VRI

The Sourcing Team awarded Accent 108 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Accent 108 points based on the Offeror's response. See score justification, in OPI, above.

Ad Astra

OPI

The Sourcing Team awarded Ad Astra 87 points based on the Offeror's response. Ad Astra emphasized multiple times in its response that services and interpreters are available 24/7/365, without prior scheduling, through a toll-free 800-number or via a web application or browser, and without the need for special equipment. However, they guaranteed connection within ten (10) minutes of initial contact, which greatly exceeds the 30-second connection required in the RFP. Ad Astra's proprietary platform is customizable, secured by PINs, and offers authentication options via landline or mobile app. The customization appears to be at the user or account owner level, but the difference was unclear. Their system can integrate with client-preferred web conferencing platforms (e.g., Zoom, WebEx, Microsoft Teams, Google Meet, and Skype), as required in the RFP. Ad Astra confirms that its linguists will meet or exceed the standards in the RFP and will provide at least three language professionals for translation project workflows; their QA step uses a mix of automated and human QA verifications. As Ad Astra supports asylum officer interviews, they are familiar with adjusting staffing to support surge requirements, and work to continuously grow their team of screened linguists. They provided a brief summary of its EMP, which they call Business Continuity Plan, a copy of that plan and their Business Continuity Policy.

VRI

The Sourcing Team awarded Ad Astra 87 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Ad Astra 87 points based on the Offeror's response. See score justification, in OPI, above.

Avantpage**OPI**

The Sourcing Team awarded Avantpage 100 points based on the Offeror's response. Avantpage utilizes a proprietary system which supports calls through Zoom, Microsoft Teams, and WebEx, as required in the RFP. A toll-free number is available for calls with a unique requestor PIN. Avantpage's platform is available through a web and mobile app. Prescheduled calls have the option of requesting a preferred interpreter(s). They discussed technology integration to facilitate the flow of request from one system to another, but it wasn't clear what was meant by that. They indicated that meeting with "your team" would enhance remote and face-to-face interpreting scheduling. It was unclear if Avantpage anticipates meeting with the just State of New Mexico or with other Participating Entities. Additionally, it is unclear what they mean by "face-to-face." This RFP was amended (Amendment Three) to remove in-person interpreting from the RFP altogether. All interpreting and translating services under this RFP are remote. Avantpage briefly mentioned scalability to handle an increase in demand, which is achieved by "tiers of linguists." No details on what they meant by this were provided. Avantpage provided a summary of its EMP, which they call Business Continuity Plan, a copy of that plan was accompanied by a copy of their Disaster Recovery Plan.

VRI

The Sourcing Team awarded Avantpage 100 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Avantpage 100 points based on the Offeror's response. See score justification, in OPI, above.

Baystate**OPI**

The Sourcing Team awarded Baystate 70 points based on the Offeror's response. Baystate provides OPI and VRI services through a proprietary system, through which it provides access to its over 15,000 interpreters and translators and is scalable to support increases in "call volume and duration." Although it offers 24/7/365 services through its system, the Sourcing Team noted some concerns. It seemed that provided services may be restricted to Baystate's proprietary system and may not support client-preferred platforms like Zoom, Microsoft Teams, or WebEx, as required in the RFP. Additionally, Baystate indicated that document translation projects are submitted "using a secure portal," but it was unclear if this secure portal is separate from Baystate's proprietary system. They included information on in-person interpretation, which was removed from the RFP in Amendment Three. Ultimately, this section of Baystate's proposal lacked detail, focusing mostly on their proprietary system. Baystate provided a summary of their EMP and attached a copy of their EMP to the proposal.

VRI

The Sourcing Team awarded Baystate 70 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Baystate 70 points based on the Offeror's response. See score justification, in OPI, above.

Bromberg**OPI**

The Sourcing Team awarded Bromberg 125 points based on the Offeror's response. Bromberg provides services through their proprietary platform, and referred back to their response in the previous section which states the system is provided with no additional terms and conditions, at no additional cost to Participating Entities, and services are provided 24/7/365. They take a proactive approach to potential increases in demand by tracking refugee resettlement trends and demographic shifts across states to predict increases in demand for various languages, then actively recruit

based on those predictions. Internal Bromberg Staff can, also, provide backup for certain languages, such as Spanish, Arabic, Russian, French, Portuguese, ASL, etc. Bromberg confirmed that it can meet the turnaround times outlined in the RFP for Document Translation services. Bromberg provided a summary of their EMP, which they call a Business Continuity Plan, and provided a copy of their plan.

VRI

The Sourcing Team awarded Bromberg 125 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Bromberg 125 points based on the Offeror's response. See score justification, in OPI, above.

CIT

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded CIT 108 points based on the Offeror's response. CIT's response in this section started off a little confusing. They boasted of their diverse range of professional language access services, which include scheduled in-person interpreting, remote interpreting, and written translation services. However, CIT submitted a response only for the category of Document Translation. They provided a translation project workflow, which was helpful to understanding their process, and offered flexible methods for submitting documents (e-mail, secure FTP for large files, company website, hard copy/USB drive through the mail). Through the workflow, the submitted document includes linguists (or a team thereof) to translate and edit the document, which complies with the requirements in the RFP. Although CIT permits multiple methods of document submission, it was unclear if their Translation Management System (TMS) is for internal CIT use or a proprietary system to be used by Participating Entities. Due to this lack of clarity, the Sourcing Team had concerns regarding the potential for additional cost and additional terms and conditions, as well as CIT's cloud-based system (its location/where data is stored). CIT provided a summary of its EMP and provided a copy of that document.

Corporate Translation

OPI

The Sourcing Team awarded Corporate Translation 125 points based on the Offeror's response. Corporate Translation stated that it provides five (5) million minutes of OPI and VRI services and hundreds of thousands of words of translation services each month. As a previous NASPO ValuePoint Contractor for On-Demand Interpreting and Translating Services, they are very familiar with the potential capacity of services required. Corporate Translation relies on its experience with NASPO Participating Entities and its hundreds of clients in industries which experience cyclical volume spikes (e.g., finance (taxation) and education) to understand how to handle increases in service demands. They provided a detailed summary of their EMP, which they labelled Business Continuity and Disaster Recovery, and attached a copy of that document.

VRI

The Sourcing Team awarded Corporate Translation 125 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Corporate Translation 125 points based on the Offeror's response. See score justification, in OPI, above.

CyraCom**OPI**

The Sourcing Team awarded CyraCom 110 points on the Offeror's response. CyraCom stated that their system availability has been 99.999%, for the past 24 months. They confirmed their operation is 24/7/365. Clients seeking OPI services do not need special equipment or software, just a telephone capable of dialing a toll-free number. VRI services can be accessed through CyraCom's web portal via computer, tablet, or cellphone. The alternative they propose for languages not available in VRI services is telephone interpretation. CyraCom stated that it translates over 200 million words into hundreds of languages every year. CyraCom utilizes employee translators. They have dedicated analysis team to ensure service levels are met by monitoring and adjusting schedules, staffing, and other resources. Historically, they have been able to absorb a 40% increase in calls, a 45% increase in minutes, and a 6% increase in languages. They provided a well-written summary of their EMP, which they call Business Continuity and Disaster Recovery Plan, but only provided the Table of Contents from the actual plan; there was no content.

VRI

The Sourcing Team awarded CyraCom 100 points on the Offeror's response. See score justification, in OPI, above.

Additionally, CyraCom stated that, for VRI services, it can interpret over 35 languages including ASL, which is inconsistent with other statements in their proposal regarding the number of languages they offer and does not meet the language requirement the RFP.

Document Translation

The Sourcing Team awarded CyraCom 110 points on the Offeror's response. See score justification, in OPI, above.

Geneva**OPI**

The Sourcing Team awarded Geneva 100 points based on the Offeror's response. Geneva's response in this section was generic in nature, lacked detail, and did not address OPI. Geneva relies on its experience with over 150 clients and its network of over 8,000 linguists to provide seamless and efficient services. They monitor requests across their nationwide customer base to track trends, as well as monitoring global and local news for shifts and occurrences that may affect the industry. Geneva continually analyzes their volume, language resources and need for specific qualifications (e.g., medical), and performs targeted recruitment where linguist availability is limited. Geneva provided a summary of its EMP, which it calls Business Continuity Plan, and provided a copy of that plan.

VRI

The Sourcing Team awarded Geneva 100 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Geneva 100 points based on the Offeror's response. See score justification, in OPI, above.

Global Impact**OPI**

The Sourcing Team awarded Global Impact 125 points based on the Offeror's response. Global Impact confirmed they can provide connection to an interpreter within 30 seconds with a 95% connection rate. Global Impact specifically addressed their ability to provide less commonly spoken languages like Tigrinya with their network of over 1,500 interpreters. They provide 24/7/365 services and are flexible, allowing use of client-preferred platforms such as Zoom, Microsoft Teams, and Google Meet. Monthly, Global Impact manages 100,000 minutes of OPI services and 10,000 minutes of VRI services. Their operation is scalable to operational increases between 50% - 75% without degradation in service quality. Document Translation services are provided by a team of linguists with various expertise, aided by Computer-Assisted Translation (CAT) tools, and undergo a dual linguist review process. Global Impact provided a summary of their EMP and provided a copy of that plan.

VRI
The Sourcing Team awarded Global Impact 125 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Global Impact 125 points based on the Offeror's response. See score justification, in OPI, above.

Hanna

OPI

The Sourcing Team awarded Hanna 125 points based on the Offeror's response. Hanna employs intelligent call routing to prioritize connections based on language, interpreter specialization, and availability. With access to over 10,000 linguists and their infrastructure to support 24/7/365 availability, Hanna is confident in their ability to handle surges in service demand. Their system, which is accessible on multiple devices (desktops, tablets, mobile), provides real-time call traffic monitoring to ensure performance remains unaffected during peak demand periods and real time progress tracking for clients. Workflows are dynamically adjusted to allocate resources during high-demand periods. Hanna provided a summary of their EMP and provided a copy of that plan.

VRI

The Sourcing Team awarded Hanna 125 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Hanna 125 points based on the Offeror's response. See score justification, in OPI, above.

Human Touch

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded Human Touch 125 points based on the Offeror's response. Human Touch provided a detailed description of its workflow. They conveyed their dedication to providing the most qualified translator(s) for each project and acknowledged the potential for legal and/or medical issues for clients that could be caused by poor translations. Their system has several quality stop-guards, continual quality evaluation, buffers to ensure timely completion, and opportunities for corrective action. Human Touch's workflow is capable of adapting to the project, to accommodate any specific requirements or services requested. They addressed having qualified translators and editors for projects which meet the requirements in the RFP. Human Touch provided an example of how they were able to accommodate a client's call volume that tripled during the COVID-19 pandemic. They provided a detailed summary of their EMP, and provided copies of its NIST Policies, Business Continuity Plan, and Business Continuity & Disaster Recovery Policy.

ILC

OPI

The Sourcing Team awarded ILC 125 points based on the Offeror's response. ILC utilizes cloud communication services which enable ILC to maintain on-demand carrier connectivity at twice the anticipated demand, at all times. System traffic is monitored and capacity can be adjusted in real-time. They diversify their carrier network, allowing the network to connect to dozens of carriers nation-wide and providing multiple routing options and redundant capacity. ILC monitors usage of calls by various means (day, time, language, client, length, etc.), and increases their

linguist base when it sees a growing need in a particular language. ILC provided a summary of its EMP, which they call Business Continuity Plan, and provided a copy of that plan.

VRI

The Sourcing Team awarded ILC 125 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded ILC 100 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, ILC did not receive the full amount of points in this Category because their discussion of their software was confusing. The Sourcing Team was unclear if ILC uses it as an internal tool or if it functions as a client portal or both. Much of the explanation of the software focused on it being a CAT tool to support translation. However, ILC stated that it also manages customer feedback and all levels of company finances. It left the Sourcing Team with more questions than answers.

Language Global

OPI

The Sourcing Team awarded Language Global 125 points based on the Offeror's response. Language Global has a dedicated operations team to monitor call queues and system performance to ensure a 95% response rate within 30 seconds. Their advanced call routing uses AI-driven algorithms to minimize wait times. Interpreters are available 24/7/365. Services can be accessed through mobile apps, desktop portals, or any internet-enabled device. Language Global's system can accommodate a 40% increase in interpreter demand without service disruption. They have a team of 200 translators with specializations in medical, legal and technical documents, and utilize CAT tools to ensure accuracy, consistency, and fast turnaround times. As Language Global's network of interpreters span different time zones and maintain redundant systems (e.g., backup servers, data centers), it ensures uninterrupted services. Language Global provided a summary of its EMP and provided that document.

VRI

The Sourcing Team awarded Language Global 125 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Language Global 125 points based on the Offeror's response. See score justification, in OPI, above.

Linguistica

OPI

The Sourcing Team awarded Linguistica 125 points based on the Offeror's response. Linguistica credited their ability to scale seamlessly and provide uninterrupted services in times of increase demand to the COVID-19 pandemic. Although, they did confirm clients are able to utilize other platforms (e.g., Zoom, Microsoft Teams, Skype, etc.). Linguistica's system allows them to manage a surge in real-time request while maintaining an average OPI connection time of 16 seconds. In 2023, they handled 14 million minutes of OPI services and tens of thousands of VRI sessions, as well as processing hundreds of translation requests, daily. Their system integrates advanced resource management systems that dynamically adjust to real-time demand and takes into account geographic optimization. Additionally, Linguistica plans for various seasonal spikes in demand, along with maintaining a 22% buffer of interpreters on standby. They provided a detailed summary of their EMP and provided a copy of that plan.

VRI

The Sourcing Team awarded Linguistica 125 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Linguistica 125 points based on the Offeror's response. See score justification, in OPI, above.

Lionbridge

OPI

The Sourcing Team awarded Lionbridge 125 points based on the Offeror's response. Lionbridge's OPI call handling capacity is supported by an existing roster of over 20,000 interpreters across 380 languages, a 24/7/365 telephony platform with a historical 99.999% uptime, and an around-the-clock operations team that conducts on-going monitoring of volume trends and real-time performance. Their system has the capacity to provide 720 million minutes per year and handle more than 108,000 calls per hour, and they maintain stand by interpreter groups. They confirm that they can meet 99.9% of all requests within 30 seconds. Lionbridge also monitors call patterns, their immigration contracts, and current events for trends that may affect the industry. They provided a summary of their EMP and a copy of that plan, along with their Business Continuity Plan.

VRI

N/A

Document Translation

N/A

PGLS

OPI

The Sourcing Team awarded PGLS 125 points based on the Offeror's response. PGLS utilizes its cloud-based proprietary system to both 24/7/365 on-demand interpreter services and pre-scheduled services, in addition to continuing to offer services through their Interactive Voice Response (IVR) system. Their system is available through a web portal, as well as a mobile app. Features include filters based on the status of an appointment, a requested language, recurrence, communication type, priority, and more. They, also, confirmed their ability to connect to an interpreter in less than 30 seconds. PGLS' response in this section may be their complete EMP.

VRI

The Sourcing Team awarded PGLS 125 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded PGLS 125 points based on the Offeror's response. See score justification, in OPI, above.

Taika

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded Taika 125 points based on the Offeror's response. Taika's document translation services are supported by over 9,000 certified translators and linguists. Their expertise spans technical, legal, medical, educational, and scientific fields. In addition to their ATA-certified translators, they utilize advanced translation tools. Taika can accept files via a customer portal, SFTP servicer, or e-mail. Submitted documents are reviewed by a Project Manager, assigned to a linguist based on expertise, reviewed by a second linguist, run through a quality assurance check, before being delivered to the client. They can currently process an average of 50,000 words per day

and can scale up to 1,000,000 words per minute across multiple languages. With 24-hour notice, they can increase their capacity to meet urgent demands. Taika provided a summary of their EMP and attached a copy of that document.

Todd-Reyes

OPI

The Sourcing Team awarded Todd-Reyes 43 points based on the Offeror's response. The Sourcing Team found Todd-Reyes' response in this section vague and lacking detail. Todd-Reyes did not provide any information on Document Translation capabilities. They did provide general statistics regarding the number of calls interpreted (52M – in 2020), number of Interpreters (16,000+ - OPI only, nothing for VRI or Document Translation), connection times (13 seconds OPI, 23 seconds VRI), languages available (240+), among others. The 52M is troublesome. It is doubtful Todd-Reyes received 52 million calls in one year; it is more likely that the number was a typo. Further, that data appears to be five (5) years old, during the time of COVID-19. With the vague information provided, it was difficult for the Sourcing Team to gauge Todd-Reyes' true capabilities. They provided a two-sentence summary of its EMP and provided that document.

VRI

The Sourcing Team awarded Todd-Reyes 43 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Todd-Reyes 43 points based on the Offeror's response. See score justification, in OPI, above.

ULS

OPI

The Sourcing Team awarded ULS 125 points based on the Offeror's response. Although ULS utilizes a proprietary platform, they quickly confirmed that it will be available to Participating Entities at no cost and no additional terms and conditions. Additionally, client-preferred platforms (e.g., Zoom, Microsoft Teams, WebEx) are available. Their platform is accessible across multiple devices, including PCs, tablets, smartphones (iOS and Android), and web browsers. OPI callers have the ability to choose traditional phone connections or the ULS platform. The system was built to accommodate high-demand scenarios through its elastic scaling technology, which dynamically adjusts system resources to handle significant increases in call volume. ULS' system also provides access to Integrated Augmentative and Alternative Communication (AAC) cards, to assist individuals with speech and communication barriers, and provides clients the ability to request an interpreter by gender. They confirmed that each Document Translation project is translated by a qualified linguist and edited and proofread by a second linguist. ULS provided a summary of their EMP and a copy of that plan.

VRI

The Sourcing Team awarded ULS 125 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded ULS 125 points based on the Offeror's response. See score justification, in OPI, above.

UTT

OPI

The Sourcing Team awarded UTT 80 points based on the Offeror's response. UTT immediately confirmed its interpreting services are available 24/7/365 through a toll-free number. They have the ability to set individual (at the caller level) PINs or department level PINs, which contain no limits on the number of departments, no set-up fees, and no monthly minimums. However, the potential for it to take five (5) business days to set up a Participating Entity greatly concerned the Sourcing Team. UTT confirmed the average wait time for Spanish is less than 10 seconds and less than 30 seconds for other languages. During volume surges, they can re-route surplus traffic from their primary

to their secondary call centers. In comparison to the information provided for their Document Translation services, the OPI section was lacking. UTT provided a summary of its EMP and provided a copy of that plan.

VRI

N/A

Document Translation

The Sourcing Team awarded UTT 125 points based on the Offeror's response. UTT stated they have translated over 100 million words into more than 250 languages. At the heart of UTT's translation process is supervision by project managers, to keep projects on schedule and within budget, along with experience translators, editors, and proofreaders. Because of UTT's extensive network of 20,000 interpreters and translators, they are confident they can handle any surges in demand for services. Project Coordinators analyze the project, before assigning resources to the project. There appear to be six (6) levels to the translating, editing, and proofreading process, before the project is considered complete and sent to the client. Although UTT confirms it does not utilize any type of machine translation, they do utilize CAT tools.

Stage 2: Attachment H, Section IV Key Staff Qualifications (25 Total Points)

<u>Offeror</u>	<u>OPI</u>	<u>VRI</u>	<u>Document Translation</u>
Accent	22	22	22
Ad Astra	20	20	20
Avantpage	25	25	25
Baystate	15	15	15
Bromberg	25	25	25
CIT	N/A	N/A	25
Corporate Translation	25	25	25
CyraCom	25	25	25
Geneva	25	25	25
Global Impact	25	25	25
Hanna	25	25	25
Human Touch	N/A	N/A	25
ILC	25	25	25
Language Global	25	25	25
Linguistica	25	25	25
Lionbridge	25	N/A	N/A
PGLS	25	25	25
Taika	N/A	N/A	25
Todd-Reyes	15	15	15
ULS	25	25	25
UTT	25	N/A	25

Requirements:

Provide a description of the qualifications and work experience of the proposed Contract Administrator and other key staff assigned to perform the work as outlined in this RFP, listing their Title/Position, relevant education, experience, licenses, and certifications, including related certifications the organization requires interpreting staff to maintain. Key Staff refers to employees with a large amount of ownership or a decision-making role within a company. They have a significant role in a company's operations and will have a significant role in the management of a Master Agreement resulting from this RFP.

Evaluation Factors:

Points will be awarded based on the thoroughness and clarity of Offeror's response in this Section. The relevancy and extent of Offeror's key personnel experience, expertise and knowledge, as well as education, experience and certifications/licenses will be weighed.

Evaluation:**Accent****OPI**

The Sourcing Team awarded Accent 22 points based on the Offeror's response. Accent provided information and resumes for six (6) key staff and provided examples of certifications and licenses for their linguists. However, the expiration dates for those documents were either blacked out or not clear.

VRI

The Sourcing Team awarded Accent 22 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Accent 22 points based on the Offeror's response. See score justification, in OPI, above.

Ad Astra**OPI**

The Sourcing Team awarded Ad Astra 20 points based on the Offeror's response. Ad Astra provided information on five (5) personnel but only specifically identified one as key personnel, while other personnel (e.g., Director of Interpretation, Translation Project Manager) seem to have key roles. As a result, it was unclear who key staff are and why other staff (Security Officer) were provided in their response.

VRI

The Sourcing Team awarded Ad Astra 20 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Ad Astra 20 points based on the Offeror's response. See score justification, in OPI, above.

Avantpage**OPI**

The Sourcing Team awarded Avantpage 25 points based on the Offeror's response. Avantpage provided information on six (6) key staff, including their title, education, and years of experience. All but one person is fluent in at least one language, other than English.

VRI

The Sourcing Team awarded Avantpage 25 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Avantpage 25 points based on the Offeror's response. See score justification, in OPI, above.

Baystate

OPI

The Sourcing Team awarded Baystate 15 points based on the Offeror's response. Baystate provided information on twelve (12) key staff. However, they provided only a description of each staff member's role, with just two staff members including any experience.

VRI

The Sourcing Team awarded Baystate 15 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Baystate 15 points based on the Offeror's response. See score justification, in OPI, above.

Bromberg

OPI

The Sourcing Team awarded Bromberg 25 points based on the Offeror's response. Bromberg provided information on twenty (20) key staff, including their education and experience. They also provided information on the certification required by their linguists.

VRI

The Sourcing Team awarded Bromberg 25 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Bromberg 25 points based on the Offeror's response. See score justification, in OPI, above.

CIT

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded CIT 25 points based on the Offeror's response. CIT provided information for thirteen (13) key staff, including their education and experience. They attached resumes and an organizational chart.

Corporate Translation

OPI

The Sourcing Team awarded Corporate Translation 25 points based on the Offeror's response. Corporate Translation provided information on ten (10) key staff, including education and experience. They did provide information on linguist certifications.

VRI
The Sourcing Team awarded Corporate Translation 25 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Corporate Translation 25 points based on the Offeror's response. See score justification, in OPI, above.

CyraCom

OPI

The Sourcing Team awarded CyraCom 25 points based on the Offeror's response. CyraCom provided information on four (4) key staff, including education and experience. They also included information on linguist certifications and credentials.

VRI

The Sourcing Team awarded CyraCom 25 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded CyraCom 25 points based on the Offeror's response. See score justification, in OPI, above.

Geneva

OPI

The Sourcing Team awarded Geneva 25 points based on the Offeror's response. Geneva provided information on all their linguist requirements. They provided full resumes of five (5) key staff, including education and experience.

VRI

The Sourcing Team awarded Geneva 25 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Geneva 25 points based on the Offeror's response. See score justification, in OPI, above.

Global Impact

OPI

The Sourcing Team awarded Global Impact 25 points based on the Offeror's response. Global Impact provided information for five (5) key staff, including education and experience. They also included information regarding certifications.

VRI

The Sourcing Team awarded Global Impact 25 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Global Impact 25 points based on the Offeror's response. See score justification, in OPI, above.

Hanna

OPI

The Sourcing Team awarded Hanna 25 points based on the Offeror's response. Hanna provided information on eight (8) key staff, including their education and experience. They also included information on linguist certifications.

VRI

The Sourcing Team awarded Hanna 25 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Hanna 25 points based on the Offeror's response. See score justification, in OPI, above.

Human Touch

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded Human Touch 25 points based on the Offeror's response. Human Touch provided information on five (5) key personnel, including education and experience. They also included information on certifications.

ILC

OPI

The Sourcing Team awarded ILC 25 points based on the Offeror's response. ILC provided information on seven (7) key staff, including education and experience.

VRI

The Sourcing Team awarded ILC 25 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded ILC 25 points based on the Offeror's response. See score justification, in OPI, above.

Language Global

OPI

The Sourcing Team awarded Language Global 25 points based on the Offeror's response. Language Global provided information on five (5) key staff, including education and experience. They also included information on certifications.

VRI

The Sourcing Team awarded Language Global 25 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Language Global 25 points based on the Offeror's response. See score justification, in OPI, above.

Linguistica

OPI

The Sourcing Team awarded Linguistica 25 points based on the Offeror's response. Linguistics provided information on seven (7) key staff, including education and experience. They also included information on certifications.

VRI

The Sourcing Team awarded Linguistica 25 points based on the Offeror's response.

Document Translation

The Sourcing Team awarded Linguistica 25 points based on the Offeror's response.

Lionbridge

OPI

The Sourcing Team awarded Lionbridge 25 points based on the Offeror's response. Lionbridge provided information for eight (8) key staff, including education and experience.

VRI

N/A

Document Translation

N/A

PGLS

OPI

The Sourcing Team awarded PGLS 25 points based on the Offeror's response. PGLS provided information for five (5) key staff, including education and experience. They also included information on certifications.

VRI

The Sourcing Team awarded PGLS 25 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded PGLS 25 points based on the Offeror's response. See score justification, in OPI, above.

Taika

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded Taika 25 points based on the Offeror's response. Taika provided information on eight (8) key staff, including education and experience.

Todd-Reyes

OPI

The Sourcing Team awarded Todd-Reyes 15 points based on the Offeror's response. Todd-Reyes included information on only one (1) key staff, including education and experience. The Sourcing Team was deeply concerned that there were no other key staff who have either a decision-making role in the company, a significant role in the company's operation, or who will have a significant role in the management of a resulting Master Agreement. Todd-Reyes included information on certifications.

VRI

The Sourcing Team awarded Todd-Reyes 15 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Todd-Reyes 15 points based on the Offeror's response. See score justification, in OPI, above.

ULS**OPI**

The Sourcing Team awarded ULS 25 points based on the Offeror's response. ULS provided information for four (4) key staff, including education and experience. They also included information on certifications.

VRI

The Sourcing Team awarded ULS 25 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded ULS 25 points based on the Offeror's response. See score justification, in OPI, above.

UTT**OPI**

The Sourcing Team awarded UTT 25 points based on the Offeror's response. UTT provide information for five (5) key staff, including education and experience.

VRI

N/A

Document Translation

The Sourcing Team awarded UTT 25 points based on the Offeror's response. See score justification, in OPI, above.

Stage 2: Attachment H, Section V Operational Information (150 Total Points)

<u>Offeror</u>	<u>OPI</u>	<u>VRI</u>	<u>Document Translation</u>
Accent	130	130	130
Ad Astra	133	133	133
Avantpage	133	133	142
Baystate	97	97	97
Bromberg	150	150	150
CIT	N/A	N/A	150
Corporate Translation	123	123	123
CyraCom	50	50	50
Geneva	93	93	93
Global Impact	145	98	145
Hanna	150	150	150

<u>Offeror</u>	<u>OPI</u>	<u>VRI</u>	<u>Document Translation</u>
Human Touch	N/A	N/A	80
ILC	75	75	75
Language Global	150	150	150
Linguistica	150	150	150
Lionbridge	150	N/A	N/A
PGLS	75	75	75
Taika	N/A	N/A	150
Todd-Reyes	50	50	50
ULS	150	150	150
UTT	112	N/A	112

Requirements:

Provide a written response to each of the following:

- A. Describe the method and/or protocol used to identify a Limited English Proficient (LEP) client's language, the process for connecting that individual with an appropriate interpreter or translator, and the process to address situations when an interpreter/translator for the requested language is not immediately available.
- B. For OPI and VRI Categories, only. With the exception of ASL for OPI services, 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 requirements/safeguards are managed and reinforced.
- D. An awarded Contractor must possess a signed and dated Confidentiality Statement for each interpreter, either employed or contracted, prior to that interpreter providing service under the Master Agreement. Attach a sample copy of your company's Confidentiality Statement.
- E. 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, at no additional cost to the Purchasing Entity, for both the end users as well as for the public to indicate that interpretation services are available.

Evaluation Factors:

Points will be awarded based on the thoroughness and clarity of Offeror's response in this Section. The relevancy, strength, and extent of Offeror's methods/protocols, call response rate plan, HIPPA requirements/safeguards, Confidentiality Statement, and materials will be weighed.

Evaluation:**Accent
OPI**

The Sourcing Team awarded Accent 130 points based on the Offeror's response. Accent's response to this section was brief. Their OPI platform automatically detects a caller's language to reduce wait time, but the caller is also able to request a human customer service assistant. Their platform can be integrated with existing Interactive Voice Response (IVR) systems used by Participating Entities and can be customized with specific help voice prompts geared toward the most popular languages used by a Participating Entity. Accent boasted an average connection time of 10 seconds, which exceeds the requirements in the RFP. They attribute their quick connection times to having adequate staffing, interpreter training on the call handling process and the use of technology, as well as performance monitoring

and client feedback. Accent staff and interpreters must sign not only a confidentiality agreement but also a code of ethics agreement, as well as attend privacy training sessions. If any hard-copy notes are taken during a call, they are immediately shredded after the call; however, Accent provides its interpreters with whiteboards to reduce waste and improve operational security. Review of confidentiality requirements, including HIPAA begins during the onboarding process. Accent provided a copy of its Non-Disclosure Agreement, Code of Ethics Agreements, and its instructional materials.

VRI

The Sourcing Team awarded Accent 130 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Accent 130 points based on the Offeror's response. See score justification, in OPI, above.

Ad Astra

OPI

The Sourcing Team awarded Ad Astra 133 points based on the Offeror's response. Ad Astra utilizes multiple tools to determine an LEP client's language, including "I Speak" cards, asking targeted questions by trained staff, and a web-based application. Although they stated that they employ a "streamlined process" and have "contingency protocols" to ensure immediate access to an interpreter, they do not explain either process. For commonly requested languages, connections are established within seconds and scheduled appointments are arranged within 24 to 48 hours. They initiate emergency recruitment procedures for rare languages, with the goal of fulfilling the request within 72 hours. Ad Astra utilizes both a dedicated 1-800 number and a mobile app, which permits seamless access to interpreters. Their system is capable of handling up to 10,000 simultaneous calls with a typical response time of 16 seconds. Demand levels are monitored in real-time, and adjusted, as necessary. Although they stated that it is a rare event for an interpreter or translator not to be available, they reach out to their network of over 2,500 linguists and other partners, to assist in identifying such languages. Ad Astra staff and linguistic personnel undergo mandatory orientation training on HIPAA, the Privacy Act, and other privacy frameworks. They also conduct quarterly refresher courses focused on confidentiality. They provided samples of their confidentiality statement, as well as their instructional materials.

VRI

The Sourcing Team awarded Ad Astra 133 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Ad Astra 133 points based on the Offeror's response. See score justification, in OPI, above.

Avantpage

OPI

The Sourcing Team awarded Avantpage 133 points based on the Offeror's response. For OPI and VRI services, Avantpage utilized voice recognition technology, at which time the request is broadcast to the interpreters for that language. The first interpreter to answer is automatically assigned. They also employ "I Speak" cards, which are provided free of charge. However, they stated it is only available when both the client and the LEP are physically in the same space. This statement was confusing, as OPI or VRI calls may not always have the LEP individual and the government employee in the same room. Avantpage stated that it offers complimentary training to staff members on ways to identify a language, but it was unclear to whose staff they are referring, Avantpage's or the client's. For Document Translation, Avantpage's project managers are trained in recognizing languages. If they cannot identify a language, they will reach out to their pool of linguists for support. If a linguist is not available, which Avantpage insists is rare, they suggest reaching out to a client's project manager to schedule an appointment. To maintain an average 95% or greater connection speed within 30 seconds, Avantpage stated it will accomplish this through regular

system maintenance, continuous recruiting, and having a pool of linguists. Their system, also, automatically expands the language request incrementally, adding more and more linguists. Avantpage's description of their confidentiality and HIPAA safeguards was initially confusing. They stated that they provide training and enforce a strict code of conduct for staff and interpreters. Then they referred to their "product." It was unclear what that product might be, the training, their system, or something else. Avantpage does ensure adherence to its Code of Conduct through random, unannounced quality assurance calls. Avantpage provided samples of their confidentiality statement, as well as their instructional materials.

VRI

The Sourcing Team awarded Avantpage 133 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Avantpage 142 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, for their Document Translation process, they utilize a proprietary secure process to handle sensitive confidential information. The system identifies Protected Health Information (PHI) and replaces it with placeholder text, which is then reinserted after the translation is complete.

Baystate

OPI

The Sourcing Team awarded Baystate 97 points based on the Offeror's response. Baystate utilizes some basic methods to identify an LEP client's language, including client self-identification, assistance from companions or documentation and operator support. No supporting information was provided on these methods. They, also, utilize "I Speak" cards, when a language is unclear. Once the language is identified, then the caller is connected with a qualified interpreter through its secure platform. If an interpreter is not immediately available, they suggest scheduling an appointment and provided no other alternative. Baystate stated that they will achieve a 95% or greater response rate within 30 seconds through a combination of advanced call routing technology, their interpreter network, and performance monitoring. Baystate maintains real-time monitoring of call response times and interpreter availability, as well as regular audits and performance reviews. They ensure client confidentiality and HIPAA standards are met by having all staff and contractors sign confidentiality agreements as a condition of employment, onboarding HIPAA compliance training, and internal policies mandate secure handling, storage, and disposal of PHI. Baystate stated they employ HIPAA-compliant platforms for scheduling, communication, and file sharing, but do not explain further. Although, they do have a designated HIPAA Compliance Officer. Baystate did not provide samples of their confidentiality statement or their instructional materials.

VRI

The Sourcing Team awarded Baystate 97 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Baystate 97 points based on the Offeror's response. See score justification, in OPI, above.

Bromberg

OPI

The Sourcing Team awarded Bromberg 150 points based on the Offeror's response. Bromberg's response in this section was very detailed and thorough. Bromberg has customized several versions of "I Speak Cards". Additionally, staff are trained to assist requestors in determining languages for OPI, VRI, and Document Translation services. Bromberg stated that it is exceedingly rare for an interpreter not to be available; however, they follow a structured protocol which includes promptly notifying the client and arranging alternate solutions, such as a callback as soon as an interpreter becomes available, collaborating with its network of partners and linguists to secure services, and

proactive planning to recruit additional linguists for recurring requests. Clients requesting telephonic interpreting services are provided with a set of easy-to-use instructional cards, a toll-free number, and one or more account numbers based on Client's setup needs. Bromberg's telephonic solution provides a separate keypad number for quick selection of Spanish language interpreting. They confirmed their ability to achieve a successful connection rate of 95% for non-Spanish languages within 30 seconds, and stated over 96% of Spanish calls are answered within 20 seconds. Bromberg attributed their ability to successfully respond to calls within the timeframe set in the RFP to comprehensive interpreter onboarding training, which includes covering client-specific standards, and company protocols. Bromberg requires staff members and all independent contracting interpreters and translators to sign a five-page addendum to their contracts that itemize the expectations and rules of confidentiality (including HIPAA), and covers training aligned with federal standards. Bromberg provided samples of their confidentiality statement/HIPAA addendum, as well as their instructional materials.

VRI

The Sourcing Team awarded Bromberg 150 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, Bromberg's OPI/VRI platform is both web- and app-based. Clients can access services from any device with an internet connection (e.g., desktop, laptop, tablet, iPad, or mobile device). Bromberg stated that it is rare for an interpreter to be unavailable. However, should that occur, a notification will instantly appear on the screen and will provide options to connect with a live operator for further assistance.

Document Translation

The Sourcing Team awarded Bromberg 150 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, Bromberg typically utilizes e-mail to accept documents from and deliver translated documents to clients, which can be in any legible delivery format (including all Microsoft platforms). Large files are delivered via cloud, encrypted e-mail services are available at a client's request, a client may use Bromberg's secure portal, or clients may also provide hard-copy documents. A Translation Project Manager will confirm receipt of the request within one (1) hour during business hours, which exceeds the 24-hour requirement in the RFP.

CIT

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded CIT 150 points based on the Offeror's response. CIT uses tools such as a language identification card or chart. When a source language cannot be accurately identified, they utilize their pool of linguists to assist in the identification process and share their recommendations for the best approach. Should CIT require a linguist for a language not already available in their pool of translators, their recruiting team uses its resources to fill the gap. To safeguard client confidentiality and ensure HIPAA compliance, CIT provides staff training on HIPAA regulations, role-based access controls, and encryption of all PHI during transmission and storage. They reinforce confidentiality by requiring staff, linguists, Business Associate Agreements (BAA) with subcontractors and partners handling PHI to sign confidentiality agreements. CIT provided samples of their Interpreter Confidentiality and Non-Disclosure Agreement, as well as their instructional materials.

Corporate Translation

OPI

The Sourcing Team awarded Corporate Translation 123 points based on the Offeror's response. Corporate Translation's response in this section was not robust. They seem to rely on LEPs knowing how to say their language

in English. If we let does not know this, Corporate Translation's Call Center Representatives are trained to recognize common accents and determine the probable language needs based on the home country. They also have access to catalogues and indexes of language names, dialects and regions. No further information or details were provided. Corporate Translation utilizes their IVR system and boasts connections to the system within three (3) seconds, and connection times to interpreters within an average of 20 seconds. Although Corporate Translation recommends clients use its IVR system, clients may also elect to speak with a live operator, who can be reached within 12 seconds day or night. Corporate Translation utilizes a management system which can assist with forecasting, scheduling, enforcement, compliance for interpreters, and provides real-time information on call volume. They stated that they are a HIPAA and HITECH compliant company. However, they did not provide many details outside of confidentiality being covered in their employee handbook, subcontracting agreements and mandatory training. Corporate Translation provided samples of their Business Associate Subcontractor Agreement, Code of Ethics, a confidentiality statement, as well as their instructional materials.

VRI

The Sourcing Team awarded Corporate Translation 123 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Corporate Translation 123 points based on the Offeror's response. See score justification, in OPI, above.

CyraCom

OPI

The Sourcing Team awarded CyraCom 50 points based on the Offeror's response. CyraCom phone interpreters can be reached via one or more toll-free numbers. Their system requires both a 9-digit account number and a 4-digit PIN, before selecting a language and being connected to an interpreter. No additional equipment is necessary to request services and auto-authentication is an option, which bypasses the need to enter an account number and PIN. A language menu can be customized for quicker selection, and live client services representative (CSR) are available. However, there is an additional fee if a client opts to route all its calls through a CSR, but there is no disclosure of that fee in CyraCom's proposal. If a call waits in a queue without connecting to an interpreter, the call is automatically routed to a CSR for assistance, who may offer a call-back (within 15 minutes or sooner) while the CSR contacts standby interpreters. CyraCom stated that it handles large call volumes 24/7/365, daily, but provided no information on what they consider large. Their intelligent call-routing system is monitored by an analysis team, who will make adjustment to schedules, staffing, and other resources. CyraCom stated they have achieved a 45% increase in volume within one week. They conduct annual HIPAA compliance training, along with internal and external audits, and internal controls. HIPAA compliance is documented in CyraCom's Employee Handbook, internal policies and procedures, and they require staff/interpreters to sign an Information Confidentiality Agreement. CyraCom stated that their written translation services are not compliant with all HIPAA regulations, but did not provide details to clarify. They do utilize a secure Translation Portal to help ensure data security and confidentiality. All documents containing PII or PHI data remain in the US, and only US-based linguists are selected to perform translations. However, it's not clear which data does not remain on US-based servers, and raised a question as to whether a Participating Entity may request/require that their data be exclusively stored on US-based servers. CyraCom provided samples of their instructional materials; however, they did not provide their Confidentiality Agreement, only a statement which appears to be from their Employee Handbook.

VRI

The Sourcing Team awarded CyraCom 50 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded CyraCom 50 points based on the Offeror's response. See score justification, in OPI, above.

Geneva

OPI

The Sourcing Team awarded Geneva 93 points based on the Offeror's response. Geneva's response in this section was very sparse. Regarding connecting an LEP with an interpreter or translator, Geneva stated that they will rely on the language specified by the requesting agency for written translations and pre-scheduled calls. For VRI, they claimed their platform features a comprehensive list of available languages displayed in English and the native language. No further explanation was provided. Their system does not have the capability to recognize unknown languages, and they didn't expand on any steps they might take to identify an unknown language. Although Geneva stated they are confident they can meet the timeframes in the RFP, their current average connection time is 17 minutes, which greatly exceeds the 30-second requirement in the RFP. Geneva stated that they require all interpreter candidates to demonstrate a firm commitment to HIPAA compliance and a strict adherence to a recognized interpreter code of ethics. No details were provided. Geneva provided something labelled "Client Confidentiality and Non-Disclosure" obligation, but it looks more like a section from some other document rather than a separate Confidentiality Statement. They provided a sample of their instructional materials.

VRI

The Sourcing Team awarded Geneva 93 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Geneva 93 points based on the Offeror's response. See score justification, in OPI, above.

Global Impact

OPI

The Sourcing Team awarded Global Impact 145 points based on the Offeror's response. Global Impact relies on several tools to identify an LEP client's language, their IVR system (which automatically offers connection to a live operator if no language selection is made), language identification cards, and operator assistance. OPI clients access services by calling a provided toll-free number and entering their unique PIN number. The system prompts a language selection, and the call is routed to the next available certified interpreter (within an average of 30 seconds). If a linguist is not immediately available, requests are escalated to a secondary pool of linguists, for which the system provides updates on estimated wait times and gives the option to schedule a callback or use alternative communication methods. In certain cases, related dialects or fallback languages may be offered as a stopgap, or Global Impact will leverage their partnerships with third-party networks. To ensure interpreters respond within the RFP's 30-second timeframe, Global Impact provided multiple methods and protocols. Global Impact maintains several HIPAA-related policies and employs safeguards to protect client confidentiality. They conduct routine audits and monitoring of systems, address violations with disciplinary actions, and maintain an incident response plan. Global Impact provided their HIPAA-related policies in their proposal, along with their instructional materials. However, no sample of their Confidentiality Statement was provided.

VRI

The Sourcing Team awarded Global Impact 98 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, connecting to an LEP client to VRI services was unclear. Although Global Impact stated that users can access VRI services using a computer, tablet, or smart phone, they only addressed scheduling a VRI session, which does not comply with RFP's 30-second connection timeframe. Global Impact sends a video conference link to the interpreting session.

Document Translation

The Sourcing Team awarded Global Impact 145 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, Global Impact explained that documents to be translated are securely uploaded through their portal. A qualified translator with expertise in the required language and subject matter is assigned. The document will be reviewed by a second linguist, then returned to the client, which the client may elect to receive the document via e-mail.

Hanna **OPI**

The Sourcing Team awarded Hanna 150 points based on the Offeror's response. Hanna provides a language identification guide, staff and linguist support, and an AI-powered language identification tool for written language. Connecting to an interpreter was outlined in a step-by-step process for each Category (OPI, VRI, and Document Translation). For OPI, the process begins by calling Hanna's toll-free number. Once the language has been identified, the system connects the client to a qualified interpreter within seconds. Hanna's platform permits clients to save frequent requests or language preferences, reducing wait-times. Hanna keeps clients informed of their request status, including estimated timelines. To ensure interpreters for OPI/VRI services are connected within the RFP's 30-second timeframe, Hanna cited their advanced call routing and connection technology, extensive interpreter network, scalable infrastructure, performance monitoring and quality assurance, and contingency measures. They provided their extensive multi-layered approach to confidentiality to ensure HIPAA compliance; including policies and governance, various internal safeguards, oversight by a HIPAA Compliance Officer, and a commitment to security enhancements. Hanna provided a sample of their Vendor Service Agreement, containing confidentiality and HIPAA-related clause, as well as their instructional materials.

VRI

The Sourcing Team awarded Hanna 150 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, the connection process for VRI begins when the client logs into Hanna's secure VRI portal, accessible via desktop, tablet, or mobile device. No software installation is necessary. Clients select their language from a translated menu, then the client is connected to a live interpreter.

Document Translation

The Sourcing Team awarded Hanna 150 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, the Document Translation process allows clients to submit documents through Hanna's encrypted portal or send documents via e-mail. Project managers assess the document to determine the best linguist match, then certified linguists are assigned.

Human Touch

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded Human Touch 80 points based on the Offeror's response. Human Touch addressed their ability to identify the language of a source document. The document is reviewed by a project manager or quality assurance staff, then double-checked by a translator to ensure accuracy. Although the need to identify a client LEP's language in the document translation process does not face the immediacy which can be critical to OPI or VRI services, Human Touch can work with Participating Entities to develop "I Speak" cards, to assist the entity in identifying an LEP's language. With their team of over 7,000 linguists, they are confident that the likelihood of them not being able to provide a translator is incredibly unlikely. However, should a translator not be available, they will

asked the client and request time to recruit a qualified linguist, as well as request that the client not select a different service provider. The potential for delay that these requests may cause could affect the required turnaround time in the Scope of Work and may not be permissible by a Participating Entity. Human Touch stated that they have adopted an approach of continual improvement and continual recruiting, to provide services that meet client needs. Although, their use of Amazon Web Services (AWS) caused the Sourcing Team to question where client data is stored (onshore or offshore).

ILC

OPI

The Sourcing Team awarded ILC 75 points based on the Offeror's response. ILC stated that their protocol for identifying an LEP client's language is multi-faceted, but their response lacked detail. They rely on self-identification, assistance from a companion or third-party, asking the LEP individual if they speak English or another language, or another option, "If they are in person and holding documentation, we politely inquire whether the material is in a language they understand." These methods are either presumptive (that the LEP individual speaks enough English to engage) or confusing (in person and holding documentation?). ILC in-house staff is fluent in eleven (11) languages and can assist with language identification. They also utilize language identification cards. When the requested language has been identified, ILC stated that their portal connects the LEP individual with a qualified interpreter. No other details were provided. ILC stated that it is rare for an interpreter to be unavailable, but in that instance, they collect the individual's name and contact information to arrange assistance promptly; no other information was provided. ILC's automated attendant answers OPI and VRI calls in under five (5) seconds, which complies with the requirement in the RFP, but no other details were provide. ILC's current response time average for Spanish and the top 12 languages from Attachment P is less than 20 seconds, which is under the 30-second requirement in the RFP. They require all staff and linguists to complete annual HIPAA Compliance training and testing and employ third-party audits. ILC attached samples of their Code of Conduct and their instruction materials.

VRI

The Sourcing Team awarded ILC 75 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded ILC 75 points based on the Offeror's response.

Language Global

OPI

The Sourcing Team awarded Language Global 150 points based on the Offeror's response. Language Global utilizes a multilingual IVR which offers the most commonly requested languages (e.g., Spanish, American Sign Language (ASL), Chinese (Mandarin & Cantonese), etc.), and immediately routes unlisted languages to a live operator for assistance. They utilize an on-screen "Point-to-Language" card, including rare or less commonly requested languages. Once the requested language has been identified, Language Global's system employs automated matching to connect client with interpreter. They also maintain standby interpreters for high-demand languages. If a language is not available, they rely on their backup network and third-party support, and ensure communication with the client related to delays, alternative options, like a follow up session or pre-translated materials. To ensure the meet the RFP's 30-second connection timeframe, Language Global credited their operational measures, system scalability and dynamic resource allocation, and performance audits. They outline their approach to HIPAA compliance including secure data handling, interpreter and staff confidentiality and HIPAA Compliance Agreements, physical and digital security, and HIPAA-compliant platforms. Language Global provided samples of their Non-Disclosure Agreement and instructional materials.

VRI

The Sourcing Team awarded Language Global 150 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Language Global 150 points based on the Offeror's response. See score justification, in OPI, above.

Linguistica

OPI

The Sourcing Team awarded Linguistica 150 points based on the Offeror's response. Linguistica centers their approach to identifying an LEP client's language around the expertise of their coordinators, along with strategic tools and resources. Coordinators are provided with extensive training to recognize linguistic patterns, phonetic characteristics, and cultural nuances. Senior interpreter consultants are available for additional assistance. Calls for interpreter services are answered by an automated attendant, the language is identified, and the call connected to an interpreter. Linguistica's network of over 14,000 qualified linguists means nearly all calls are connected. If an interpreter for a requested language is unavailable, their coordinators will work on actively searching for available linguists, offering other options. Linguistica's average connection time for Spanish is immediate, and other NASPO ValuePoint languages is 16 seconds, which is under the 30-second requirement in the RFP. Linguistica is able to maintain rapid connection speeds by utilizing their platform's dynamic resources allocation, relying on their pool of qualified languages, their advanced auto attendant, as well as real-time system monitoring and regular audits. They employ technological and staff safeguards. Linguistica provided samples of their Confidentiality Statement and their instructional materials.

VRI

The Sourcing Team awarded Linguistica 150 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Linguistica 150 points based on the Offeror's response. See score justification, in OPI, above.

Lionbridge

OPI

The Sourcing Team awarded Lionbridge 150 points based on the Offeror's response. Lionbridge provided numerous ways LEP clients may identify their language; connect with a trained, live operator 24/7/365, use a provided "Point to your Language" poster; a widget added to a client's website, mobile website, or agency app which greets the caller with an in-language experience based on their browser or phone's preferences, then connected simultaneously to an interpreter and the agency; and a phone tree intended to bring callers directly to language groups and connect simultaneously to an interpreter and the agency. Lionbridge boasted that their average connection to interpreters is 10 seconds, which is under the 30-second requirement in the RFP. If an interpreter is not immediately available to the caller, a live operator will first attempt to seek an interpreter, then offer to schedule for a future date and time, the caller may continue to hold and will be provided with a time estimate to connect to an interpreter. Lionbridge stated that it currently and routinely provides connections under the 30-second requirement in the RFP. They do this via multiple methods, including their extensive interpreter pool, around-the-clock performance monitoring, and their unique call routing technology. Lionbridge stated they make maintaining confidentiality and HIPAA requirements the highest priority on their government contracts. Lionbridge provided samples of their Non-Disclosure Agreement and their instructional materials.

VRI

N/A

Document Translation

N/A

PGLS**OPI**

The Sourcing Team awarded PGLS 75 points based on the Offeror's response. PGLS' response in this section did not provide all the required information. They started off by stating that a client can request an interpreter through their platform by submitting a request (i.e., filling out an online form) or by e-mail. This request process, along with their statement, "On the specified date and time, the interpreter will arrive at the location or connect via phone or video call", called into question PGLS' ability to provide on-demand services. The client can provide a conference platform link (e.g., Zoom, Google Meets, or Microsoft Teams) or a phone number when completing the request form. The request form, also, requires the requestor to identify the language. PGLS did not provide any information on how to identify an LEP individual's language, or what the process is if an interpreter or translator is not available. PGLS' response to the requirement regarding meeting the 30-second connection time was confusing. They stated that only a standard telephone is necessary to access their 24/7/365 service through a toll-free number; however, this conflicts with their response to the preceding requirement regarding filling out a form online or sending an e-mail. They state that their OPI system can connect to an interpreter in 20 seconds and maintains a 99.95% up-time, and their initial answer time averages less than ten (10) seconds. This average is double the required average answer time in the RFP (five (5) seconds). To maintain confidentiality, PGLS stated they require each interpreter to sign an agreement and provided the text (or partial text) of that agreement; it was unclear. Additionally, the provided text contained a different interpreting supplier's name, who is not PGLS. They discussed their security measures for maintaining client confidentiality, but, again, the response referred to a different interpreting supplier, except when they discussed Translation services. It called into question the credibility of PGLS' response in this section and how much or how many of the requirements they can meet. PGLS provided a copy of their Non-Disclosure Agreement; however, that agreement differed from their response regarding confidentiality. They provided samples of their instructional materials.

VRI

The Sourcing Team awarded PGLS 75 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded PGLS 75 points based on the Offeror's response. See score justification, in OPI, above.

Taika**OPI**

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded Taika 150 points based on the Offeror's response. Taika stated that they typically do not have any issues with identifying language pairs needed. Their Project Managers can identify most major languages by sight and can have a translator available within an hour for the most common languages. Taika does have an in-house interpretation team, which allows them to communicate with any potential customer. Taika boasted that their robust safeguards and policies are designed to protect PHI at all states of the translation process. They start with workforce training and awareness. Files containing PHI are encrypted and stored using SFTP servers. The sensitive data is retained only for the duration of the project. Access to PHI data is role-based. They require all employees, contractors and vendors who handle PHI to sign confidentiality agreements. Taika conducts compliance reviews, internal audits and assessments, and employs a QA process. They have a HIPAA Compliance Officer and provided their HIPAA Compliance Plan. Taika provided samples of their Non-Disclosure Agreement and instructional materials.

Todd-Reyes**OPI**

The Sourcing Team awarded Todd-Reyes 50 points based on the Offeror's response. Todd-Reyes' response to this section was brief, lacked substantive information, and did not fully address the requirements. Their response to identify an LEP client's language was "simply state 'help' to be connected with a representative trained to assist with language identification." For face-to-face interactions, they stated "a card listing various languages might be used." They, then, stated that "representatives may consider the speaker's likely geographic origin." No further information was provided, nor did they address the process for connecting to an interpreter or the process if an interpreter is not immediately available. Todd-Reyes did not describe how they will meet the 30-second connection requirement in the RFP; they only provided their current statistics. They stated that their services adhere to HIPAA regulations by having third parties sign a Business Associate Agreement, training interpreters on confidentiality and having them sign confidentiality agreements and then stated that patient consent is not required when healthcare providers use interpreter services for communication purposes. It was unclear what they meant by the latter statement. Todd-Reyes provided a sample of their Confidentiality Agreement for Subcontractors and instruction materials.

VRI

The Sourcing Team awarded Todd-Reyes 50 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Todd-Reyes 50 points based on the Offeror's response. See score justification, in OPI, above.

ULS**OPI**

The Sourcing Team awarded ULS 150 points based on the Offeror's response. ULS' OPI services can be accessed via a toll-free number using a traditional telephone (or via ULS' audio/video platform). They confirmed calls are answered in less than five(5) seconds, which meets the requirements in the RFP. There is a quick selection menu for common languages (Spanish, Cantonese, Mandarin, Vietnamese, and Russian). Clients may choose to speak to an Operator, who will assist in identifying a language. ULS does offer high-volume users toll-free numbers pre-programmed with their dedicated access code, and IVR menus can be customized for frequently used languages. Once the language has been identified, the call is transferred to an interpreter queue, then connected to an interpreter. Calls exceeding a wait threshold are routed to an Operator, who will check the status of the request. For extremely rare languages, Participating Entities may pre-schedule a call to eliminate wait times. ULS cites their call routing platform as central to their ability to provide connection speeds within the RFP's 30-second timeframe, as well as dynamic monitoring of interpreter availability, network of interpreters, and automated alerts to supervisors. To maintain confidentiality and HIPAA compliance, they adhere to applicable federal and state laws. Their interpreters and translators are bound by not only a code of professional conduct, but also a Business Associate Agreement. They maintain SFTP protocols to handle PHI and other confidential data. ULS provided samples of their Confidentiality of Client Information and HIPAA Compliance Agreement and instructional materials.

VRI

The Sourcing Team awarded ULS 150 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, VRI services are accessible via ULS' audio/video platform, which is accessible via multiple devices (e.g., PC, tablet, smartphone). On their home screen is language identification tool in both English and the target language, allowing the LEP individual to point to his/her language. Once the language has been identified, the request is placed in a queue for the next available interpreter. If a rare language is not available, the call may be automatically routed to an available qualified audio interpreter after two (2) minutes or may speak with an Operator, while remaining on the platform.

Document Translation

The Sourcing Team awarded ULS 150 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, documents may be submitted via e-mail, uploaded through ULS' website, or through any other preferred delivery method. When submitting through ULS' website, both source language and target language are required. ULS' team may reach out for more information. Documents are routed to a Translation Coordinator who verifies the translation requirements, then assigned to a qualified and/or specialized translator. Urgent rare languages receive priority, and if a translator is not immediately available, the client will be notified and provided with an anticipated turnaround time. The translated document will be quality checked by a second, independent translator.

UTT **OPI**

The Sourcing Team awarded UTT 112 points based on the Offeror's response. UTT's response in this section was brief and lacking detail. Although they provided their means to identify an LEP client's language ("Point to Your Language" cards), they stated that the cards are used when the client is physically present. They also stated that operators and customer service agents are available to help, but did not explain further. In rare cases where a language is not available, UTT's operators can provide a status on the request or ask for a call back number. Lastly, UTT can redirect a call to a strategic onshore business partner. No further explanation was provided. They explained that speedy connection times are a function of ensuring an adequate number of interpreters that are available to take calls 24/7/365. They also cite being data-driven and maintaining an ongoing aggressive recruiting campaign, but no details were provided. UTT looks to historical data, studies the dynamics of customer demographics, and keeps a surplus of qualified interpreters and translators in their database, to handle volume surges. They provided their current connection times of Spanish (less than 10 seconds) and all other languages (less than 30 seconds), which meet the 30-second requirement in the RFP. UTT stated that their call centers are Payment Card Industry (PCI) data security compliant, but it is not clear how that industry's standard figures into confidentiality and HIPAA compliance. It appears as though UTT records and saves calls, which they stated are stored encrypted on a U.S.-based file server, with limited personnel access. They did state that call recording capabilities can be disabled at the request of a customer, and that paper and electronic media is destroyed by a certified destruction firm, but it was not clear when that occurs or how long data may be stored. It was also not clear whether clients are made aware of their ability to request that calls not be recorded. PII data is encrypted with limited access to staff. Interpreters must sign and adhere to UTT's Code of Ethics and Standards of Practice, as well as sign a customer Confidentiality Agreement. Employees receive ongoing training on HIPAA compliance and fraud detection. UTT provided samples of their Subcontractor Agreement and instructional materials.

VRI **N/A**

Document Translation

The Sourcing Team awarded UTT 112 points based on the Offeror's response. See score justification, in OPI, above.

Stage 2: Attachment H, Sections VI.A and VI.D, E, & F Quality Assurance, Screening Process, and Compliance-Related Requirements – Over-the-Phone Interpretation (OPI), Video Remote Interpretation (VRI), and Document Translation (150 Total Points, each Category)

<u>Offeror</u>	<u>OPI</u>	<u>VRI</u>	<u>Document Translation</u>
Accent	125	125	125
Ad Astra	115	115	115
Avantpage	145	145	145
Baystate	105	105	120
Bromberg	150	150	150
CIT	N/A	N/A	120
Corporate Translation	140	140	140

<u>Offeror</u>	<u>OPI</u>	<u>VRI</u>	<u>Document Translation</u>
CyraCom	135	135	135
Geneva	85	85	85
Global Impact	145	145	145
Hanna	150	150	150
Human Touch	N/A	N/A	150
ILC	115	115	115
Language Global	145	145	145
Linguistica	145	145	145
Lionbridge	140	N/A	N/A
PGLS	137	137	132
Taika	N/A	N/A	145
Todd-Reyes	97	97	97
ULS	147	147	147
UTT	140	N/A	140

Requirements:

Provide a written response to each of the following, for each applicable Category:

A. Summarize your company's Quality Assurance Plan (QAP). Attach a current copy of your company's complete QAP to this form. (A separate QAP for each Category is not required. However, the QAP must address each Category for which the Offeror has indicated in Section I, above).

B. If Offeror is currently using Artificial Intelligence (AI), how is it being used and to what extent? How does the Offeror envision using AI in the future? Describe when and where it will be used, along with the security mechanisms in place (including, but not limited to, client data protection, interpretation/translation accuracy, etc.) and specific tools in use.

C. Is the Offeror willing to not use AI if prohibited by a Participating Entity through their Participating Addendum?

D. Over-the-Phone Interpretation (OPI):

i) Describe your screening process for 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.

ii) Describe how your company will ensure that all interpreters are providing (and will continue to provide) a quick, courteous response with accurate interpretation.

iii) How will your company ensure that the interpreter provided is properly licensed or certified in medical and/or legal interpreting?

iv) Service Tests for OPI may be conducted at the discretion of the Lead State and Multistate Sourcing Team. If selected as a finalist, Offerors must agree to allow the Sourcing Team to place test calls at no cost as part of the selection process.

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

Confirm your company's agreement to allow a test call free of charge and provide the toll-free number, code, etc. that the Sourcing Team will need to make the call.

v) List all additional languages for which your company can provide Over-the-Phone Interpretation (OPI) services beyond those specified in Attachment P – Languages.

- i) Describe your screening process for language (including ASL) 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.
- ii) Describe how your company will ensure that all interpreters are providing (and will continue to provide) a quick, courteous response with accurate interpretation.
- iii) How will your company ensure that the interpreter provided is properly licensed and/or certified in medical and/or legal interpreting?
- iv) List all additional languages for which your company can provide Video Remote Interpretation (VRI) services beyond those specified in Attachment P – Languages.

F. Document Translation Services:

- i) 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.
- ii) Describe how your company will ensure that translators provide (and will continue to provide) timely and accurate translated documents.
- iii) How will your company ensure that the translator provided is properly licensed or certified in medical and/or legal translating?
- iv) List all additional languages for which your company can provide Document Translating services beyond those specified in Attachment P – Languages.

Evaluation Factors:

Points will be awarded based on the thoroughness and clarity of Offeror's response in this Section. The relevancy, strength, and extent of Offeror's Quality Assurance Plan, and its response to each individual category (listed below).

- A. Over-the-Phone Interpreters (OPI)
- B. Video Remote Interpreters (VRI)
- C. Document Translation

In addition, the applicability and extent of Offeror's reliance on Artificial Intelligence (AI) to provide services, as well as its willingness to discontinue such use in accordance with Participating Entity requirements, and the strength and extent of Offeror's AI security mechanism and specific tools will also be weighed.

Evaluation:

Accent
OPI

The Sourcing Team awarded Accent 125 points based on the Offeror's response. Accent provided thorough response in this section. They provided a detailed summary of their Quality Control Plan (QCP) for interpreting, citing a rigorous recruitment process, consistent training and evaluation, and continuous monitoring and evaluation (weekly and monthly) as the means to quality interpreting services. Although, Accent's response in this set of requirements focused heavily on Spanish. A copy of their detailed QCP was provided. Accent does not currently use AI for customer translation projects or for interpretation services, but they do have the capability to produce AI-generated written translations, should that be needed in the future. They view AI as a tool to assist human linguists/translators. They acknowledge not all languages may have sufficient data to support AI systems. Accent agreed to not utilize AI if it is prohibited by a Participating Entity. Accent provided their strategy for linguist recruitment, from reviewing resumes, verifying experience and certifications, background checks, and proficiency testing for languages without certification programs. Accent stated that it will follow various interpreting standards (e.g., National Council on Interpreting in Health Care (NCIHC), International Medical Interpreter Association (IMIA)). They specified they will use U.S. based U.S. citizens or legal permanent residents for this contract, which exceeds the requirement in the RFP. Accent provided interpreter and translator requirements for fluency, years of experience, and education. They specifically verify RID certifications for ASL interpreters. Medical Interpreters must have a specified amount of professional medical interpreting experience or formal higher education. To ensure high levels of customer service, Accent provides ongoing training, continuous professional development, along with maintaining protocols for managing the flow of the call. They provided their Code of Ethics for Interpreters. Accent agreed to participate in a service call for OPI. However, Accent did not provide an appropriate response to the requirement regarding additional language, stating only that they are capable of providing all languages on Attachment P.

VRI

The Sourcing Team awarded Accent 125 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Accent 125 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, QA for Accent's translation services follows a four-stage, dynamic 360-degree QA plan, which includes performance evaluation of translators. They utilize CAT tools to assist human translators. Accent is able to share large files securely which comply with federal encryption requirements. Translators are held to the American Translators Association (ATA) Code of Ethics and Professional Responsibility guidelines. They provided their Code of Ethics for Translators.

Ad Astra**OPI**

The Sourcing Team awarded Ad Astra 115 points based on the Offeror's response. Ad Astra stated that their QAP. Emphasis was placed on the identification, investigation, and analysis of issues. They track against key performance indicators (KPI) and are committed to continuous improvement. Ad Astra provided a copy of their QAP. Ad Astra actively incorporates AI to enhance their language services, particularly in translation accuracy, efficiency, and data management. They use AI-powered tools to assist human translators. AI provides an initial translation of the text, linguists then review the translation for accuracy. Ad Astra utilizes AI to assist in the proofreading process, to identify potential errors and suggest improvements. They plan to expand their use of AI in several areas; real-time translations and security mechanisms. They currently use AI tools to support language services. Ad Astra agreed to not utilize AI if it is prohibited by a Participating Entity and stated that they do not use AI in their services unless specifically requested by a client. Although Ad Astra provided a description of its screening process, they did not provide details. The initial screening process evaluates interpreter experience, skills, and motivation. It is unclear what they mean by "motivation". Ad Astra performs various proficiency assessments. Although they stated that the OPI and VRI screening processes are closely aligned, the information regarding minimum requirements for education, experience, specializations, and fluency varied. Ad Astra acknowledges certifications from recognized organizations, like American Translators Association (ATA). They provided an outline of their process for ensuring quality and customer service. To ensure their interpreters are properly licensed or certified in medical or legal interpreting, Ad Astra's response focused on their previously discussed screening process and did not really address the question. Ad Astra agreed to participate in a service call for OPI and provided the information required to make such a call. However, they did not provide an appropriate response to the requirement regarding additional language, providing only an exhibit of their complete list of languages.

VRI

The Sourcing Team awarded Ad Astra 115 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Ad Astra 115 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, translator screening begins with third-party testing, but no explanation was provided beyond stating they use industry-standard, timed tests from reputable providers. They alluded to a stringent benchmark for fluency levels, but do not mention the standard for translators. Document translation is performed by a qualified linguist, reviewed by a second linguist, then proofread. They stated that their typical translation requests are completed within three business days. It was not clear in Ad Astra's response if this turnaround time meets the requirements in the RFP.

Avantpage

OPI

The Sourcing Team awarded Avantpage 145 points based on the Offeror's response. Avantpage provided a summary of its Quality Management System (QMS). OPI and VRI quality is based on people, feedback, and monitoring. Corrective measures are in place to adjust deficient performance. Avantpage provided a copy of their QMS. Avantpage pointed out that AI should not be confused with machine learning, which has been used in the translation industry for years. They use AI primarily as a business tool; including data security (to mask PHI/PII), content generation (training materials, marketing), and administrative tasks (scheduling, billing). However, they do have the ability to utilize AI to enhance the translation process but will do so only with express approval from clients. Avantpage identified a couple of barriers to AI, namely, it cannot currently be specialized in the way a human linguist may be specialized, and there are limitations of its use on less common languages (due to the lack of data). They agreed to not utilize AI if it is prohibited by a Participating Entity. Avantpage provided requirements for interpreters and translators education, fluency, experience, and certifications. Linguists are subject to background checks, fluency and interpreting proficiency testing, and ongoing training, which addresses HIPAA compliance. There are additional requirements for ASL interpreters and for translators. Avantpage does internal quality checks via test calls. Legal and medical credentials are validated every two years. Medical interpreters must hold a combination of specific certifications, which each have their own requirements for recertification and Continuing Education Units. Legal interpreters must hold a certificate from specific organizations. Avantpage agreed to participate in a service call for OPI and provided the information required to make such a call. However, they did not provide an appropriate response to the requirement regarding additional language, stating only they can provide OPI/VRI services in over 150 languages, including those on Attachment P, and can provide Document Translation services in virtually any language.

VRI

The Sourcing Team awarded Avantpage 145 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Avantpage 145 points based on the Offeror's response. See score justification, in OPI, above.

Baystate

OPI

The Sourcing Team awarded Baystate 105 points based on the Offeror's response. Baystate's response in this section lacked detail in all requirements. They summarized their QAP, stating they adhere to HIPAA, Joint Commission, and IMIA standards, and addressed recruitment, onboarding, and data privacy. Baystate provided a copy of their QAP. Baystate does not currently utilize AI in their language services. They envision AI in more of an administrative function, such as optimizing scheduling systems, managing resource allocation, and as supplementary tools to support human interpreters and translators. Any future use of AI by Baystate would need to adhere to stringent data protection standards and be subject to rigorous testing for security, accuracy, and reliability. Baystate agreed to not utilize AI if it is prohibited by a Participating Entity. Baystate stated its screening process is comprehensive but failed to provide details to explain what that entails. Interpreters are required to complete annual HIPAA training, testing, and certification. They indicated that interpreters must go through extensive medical interpreter testing and credentialing, but again did not provide details. Legal interpreters are required to hold certifications or licenses by relevant state or national organizations and rigorous testing. Regarding customer service, they referred to privacy and security regulations, and simply stated they "ensure their interpreters provide quick, courteous responses with accurate interpretation". No details were provided. Baystate agreed to participate in a service call for OPI. However, Baystate did not provide an appropriate response to the requirement regarding additional language, stating only that they offer services in over 350 different languages, then listing many of the languages they offer.

VRI

The Sourcing Team awarded Baystate 105 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Baystate 120 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, Baystate provided more details regarding the translator screening process than was provided for OPI and VRI. So, it is unclear whether interpreters are held to the same requirements as translators. They provided requirements for experience (including specialized fields) and education. Candidates are subject to testing that mirror real-world scenarios. Regarding medical and legal certifications, Baystate provided a bit more information than in the OPI and VRI sections by stating that their advanced platform and management system allows them to track translation projects, monitor deadlines, and track certificates, qualifications and specializations of their translators.

Bromberg**OPI**

The Sourcing Team awarded Bromberg 150 points based on the Offeror's response. Bromberg meets quality standards of ASTM F2575-14 standard for Quality Assurance in Translation and Interpretation. They maintain a Quality Assessment Process Flow of potential linguists. Bromberg maintains a 24/7 Customer and Technical Support Team to resolve technical issues. Bromberg provided a copy of their QAP. Bromberg does not utilize Generative AI for translation; however, they do employ Machine Translation Engines if the content allows for it; such as employee or technical manuals. They utilize human post-editing for machine translations (MTPE). They utilize CAT tools for translation projects and ensure data protection with encryption, access controls, and anonymizing client information. In the future, Bromberg plans to leverage AI for tasks like terminology management, predictive translation, workflow automation, and enhanced tools for automated quality assurance, real-time translation support, and predictive project management. They view AI as having the potential to enhance their efficiency and improve processes, but with strict guardrails and professional human oversight. Bromberg agreed to not utilize AI if it is prohibited by a Participating Entity through their Participating Addendum. Bromberg relies on an internal department for recruitment, as well as word of mouth. They provided requirements for fluency, experience, education, HIPAA compliance, and background and certification checks. Bromberg also screens on the professional presentation of an interpreter, their interpersonal skills, and the tone of their voice (good projection/respect). They ensure interpreters maintain a high level of customer service by conducting random quality spot checks, considering client feedback, providing ongoing training, and adhering to the Interpreter Code of Ethics. Bromberg stated that medical and legal certifications for interpreters are encouraged but can be limited to specific languages (such as Certified Medical Interpreters (CMI) certification is limited to languages like Cantonese, Korean, Mandarin, Russian, Spanish, and Vietnamese). ASL requirements vary across states, but Bromberg searches for certifications, such as RID. Where certification is not available, Bromberg requires specialized training through a respected online training platform. Bromberg agreed to participate in a service call for OPI and provided the information required to make such a call. They also provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

VRI

The Sourcing Team awarded Bromberg 150 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Bromberg 150 points based on the Offeror's response. See score justification, in OPI, above.

CIT**OPI**

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded CIT 120 based on the Offeror's response. CIT maintains a QCP with the primary goal of proactively identifying areas where improvements can be made and potential points of conflict that could compromise service. It covers continuity of services, outlines recruiting, vetting and certifying of linguists, ongoing professional development, and remediation measures to address any deficiency in quality of service. CIT provided a copy of their QCP. CIT has the ability to use AI tools but will do so only when expressly requested by the client and exclusively within CIT's platform. AI is utilized only during the initial translation phase, which is then reviewed and refined by CIT's linguists. Their platform incorporates advanced security mechanisms, including all data being encrypted both during transmission and storage, access being limited to authorized personnel with multi-factor authentication. CIT did not describe how they envision using AI in the future. They did agree not to utilize AI if it is prohibited by a Participating Entity. CIT provided its requirements for education, experience, fluency, certifications (ATA), regulatory compliance (such as HIPAA), and ethical considerations. Translator assessment includes multiple factors, such as terminology, cultural appropriateness, etc. CIT Project Managers, working in three (3) different time zones, monitor e-mail inboxes for emergency requests, resulting in requests being acknowledged quickly. They provided their turnaround times for translation projects, which meet and exceed the requirements in the RFP. Translators, editors, and proofreaders work on the same project or file in a cloud-based environment to increase consistency and efficiency. Regarding medical and/or legal translating, their response lacked detail. CIT provided general information regarding their robust database of translators who are subject to rigorous credential verification, but provided no details beyond stating that they would work closely with clients in the medical and legal sector. CIT did not provide an appropriate response to the requirement regarding additional language, stating only that they can provide translation services in over 200 languages including rare and Indigenous languages from Central and South America and the African regions, then provided a non-comprehensive list of available languages.

Corporate Translation**OPI**

The Sourcing Team awarded Corporate Translation 140 points based on the Offeror's response. Corporate Translation employs a Ten-Step QA Process of checks and reviews to ensure the highest degree of quality, along with recording (when allowed by clients) and monitoring calls. They provided a list of reflective questions they utilize to identify and prevent deficiencies in quality. Corporate Translation attached copies of their Ten-Step QA Process. Corporate Translation has the capability to utilize AI in their Document Translation processes, but their default processes and procedures utilize only human translators, editors, proofreaders, formatters, QA analysts, and project managers. If permitted by a client, they can provide AI translation, which is edited and reviewed by human translators. They did not describe how they envision future use of AI. Corporate Translation agreed to not utilize AI if it is prohibited by a Participating Entity. Corporate Translation has a department dedicated to recruiting and vetting. Their requirements include language proficiency, technical/non-technical knowledge, interpreting ability, and adherence to a Code of Conduct and Ethics. ASL interpreters are RID-certified. Corporate Translation tests candidate, including specialized fields like medical and legal. To ensure quick, courteous, accurate interpretation, they referred to their Ten-Step QA Process. Regarding medical and legal interpreting, Corporate Translation mentioned general requirements of their screening process, then stated that supporting documentation is required. No specific medical or legal information was provided. Corporate Translation agreed to participate in a service call for OPI and provided the information required to make such a call. However, Corporate Translation did not provide an appropriate response to the requirement regarding additional language, stating they provide on-demand access to over 300 languages and providing a complete list of their languages.

VRI

The Sourcing Team awarded Accent Corporate Translation 140 based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Accent Corporate Translation 140 based on the Offeror's response. See score justification, in OPI, above.

CyraCom**OPI**

The Sourcing Team awarded CyraCom 135 points based on the Offeror's response. CyraCom considers interpreter quality to be a vital component of their services. CyraCom follows the ISO 9001:2015 Total Quality Management philosophy and has maintained other ISO accreditations. Quality of translations is monitored. CyraCom provided a copy of their QAP. CyraCom does not use AI for OPI or VRI interpretation services. However, they utilize AI to assist translators with speech recognition transcription and automated synthetic voiceover. CyraCom did not address future use of AI. They did agree to not utilize AI if a Participating Entity prohibits its use through a Participating Addendum. CyraCom interpreters are vetted, screened, and tested for fluency. They included minimum requirements in education, competency testing, and background and sanctions checks. CyraCom trains and qualifies their employee interpreters to meet or surpass healthcare and medical standards and requires double the amount of training than is common industry standards. Training includes HIPAA. Continuing education is required. To ensure quick, courteous, accurate interpreting, CyraCom cited their Code of Ethics, and established protocols which are reinforced through training and enforced through quality monitoring and continuing education. CyraCom stated their client base supports the need for CyraCom to provide dedicated training in medical interpretation, which includes a wide range of topics within that field, including practice areas, common medical scenarios, insurance, etc. CyraCom agreed to participate in a service call for OPI. However, they did not provide an appropriate response to the requirement regarding additional languages, stating only that they support over 250 languages for OPI, 35 languages for VRI (which does not meet the requirements in the RFP), 300 languages for Document Translation and provided separate language lists.

VRI

The Sourcing Team awarded CyraCom 135 based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded CyraCom 135 based on the Offeror's response. See score justification, in OPI, above.

Geneva**OPI**

The Sourcing Team awarded Geneva 85 points based on the Offeror's response. Geneva's response in this section was very brief and lacked detail. Geneva attributes its quality to its strong focus on accuracy, consistency and professionalism. Written translations employ a three-part process, involving a translator, an editor, and a proofreader. Geneva provided a copy of their QAP. However, compared to the format and organization of their Business Continuity Plan, the QAP was more a narrative of their QA process than an actual plan. Geneva does not currently utilize AI. They did not describe any future use of AI, and they agreed not to utilize AI if it is prohibited by a Participating Entity. Instead of providing responses to requirements (regarding screening process, minimum requirements, and ensuring quick, courteous, and accurate services) in the appropriate sections, Geneva referred only to their attached QAP and their response to the Key Staff Qualifications. They did provide information on their screening process in the Key Staff Qualifications, providing their requirements for fluency, experience, certifications/licenses, ethics considerations, and background checks. However, only translators seemed to require a specific level of education and a specified experience. Although Geneva's QAP addresses the quality aspects of linguistic service, because they did not directly answer the requirement regarding ensuring quick, courteous, and accurate services, the Sourcing Team could only guess as to which aspects met the requirement. Medical or legal interpreters must either demonstrate interpreting experience within medical facilities or legal environments or possess an applicable certificate. No specifics were provided. They provided a similarly generic response for translator medical and legal requirements, stating that since most of Geneva's clientele fall within the medical and legal domains, their contracted linguists bring extensive, field-specific experience. Geneva agreed to participate in a service call for OPI. They provided an attached Additional Language List; however, they included languages already on Attachment P (e.g., ASL, Afrikaans, Italian, etc.), so their response was unclear as to whether the list was actually additional languages or only the languages they provide.

VRI

The Sourcing Team awarded Geneva 85 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Geneva 85 points based on the Offeror's response. See score justification, in OPI, above.

Global Impact**OPI**

The Sourcing Team awarded Global Impact 145 points based on the Offeror's response. Global Interpreting provided a thorough summary of their QAP, addressing each of the plan's main components. It addresses screening and credentialing, pre-service assessment and planning, execution of services, post-service actions, continuous improvement, and compliance with quality standards, such as ISO certification. Global Impact provided a copy of their QAP. Global Impact utilizes CAT tools which utilize AI for terminology management, quality checks, and consistency. They stated that they envision AI to expand to include real-time interpretation support, such as AI-assisted note-taking and contextual glossaries. They plan on integrating machine translation technology for quick pre-translation with post-editing by certified linguists. Safeguards include adherence to HIPAA requirements and ISO 9001 standards. Global Impact agreed to not utilize AI if it is prohibited by a Participating Entity. Global Impact provided their minimum qualification requirements, including education, experience and certifications for interpreters and translators. They utilize testing to gauge language proficiency and subject matter expertise, as well as technology-related skills. Global Impact conducts regular assessments and provides interpreters with professional development opportunities. They credit monitoring and performance tracking as the key to their ability to meet performance metrics and maintain client satisfaction. Global Impact reviews and authenticates linguist certifications, including those for medical and legal, and conducts periodic audits to ensure certifications remain valid. Translation projects are subject to a multi-layered process, including use of memory tools and dual review. Global Impact agreed to participate in a service call for OPI. However, they did not provide an appropriate response to the requirement regarding additional language, stating only that their services align with all the languages listed in Attachment P and they can expand their services based on client need.

VRI

The Sourcing Team awarded Global Impact 145 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Global Impact 145 points based on the Offeror's response. See score justification, in OPI, above.

Hanna**OPI**

The Sourcing Team awarded Hanna 150 points based on the Offeror's response. Hanna's response to this requirement was thorough. They concisely summarized their QAP, which includes requirements for linguist qualifications, screening, training, services delivery, performance evaluation, and continuous improvement. They provided a copy of their QAP. Hanna stated that it is strategically incorporating AI into its operations in the areas of service delivery, efficiency, and quality. They currently use an AI-powered language recognition tool, AI-enabled Machine-Assisted Translation (MT) tools, operational analytics, and quality assurance. Hanna plans to integrate advanced AI applications into its services, such as real-time interpreter assistance, advanced language identification, contextual translations, training, and forecasting. Safeguards and security mechanisms include data encryption, data privacy (including HIPAA), and industry security standards. Hanna agreed to not utilize AI if it is prohibited by a Participating Entity. Hanna provided their linguist screening process, including their minimum requirements of language proficiency/skills, interpreting experience, professional demeanor, education, and desirable certifications. They employ various methods of testing and assessing linguists and require ongoing training. Hanna attributes their exceptions services to such things as their onboarding process, training (including specialized industries), ongoing education, performance standards and monitoring, support technology, and client-centered approach. Medical and legal interpretation are closely monitored. They provided examples of acceptable certifications, as well as experience and proficiency requirements. Hanna specifically maintains a separate pool of linguists for medical and legal

services. Hanna agreed to participate in a service call for OPI and provided the information required to make such a call. They also provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

VRI

The Sourcing Team awarded Hanna 150 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Hanna 150 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, Hanna has ISO certifications to maintain high document translation standards. Document translation is subject to a three-step QA process involving human translators, editors, and proofreaders. Specialized documents (medical/legal) may trigger additional reviews.

Human Touch

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded Human Touch 150 based on the Offeror's response. Human Touch provided a detailed summary of their QAP. They have a ten-point quality monitoring program and are ISO 9001:2015 certified. Human Touch maintains quality measures that begin with linguist credentialing and involve layers of assessments, weekly reviews, issue resolution, satisfaction guarantees, and customer feedback. They attached a copy of their QAP. Human Touch utilizes AI on a limited basis, employing selective MT translations (on certain projects and select common languages) via multiple MT providers, which are subject to MTPE. Such translations are reviewed and edited by a professional linguist with experience in machine translated text. It is, then, subject to editing/proofreading by another qualified linguist. Human Touch stated that they do not utilize MT platforms or subscriptions that use client-provided data to train the platform, nor do they use MT for materials requiring a heightened level of confidentiality (such as HIPAA). Human Touch agrees to forego the use of any AI if a Participating Entity prohibits its use. Human Touch provided their screening process and included minimum requirements for language proficiency, education, experience, specializations, and certifications. They offer equivalent, alternative criteria for foreign-educated linguists and foreign certifications. Human Touch provided a thorough description of their testing and assessment processes, which proactively promotes quality translations. Their project workflow involves multiple steps, like pre-review of source materials, secondary review, QA review, and desktop publishing. Medical and legal translators must hold certifications related to their specialization from recognized certifying entities, which are verified and tracked. Human Touch provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

ILC

OPI

The Sourcing Team awarded ILC 115 points based on the Offeror's response. ILC's response in this section was not robust and was disorganized, making it difficult to follow. They provided a brief summary of their QAP, citing their structured workflow which includes linguist selection, review process, and monitoring of performance metrics, along with the use of CAT tools and QA software. ILC provided a copy of their QAP, but it was more of a process than a plan. ILC does not utilize AI in their operations. They rely on a CAT tool managing translation memories, termbases and glossaries management, and streamlining translation processes. They do not currently plan to incorporate AI into their workflows. Future developments in AI-driven tools would be thoroughly evaluated. ILC agreed to not utilize AI if it is prohibited by a Participating Entity. ILC discussed screening in vague terms of what their pool of linguists currently has regarding experience and education, stating also their interpreters "maintain multiple certifications" but

provided no examples. They train linguists (including HIPAA). In response to the requirement on how ILC will ensure quick, courteous, and accurate service, it is here where they provided the minimum linguist requirements, including experience, language proficiency, what appears to be internal trainings, ethical considerations, and background checks. Only translators appear to have minimum requirements regarding education. Although, they provide additional requirements for ASL interpreters, including being RID- or Certified Deaf Interpreters (CDI)-certified, and translators, including being ATA-certified. They place test calls to linguists to ensure quality, and take corrective measures, if necessary. Medical and legal certifications are required upon onboarding and are verified. It is not clear whether certifications are tracked by ILC, because their response stated, “[linguists] must regularly provide updated proof of their credentials and demonstrate compliance with certification renewal requirements.” It is unclear what “regularly” or “demonstrate” mean. ILC agreed to participate in a service call for OPI and provided the information required to make such a call. They also provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

VRI

The Sourcing Team awarded ILC 115 points based on the Offeror’s response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded ILC 115 points based on the Offeror’s response. See score justification, in OPI, above.

Additionally, translation projects are assigned a dedicated Project Manager for the term of the project and the single point-of-contact for clients. Translation projects are proofread three (3) times; original translator, translator/editor, QA. ILC does not charge clients for stylistic edits.

Language Global

OPI

The Sourcing Team awarded Language Global 145 points based on the Offeror’s response. Language Global provided a summary of their QAP, which included recruitment and screening, performance monitoring, client feedback mechanisms, compliance standards, and reports. And, although they indicated that a complete copy of their QAP was attached, the only QAP-related submission was a QAP checklist, which did not follow the summary provided. Language Global currently utilizes AI-powered tools to support human translators. They stated that their approach to AI emphasizes human oversight. They also use AI to automate workflows, for QA, and transcription. Language Global envisions the future of AI to consist of real-time assistance for interpreters, advanced post-AI editing, predictive analytics, and continuous learning. Security measures include using AI for data protection and limiting access to PHI via role-based access, along with ensuring compliance with relevant regulations, like HIPAA. Language Global agreed to not utilize AI if a Participating Entity prohibits its use through a Participating Addendum. Minimum requirements for linguists were provided, including education, experience, certifications, and language proficiency. Language Global also provided their screening process from review of resumes to language and ability assessments to background checks. They provide training at onboarding, as well as continuing education for their linguists. Language Global provided a multi-layered approach to ensure high standards of service delivery; including, automated call distribution, professional conduct training and client interaction guides, QA audits, error analysis and feedback, along with technological support. Language Global conducts ongoing monitoring, as well as annual recertification review. They provided specific requirements for both medical and legal interpreters, which include holding one or more specified certifications and verifying those certifications. Language Global agreed to participate in a service call. They also provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

VRI

The Sourcing Team awarded Language Global 145 points based on the Offeror’s response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Language Global 145 points based on the Offeror’s response. See score justification, in OPI, above.

Additionally, Linguistica Global provided a separate multi-layered approach to timely and accurate document translations; including workflow management, scalable teams, and a three-step process that includes the initial translation, peer review, and final proofreading.

Linguistica

OPI

The Sourcing Team awarded Linguistica 145 points based on the Offeror's response. Linguistica provided a summary of their QAP, which emphasizes prevention through hiring, training and evaluation. They monitor, track and assess service quality, in addition to maintaining protocols for identifying and addressing performance gaps. They have separate, but similar, QA processes for OPI, VRI, and Document Translation, which include performance metrics, structured workflows, HIPAA compliance, feedback mechanisms, and random assessments. Linguistica provided a copy of their QAP. Linguistica does not currently use AI in their services but recognizes its potential in such areas as workflow automation, scheduling optimization, and data analysis. Any future adoption of AI tools will be subject to strict security measures, including encryption, access controls, and HIPAA compliance. Linguistica agreed to not utilize AI if it is prohibited by a Participating Entity. Linguistica provided their linguist screening process, from the application review process, through verifying credentials, language proficiency/fluency/specialized assessments, and new-hire training. VRI screening specifically involves technology-related assessments, with additional requirements for ASL interpreters. Document Translation requirements include ATA certification or equivalent and/or variable education. Although, their response for OPI lacked minimum requirements details, and no educational requirements were stated for VRI interpreters. They described their process for providing quick, courteous, and accurate service to their comprehensive approach, which combines real-time monitoring, performance evaluations, technological support tools, and training. Linguistica explained their process for verifying linguist medical/legal certifications, which include tracking linguist credentials, compliance audits, and ongoing training. Linguistica agreed to participate in a service call. They also provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

VRI

The Sourcing Team awarded Linguistica 145 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Linguistica 145 points based on the Offeror's response. See score justification, in OPI, above.

Additionally, Linguistica attributed their process for timely and accurate service to their multi-step workflow, ability to make customizations to accommodate high-volume clients, performance monitoring, and QA that extends beyond those required in the RFP.

Lionbridge

OPI

The Sourcing Team awarded Lionbridge 140 points based on the Offeror's response. Lionbridge provided a thorough summary of their QAP, which addresses screening, assessments, onboarding, training and skills development, complaint resolution, risk mitigation, account management and end user feedback. They also provided a copy of their QAP. Lionbridge did not expressly state they do not use AI, but it seemed to be implied due to their discussion of AI's limitations regarding live interpreting. They did address possible future uses for AI within OPI services, including call flow navigation, language recognition, and interpreter support. Lionbridge agreed to not utilize AI if it is prohibited by a Participating Entity. Interpreter screening involves review of baseline requirements, skills test, professionalism and ethics, and industry certifications. Minimum requirements for interpreters include residency check, experience, education, language fluency, and background check. Although, no specific details regarding education or experience requirements were provided. To ensure quick, courteous, and accurate services, Lionbridge employs live QA monitoring (clients may opt out), provides 24/7/365 access to their training portal, conducts skills webinars, provides counseling and retraining, as well as end-user surveys. Lionbridge provided an abundance of information on how it ensures medical and legal interpreters are vetted and ready for duty. However, the requirement

specifically asked about ensuring proper licensing/certification of medical/legal interpreters, which was only partially answered by Lionbridge, who stated that they “require candidates to provide any evidence of outside industry certifications from healthcare or legal interpretation organizations.” No other information was provided on maintaining those certifications. Lionbridge agreed to participate in a service call for OPI and provided the information required to make such a call. They also provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

VRI

N/A

Document Translation

N/A

PGLS

OPI

The Sourcing Team awarded PGLS 137 points based on the Offeror’s response. PGLS provided a detailed response to the QAP requirement, including ISO/ASTM certifications and/or standards, quality controls, responsible positions, correction of deficiencies and documentation. However, the response seemed to be specific to document translation, and no QAP was provided. PGLS stated they do not currently use AI and agreed not to use AI if prohibited by a Participating Entity. They provided no discussion of the future of AI. PGLS provided their screening process, including pre-screening to meet minimum requirements, reference check, interview, and ethical considerations. Their response for VRI included ASL requirements. Minimum requirements for education, experience, language proficiency, and certifications were provided. To ensure quick, courteous, and accurate services, PGLS ensures interpreters understand their role in the interpreting process, adhere to PGLS’ Interpreter Code of Ethics and interpreting protocols, and demonstrate cultural competency. PGLS did not provide a response specific to medical or legal services, only stating that they review and validate credentials for prospective linguists, which are added to PGLS’ database. PGLS confirmed their agreement to participate in a service call for OPI. However, they did not provide an appropriate response to the requirement regarding additional language, stating only that they “currently provide access to 250+ languages and regional varieties (dialects)”.

VRI

The Sourcing Team awarded PGLS 137 points based on the Offeror’s response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded PGLS 132 points based on the Offeror’s response. See score justification, in OPI, above.

Additionally, translator screening was addressed but the provided workflow referred to TRRS quality standards, which, through a document search, seemed to refer to Toms River Regional Schools. So, it was unclear what PGLS was trying to convey. They utilize a variety of CAT tools, to support human translation. However, like the screening, they referred to TRRS and Toms River Regional Schools when discussing cost savings. And, although they did not include information regarding translation review process when discussing timely and accurate translations, they did address multiple levels of review; peer, weekly supervisory, spot checks, monthly quality control verification, and quarterly quality control consistency.

Taika

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded Taika 145 based on the Offeror's response. Taika provided a summary of their QAP, including dual verification by ATA-certified linguists, three-stage QA review process, translation workflow, tools and technologies and data security and confidentiality. They submitted a copy of their QAP. Taika uses AI, but in an administrative capacity, to streamline back-office functions. They employ multiple security mechanisms, like SFTP, data storage security, and access controls. Taika plans to explore AI for supplementary roles, such as enhanced terminology management, workflow optimization, and predictive analysis. They did state that AI will not be used to replace human translators. Taika agreed to not utilize AI if it is prohibited by a Participating Entity. Taika included their multi-step screening process, including initial application review, proficiency (language technological, etc.) assessments, interview, QA review, and continuous monitoring. They provided translator minimum requirements for education, language proficiency, and certifications (ATA is prioritized). Taika's approach to client satisfaction begins with project management, which combines tracking tools, project managers and quality control protocols. Medical and legal translation licenses and certifications are verified, and translators are required to maintain active certifications and provide updates as credentials are renewed or expanded. Taika did not provide an appropriate response to the requirement regarding additional language, stating only, "...see attached Languages Served List".

Todd-Reyes**OPI**

The Sourcing Team awarded Todd-Reyes 97 points based on the Offeror's response. Todd-Reyes' response in this section was brief and lacked details. They provided a brief summary of their QAP, which includes requirements, certification, training, performance monitoring, client feedback, and technology. They provided a copy of their QAP. Todd-Reyes indicated they rarely, if ever, use AI; however, they use online dictionaries as tools. They stated that they do not enter sensitive data or names on such sites. Nothing additional was provided; they did not address future use of AI. However, they did agree to not utilize AI if it is prohibited by a Participating Entity. Todd-Reyes included their screening process, which includes application review, language proficiency and skills assessments, background checks, drug screening and training. Minimal specifics were provided. They did not provide minimum linguist requirements for education, experience, language proficiency, or certifications. Todd-Reyes relies on their screening and training processes, along with quality monitoring, to provide quick, courteous, and accurate service. Translation projects pass through a multi-level proofreading process. They also rely on client feedback. But, again, no details were provided. To address medical and legal licenses and certifications, the response simply stated, "no interpreter will be assigned to a medical or legal assignment if they are not certified by national certifying bodies", then provided some examples. Translators are required to be up-to-date with CEUs. No further explanation was provided. Todd-Reyes agreed to participate in a service call for OPI. They also provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

VRI

The Sourcing Team awarded Todd-Reyes 97 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Todd-Reyes 97 points based on the Offeror's response. See score justification, in OPI, above.

ULS**OPI**

The Sourcing Team awarded ULS 147 points based on the Offeror's response. ULS provided a summary of their QAP, which includes qualification standards, training, performance monitoring, feedback resolution, risk management, and continuous improvement processes. They provided a copy of their QAP. ULS does not use AI for interpreting or translating services. They addressed the future of AI, which may be used for identifying an LEP client's language; they would not use it to perform interpreting services. ULS agreed not to use AI if it is prohibited by a participating Entity through their Participating Addendum. ULS provided an overview of their screening process, including qualifications assessment and training. Minimum requirements were stated for education, experience, language proficiency, ethical considerations, training, and certifications (including medical, legal, and

ASL). ULS credits their QA process for supporting their commitment to exceptional service. Performance monitoring and feedback factor heavily into the process, along with factors such as, holistic training and continuing education, technological infrastructure, call quality assessment, interpretation skills, and response time targeting. ULS did not specifically address maintaining medical and legal interpreting licenses and certificates, but, instead, explained their electronic tracking system into which linguist credentials (including licenses and certifications) are entered. They have a team dedicated to managing linguist credentials, and their system automatically flags expiring credentials at pre-set time intervals. ULS agreed to participate in a service call for OPI. They also provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

VRI

The Sourcing Team awarded ULS 147 points based on the Offeror’s response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded ULS 147 points based on the Offeror’s response. See score justification, in OPI, above.

Additionally, ULS’ translation process involves multiple reviewers and has a dedicated coordinator to oversee the process, which includes regular check-ins with translators.

UTT

OPI

The Sourcing Team awarded UTT 140 points based on the Offeror’s response. UTT provided a summary of their QAP, which includes their standards of practice covering such areas as call/document quality, to monitoring, to KPI tracking, and communication with clients. They provided a copy of a QA training/presentation, as well as their QAP. UTT does not use AI, currently. However, they are actively evaluating potential uses of AI. Although, no specifics were provided. UTT agreed not to use AI if it is prohibited by a Participating Entity. UTT provided their screening process, including the multiple channels they use for recruitment, credential verification, and internal assessments. They also provided minimum requirements for experience, education, and certifications/state accreditations. Ensuring quick, courteous, and accurate services begins with a multi-layered assessment administered to linguist candidates, for which only candidates scoring in the highest percentile are considered. New linguists are assigned a mentor, subject to UTT’s Code of Ethics and Standards of Practice, assigned required annual training, and subject to performance monitoring. Medical and legal linguists must provide proof of certification/accreditation, if one is available, but provided no explanation of how or if UTT ensures certifications/accreditations are maintained. UTT agreed to participate in a service call for OPI and provided the information required to make such a call. They also provided a list of additional languages they offer (above and beyond those listed on Attachment P), as required in the RFP.

VRI

N/A

Document Translation

The Sourcing Team awarded UTT 140 points based on the Offeror’s response. See score justification, in OPI, above.

Additionally, UTT’s translation process focuses on standards-based quality metrics built into their quality management software. They explained their thorough QA review and error assessment process, including SAE J2450 standards and Six Sigma principles, and provide a 100% customer satisfaction guarantee, with no additional charge for making corrections. They credit their training (new-hire, QA, refresher) for setting the bar for quality standards of service.

Stage 2: Attachment H, Section VII Implementation and Promotion of the NASPO ValuePoint Master Agreement (25 Total Points)

<u>Offeror</u>	<u>OPI</u>	<u>VRI</u>	<u>Document Translation</u>
Accent	22	22	22

<u>Offeror</u>	<u>OPT</u>	<u>VRI</u>	<u>Document Translation</u>
Ad Astra	22	22	22
Avantpage	18	18	18
Baystate	18	18	18
Bromberg	23	23	23
CIT	N/A	N/A	22
Corporate Translation	22	22	22
CyraCom	18	18	18
Geneva	15	15	15
Global Impact	20	20	20
Hanna	18	18	18
Human Touch	N/A	N/A	22
ILC	15	15	15
Language Global	22	22	22
Linguistica	22	22	22
Lionbridge	23	N/A	N/A
PGLS	22	22	22
Taika	N/A	N/A	22
Todd-Reyes	18	18	18
ULS	22	22	22
UTT	22	N/A	22

Requirements:

- A. Describe your company's experience working with contracting cooperatives.
- B. List the cooperatives through which you currently have a contract, and provide sales volume information for each. Identify any restrictions on pricing and sales (e.g., most-favored nation clauses) imposed by your other cooperative contracts.
- C. Describe how you intend to market your Master Agreement and encourage participation among potential Participating Entities, including state governments.
- D. Describe how you intend to encourage adoption and usage of your Master Agreement by Participating and Purchasing Entities.
- E. Describe your approach to negotiation of Participating Addenda. Describe the extent to which you will provide Participating Entities flexibility in incorporating entity-specific language into their Participating Addenda. (e.g., Do you require entities to provide statutory citations for their entity-specific language? Are you able to devote resources to simultaneous negotiation of multiple Participating Addenda?)
- F. Describe your ability to provide products and services immediately upon execution of a Master Agreement and Participating Addenda.

Evaluation Factors:

Points will be awarded based on the thoroughness, clarity, ingenuity, relevancy, and extent of Offeror's descriptive response in this Section.

Evaluation:**Accent****OPI**

The Sourcing Team awarded Accent 22 points based on the Offeror's response. Accent has five (5) cooperative contracts and has held a federal General Services Administration Agreement (GSA) for over twenty (20) years. Although they provided several avenues for marketing a Master Agreement (MA); including outreach materials, webinars, social media campaigns, conferences/events; the committee did not find Accent's approach ingenious. They did propose potential incentives to encourage adoption of an MA. Accent stated they are willing to negotiate and be flexible. They are ready to provide services immediately upon execution of an MA and Participating Addenda (PA), and included an outline of an implementation plan.

VRI

The Sourcing Team awarded Accent 22 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Accent 22 points based on the Offeror's response. See score justification, in OPI, above.

Ad Astra**OPI**

The Sourcing Team awarded Ad Astra 22 points based on the Offeror's response. Ad Astra holds a federal GSA and a state cooperative contract. Although they provided plans to market a Master Agreement (MA); including relationship building, marketing materials (brochures, case studies, fact sheets), digital channels, social media promotions and e-mail; the Sourcing Team did not find the plan ingenious. Ad Astra provided a similar explanation for how they would encourage Participating Entities (PE) to utilize the MA; outreach, marketing materials, also onboarding support and attending NASPO events. They stated that they adopt a collaborative and flexible approach to negotiating, along with transparency and open communication. Ad Astra is fully prepared to provide services immediately upon execution of an MA and PAs.

VRI

The Sourcing Team awarded Ad Astra 22 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Ad Astra 22 points based on the Offeror's response. See score justification, in OPI, above.

Avantpage**OPI**

The Sourcing Team awarded Avantpage 18 points based on the Offeror's response. Avantpage has seven (7) cooperative agreements and a pending GSA. However, two of the cooperatives have zero (\$0) spend. Their plan to market an MA combines outreach, various marketing campaigns, conference attendance, and a referral program. The Sourcing Team did not find anything ingenious about the marketing approach. They created two roles to encourage adoption and usage of an MA, one to implement the marketing strategies and the other to onboard new clients. Avantpage implied they utilize a collaborative approach to negotiations and are ready to provide services upon execution of an MA and PAs.

VRI

The Sourcing Team awarded Avantpage 18 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Avantpage 18 points based on the Offeror's response. See score justification, in OPI, above.

Baystate

OPI

The Sourcing Team awarded Baystate 18 points based on the Offeror's response. Baystate does not hold any cooperative contracts. Although they stated they have experience meeting the needs of large-scale contracts, they did not explain further. Baystate intends to market through direct communication, webinars and tailored presentations, along with e-mail campaigns and an updated website. The Sourcing Team did not find the plan ingenious. To encourage adoption and use of an MA, they reiterated the preceding marketing strategy and emphasizing their onboarding support. Response to the preceding two requirements lacked details. Baystate takes a collaborative and flexible approach to negotiation, prioritizing communications and are fully prepared to provide services immediately upon the execution of an MA and PAs.

VRI

The Sourcing Team awarded Baystate 18 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Baystate 18 points based on the Offeror's response. See score justification, in OPI, above.

Bromberg

OPI

The Sourcing Team awarded Bromberg 23 points based on the Offeror's response. Bromberg has been a provider on the NASPO On-Demand Interpreting and Translating Services MA since 2019. They have held a federal GSA for over 20 years, and have three (3) other cooperative contracts. Bromberg's marketing strategy centers around referrals, Search Engine Optimization (SEO), outreach e-mails, dedicated page on their website, and attendance at NASO conferences. They intend to focus efforts regarding MA adoption and usage towards targeted outreach (e-mail, calls, meetings) awareness and support for PEs. The Sourcing Team did not find anything ingenious about Bromberg's marketing approach. They stated they offer flexibility in negotiating, along with collaboration and transparency. They stated they are able to provide services immediately upon the execution of an MA and PAs.

VRI

The Sourcing Team awarded Bromberg 23 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Bromberg 23 points based on the Offeror's response. See score justification, in OPI, above.

CIT

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded CIT 22 points based on the Offeror's response. CIT has held cooperative contracts with various states, purchasing cooperatives, as well as a federal GSA. They intend a multi-faceted marketing strategy

tailored to government entities, including direct outreach, digital campaigns, educational initiatives, localized efforts and partnerships. The Sourcing Team did not find the plan ingenious. CIT will leverage their over 14 years of government experience to promote a client-centered approach to negotiating PAs. They are fully equipped to provide services immediately upon execution of an MA and PAs.

Corporate Translation

OPI

The Sourcing Team awarded Corporate Translation 22 points based on the Offeror's response. Corporate Translation was a provider for NASPO and three (3) other cooperatives, in addition to a federal GSA. They have a dedicated team to market an MA, including marketing materials on social media, their website and other locations. No details were provided. The Corporate Translation team will work to support prospective PEs and guide them through the PA process. They aim to be extremely flexible and keep changes minimal and are ready to provide services upon execution of an MA and PAs.

VRI

The Sourcing Team awarded Corporate Translation 22 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Corporate Translation 22 points based on the Offeror's response. See score justification, in OPI, above.

CyraCom

OPI

The Sourcing Team awarded CyraCom 18 points based on the Offeror's response. CyraCom provided six (6) cooperatives, for which they have contracts. They didn't provide much of a response when addressing how they intend to market an MA, only stating that they actively promote the NASPO ValuePoint program and have made a financial commitment to support PEs. No real marketing information was provided. To encourage MA adoption and use, they plan to have account managers reach out to eligible participants to explain the benefits, and they have a NASPO landing page. No further explanation was provided. CyraCom stated they have a flexible approach to negotiation, and only require statutory citations for specific instances. They are available to provide services immediately upon execution of an MA and PAs.

VRI

The Sourcing Team awarded CyraCom 18 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded CyraCom 18 points based on the Offeror's response. See score justification, in OPI, above.

Geneva

OPI

The Sourcing Team awarded Geneva 15 points based on the Offeror's response. Geneva has one cooperative; however, there is no usage under that contract. Geneva plans to create a landing page to advertise and explain the MA, along with hosting quarterly lunch-and-learns, downloadable marketing material, e-mail campaigns, social media and blog posts, and webinars. The Sourcing Team did not find anything ingenious about the marketing approach. To encourage MA adoption and use, they plan to emphasize the numerous benefits it offers and explain how it can expedite onboarding. Geneva's approach to negotiation is collaborative and flexible, and will be ready to provide services once agreements are executed and integrated into their system and accounts are setup.

The Sourcing Team awarded Geneva 15 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Geneva 15 points based on the Offeror's response. See score justification, in OPI, above.

Global Impact

OPI

The Sourcing Team awarded Global Impact 20 points based on the Offeror's response. Global Impact has two (2) cooperatives, but did not provide sales volumes. So, although, they claim extensive cooperative experience, without supporting data, their experience is unclear. The marketing strategy they propose includes direct outreach to decision-makers, presence on their website and SEO strategies, marketing campaigns (e-mail, social media, webinars), attendance at exhibitions and events, and ongoing relationship management. They will encourage MA adoption and use by the previously mentioned marketing strategy. Global Impact stated they have adopted a collaborative and flexible approach to negotiation and are fully equipped to provide services immediately upon execution of an MA and PAs.

VRI

The Sourcing Team awarded Global Impact 20 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Global Impact 20 points based on the Offeror's response. See score justification, in OPI, above.

Hanna

OPI

The Sourcing Team awarded Hanna 18 points based on the Offeror's response. Hanna does not hold any cooperative contracts; however, they claim multi-million-dollar agreements with public entities. Hanna proposed a multi-faceted marketing strategy to promote an MA; including e-mail campaigns, personalized presentations, word of mouth, MA landing page, traditional advertising, and participation in conference-type events. Although the plan provided is detailed, the Sourcing Team did not find it ingenious. Hanna will encourage adoption and use of a resulting MA by such activities as promoting education and awareness, streamlining processes, direct engagement with PEs, along with the preceding marketing strategies. Hanna states it will take a collaborative and flexible approach to negotiating that focuses on proactive support for PEs and focuses on mutual benefit. They are fully equipped to provide services immediately upon execution of an MA and PAs.

VRI

The Sourcing Team awarded Hanna 18 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Hanna 18 points based on the Offeror's response. See score justification, in OPI, above.

Human Touch

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded Human Touch 22 points based on the Offeror's response. Human Touch currently holds a GSA and two (2) other cooperatives. Their marketing strategy includes developing a master plan that will include touchpoints, marketing materials, webpage, list of contacts, e-mail and phone call campaigns, and trade shows. The Sourcing Team did not find anything ingenious about the marketing approach. Human Touch will encourage adoption and usage of an MA by demonstrating the value obtained by using it, streamlining the onboarding process, and developing tailored communications. They claim to take a flexible and collaborative approach to negotiating. Human Touch is ready to provide services immediately upon execution of an MA and PAs.

ILC**OPI**

The Sourcing Team awarded ILC 15 points based on the Offeror's response. ILC listed only one (1) state cooperative agreement but provided no sales volume. So, the extent of their cooperative experience is unclear. Their marketing strategy is to use NASPO ValuePoint's eMarketPlace, nothing else. To encourage adoption and usage, they will communicate with their clients, nothing else. ILC's stated that it utilizes a flexible, client-centric approach to negotiation and are ready to immediately provide services upon execution of an MA and PAs.

VRI

The Sourcing Team awarded ILC 15 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded ILC 15 points based on the Offeror's response. See score justification, in OPI, above.

Language Global**OPI**

The Sourcing Team awarded Language Global 22 points based on the Offeror's response. Language Global currently has three (3) cooperative contracts and included sales volumes. They included marketing strategies, such as targeted outreach, social media and online advertising, networking events, webinars and workshops, and marketing materials. The Sourcing Team did not find the plan ingenious. Language Global intends to encourage adoption and usage through the preceding marketing strategies, supported by training, analytics, and word of mouth. Their approach to negotiation is collaborative and flexible and are fully prepared to provide services immediately upon execution of an MA and PAs.

VRI

The Sourcing Team awarded Language Global 22 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Language Global 22 points based on the Offeror's response. See score justification, in OPI, above.

Linguistica**OPI**

The Sourcing Team awarded Linguistica 22 points based on the Offeror's response. Linguistica has held nine (9) state-centered cooperatives contracts, one being the previous NASPO ValuePoint On-Demand Interpreting and Translating Services. They will implement a multi-channel approach that includes printed materials, targeted e-mail campaigns, and direct engagement with potential Participating Entities. The Sourcing Team did not find anything ingenious about the marketing approach. To encourage adoption and usage of an MA, they will target key state agencies, engaging with decision-makers, in-person visits, and participation in procurement events. Linguistica stated that they are well-versed in unique, entity-specific requirements and anticipate working collaboratively to ensure compliance. They credited their experience on the recent NASPO contract as the means which allow them to be ready to provide services immediately upon execution of an MA and PAs.

VRI

The Sourcing Team awarded Linguistica 22 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Linguistica 22 points based on the Offeror's response. See score justification, in OPI, above.

Lionbridge**OPI**

The Sourcing Team awarded Lionbridge 23 points based on the Offeror's response. Lionbridge currently holds a GSA and another cooperative contract. They presented a four-phased approach to marketing an MA. Phase One is comprised of preliminary research and announcement via social media and their website. Phase Two includes marketing initiatives, such as ad space, social media campaigns, targeted ad campaigns. Phase Three implements sales initiatives, like outreach and e-mail campaigns. Phase Four involves conference attendance and monthly meetings with NASPO. Whereas the Sourcing Team appreciated the incremental approach, they did not find the plan ingenious. To encourage adoption and usage of an MA, Lionbridge pointed to its Phase Four approach, and included detailed educational outreach efforts, like sharing case studies with potential clients. They are amenable to the addition of entity-specific language into a PA and stated they are capable of providing OPI services within one business day of an executed MA or any PA.

VRI

N/A

Document Translation

N/A

PGLS**OPI**

The Sourcing Team awarded PGLS 22 points based on the Offeror's response. PGLS identified two (2) cooperatives with which they participate. They plan to implement a multi-channel marketing approach that includes digital marketing, targeted outreach, conferences and trade shows, and collaborative marketing with NASPO. The Sourcing Team did not find anything ingenious about the marketing approach. To encourage adoption and usage of an MA, PGLS plans to highlight its value, enhance accessibility, foster collaboration, and explore incentives. PGLS stated that they will prioritize a collaborative and flexible framework to negotiation. PGLS did not explicitly commit to providing services immediately upon execution of an MA or PAs, instead they stated that specific timeframes for service will vary based on factors they identified.

VRI

The Sourcing Team awarded PGLS 22 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded PGLS 22 points based on the Offeror's response. See score justification, in OPI, above.

Taika**OPI**

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded Taika 22 points based on the Offeror's response. Taika has experience with two (2) cooperatives, but sales were minimal (less than \$10K, annually). Their marketing plan will be headed-up by their marketing team and will include website integration, monthly e-mail campaigns, press releases, outreach, collaboration with NASPO, and social media campaigns. And, although their plan was thorough, the Sourcing Team did not find the plan ingenious. Taika intends to promote adoption and usage of an MA through such means as direct engagement, digital outreach, client communication, industry events, and client education. They attached an example of a possible marketing brochure. Taika stated they adopt a highly flexible and collaborative approach to negotiation, intended to foster partnerships while maintaining compliance with the MA. They are fully prepared to provide services immediately upon the execution of an MA and PAs.

Todd-Reyes**OPI**

The Sourcing Team awarded Todd-Reyes 18 points based on the Offeror's response. Todd-Reyes has no prior experience with cooperatives. Their marketing plan includes tailored flyers, brochures, e-mail campaigns, and a landing page. The Sourcing Team did not find anything ingenious about the marketing approach. They will drive adoption through a targeted outreach campaign using the preceding marketing plan. Todd-Reyes intends to foster discussions regarding entity-specific language, on a case-by-case basis. They did not indicate they are able to provide services immediately upon execution of an MA and PAs but, instead, stated they have drafted a launch plan that will be expanded if they are awarded.

VRI

The Sourcing Team awarded Todd-Reyes 18 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded Todd-Reyes 18 points based on the Offeror's response. See score justification, in OPI, above.

ULS**OPI**

The Sourcing Team awarded ULS 22 points based on the Offeror's response. ULS has three (3) cooperative contracts. They intend to market an MA by attending procurement-related events, hosting interactive webinars and demonstrations, e-mail campaigns, and developing marketing materials. The Sourcing Team did not find this approach ingenious. ULS will promote adoption and usage by focusing on education, partnerships, demonstrating ease-of use, value and efficiency, and relationship building. Their approach to negotiation is rooted in collaboration, transparency and adaptability. They stated they are fully prepared to immediately begin providing services upon the execution of an MA and PAs. They provided an implementation plan which estimates their ability to provide services at least three to four weeks after award.

VRI

The Sourcing Team awarded ULS 22 points based on the Offeror's response. See score justification, in OPI, above.

Document Translation

The Sourcing Team awarded ULS 22 points based on the Offeror's response. See score justification, in OPI, above.

UTT**OPI**

The Sourcing Team awarded UTT 22 points based on the Offeror's response. UTT holds five (5) cooperative contracts. They intend to market an MA by networking events, online events, and promoting their MA. The Sourcing Team did not find anything ingenious about the marketing approach. To encourage adoption and usage of an MA, UTT merely stated they will rely on their experience with cooperative agreements. They indicated that their approach

to negotiation will be flexible. UTT stated it can onboard Participating Entities services immediately upon execution of an MA and PAs.

VRI

N/A

Document Translation

The Sourcing Team awarded UTT 22 points based on the Offeror's response. See score justification, in OPI, above.

Stage 2: Attachment N, Organizational References (25 Total Points)

<u>Offeror</u>	<u>OPI</u>	<u>VRI</u>	<u>Document Translation</u>
Accent	8	25	25
Ad Astra	25	8	25
Avantpage	0	0	25
Baystate	25	25	25
Bromberg	25	25	25
CIT	N/A	N/A	25
Corporate Translation	25	0	25
CyraCom	25	25	25
Geneva	19	20	25
Global Impact	5	0	0
Hanna	25	25	25
Human Touch	N/A	N/A	25
ILC	25	8	25
Language Global	0	0	0
Linguistica	25	25	25
Lionbridge	25	N/A	N/A
PGLS	25	25	25
Taika	N/A	N/A	25
Todd-Reyes	25	25	25
ULS	17	25	0
UTT	25	N/A	25

Requirements:

(RFP Overview, Section II.K)

Offeror should provide a minimum of three (3) external references from similar projects/programs performed for private, state, or large local government clients within the last three (3) years.

Offeror must submit Attachment N – Organizational Reference Questionnaire (“Questionnaire”) to the businesses providing references. **The business references must submit the Questionnaire directly to the designee identified**

in Attachment N. The business references must not return the completed Questionnaire to the Offeror. It is the Offeror's responsibility to ensure the completed forms are submitted on or before the date indicated in Section II.D.6 Important Dates, above, for inclusion in the evaluation process. Organizational References that are not received or are not complete may adversely affect the Offeror's score in the evaluation process. Offerors are encouraged to specifically request that their Organizational References provide detailed comments.

Evaluation Factors:

Points will be awarded based upon an evaluation of the responses to the questions provided on the Organizational Reference Questionnaire (Attachment N). Offeror will be evaluated on references that show positive service history, successful execution of services and evidence of satisfaction by each reference. References indicating significantly similar services/scopes of work and comments provided by a submitted reference will add weight and value to a recommendation during the evaluation process. Points will be awarded for each individual response up to 1/3 of the total points for this category. References not received by the stated deadline on Attachment N will earn zero (0) points. For example: if two (2) references are received, the Offeror would only be eligible for a maximum of two-thirds (2/3) the total available points.

Evaluation:

Accent

OPI

The Sourcing Team awarded Accent 8 points based on the submitted references. One of the three (3) requested OPI references was correctly submitted and timely received for Accent. Because of this, Accent was only eligible to receive a maximum of 8 points. Overall, the reference was very satisfied. The reference stated that Accent provided great customer service, customizable billing, and is proactive in understanding clients' needs and in communication.

VRI

The Sourcing Team awarded Accent 25 points based on the submitted references. Four (4) VRI references were correctly submitted and timely received for Accent. Overall, the references were excellent, exceeding expectations. The references stated that Accent provided great customer service, flexible, and timely.

Document Translation

The Sourcing Team awarded Accent 25 points based on the submitted references. Four (4) Document Translation references were correctly submitted and timely received for Accent. Overall, the references were excellent, exceeding expectations. The references stated that Accent provided great customer service, flexible, and timely.

Ad Astra

OPI

The Sourcing Team awarded Ad Astra 25 points based on the submitted references. Three (3) OPI references were correctly submitted and timely received for Ad Astra. Overall, the references were very satisfied. The references stated that Ad Astra provided great customer service – on time, prepared, professional, very responsive, and flexible. Additionally, they're very responsive to any issues.

VRI

The Sourcing Team awarded Ad Astra 8 points based on the submitted references. One of the three (3) requested VRI references was correctly submitted and timely received for Ad Astra. Because of this, Ad Astra was only eligible to receive a maximum of 8 points. Overall, the reference was consistently satisfied. The reference stated that Ad Astra provided great customer service – on time, prepared, and professional.

Document Translation

The Sourcing Team awarded Ad Astra 25 points based on the submitted references. Four (4) Document Translation references were correctly submitted and timely received for Ad Astra. Overall, the references were very satisfied. The references stated that Ad Astra provided great customer service – on time, prepared, professional, very responsive, flexible, and excellent work product.

Avantpage

OPI

The Sourcing Team awarded Avantpage 0 points based on the submitted references. Zero (0) OPI references were correctly submitted and timely received for the Offeror.

VRI

The Sourcing Team awarded Avantpage 0 points based on the submitted references. Zero (0) VRI references were correctly submitted and timely received for the Offeror.

Document Translation

The Sourcing Team awarded Avantpage 25 points based on the submitted references. Three (3) Document Translation references were correctly submitted and timely received for Avantpage. Overall, the references were very satisfied. The references stated that Avantpage provided great customer service, high quality product, and they are timely and efficient.

Baystate

OPI

The Sourcing Team awarded Baystate 25 points based on the submitted references. Six (6) OPI references were correctly submitted and timely received for Baystate. Overall, the references were excellent. The references stated that Baystate provided very good customer service and was flexible, professional, transparent, and knowledgeable.

VRI

The Sourcing Team awarded Baystate 25 points based on the submitted references. Six (6) VRI references were correctly submitted and timely received for Baystate. Overall, the references were excellent. The references stated that Baystate provided very good customer service and was flexible, professional, transparent, and knowledgeable.

Document Translation

The Sourcing Team awarded Baystate 25 points based on the submitted references. Five (5) Document Translation references were correctly submitted and timely received for Baystate. Overall, the references were excellent. The references stated that Baystate provided very good customer service and was flexible, professional, transparent, and knowledgeable.

Bromberg

OPI

The Sourcing Team awarded Bromberg 25 points based on the submitted references. Four (4) OPI references were correctly submitted and timely received for Bromberg. Overall, the references were very satisfied. The references stated that Bromberg provided great customer service, being professional and personable, while delivering accurate and exceptional language services in a timely manner.

VRI

The Sourcing Team awarded Bromberg 25 points based on the submitted references. Four (4) VRI references were correctly submitted and timely received for Bromberg. Overall, the references were very satisfied. The references stated that Bromberg provided great customer service, being professional and personable, while delivering accurate and exceptional language services in a timely manner.

Document Translation

The Sourcing Team awarded Bromberg 25 points based on the submitted references. Five (5) OPI references were correctly submitted and timely received for Bromberg. Overall, the references were very satisfied. The references stated that Bromberg provided great customer service, being professional and personable, while delivering accurate and exceptional language services in a timely manner.

CIT

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded CIT 25 points based on the submitted references. Three (3) Document Translation references were correctly submitted and timely received for CIT. Overall, the references were very satisfied. The references stated that CIT provided excellent customer service, is knowledgeable, flexible, professional, and meets deadlines in a timely manner.

Corporate Translation

OPI

The Sourcing Team awarded Corporate Translation 25 points based on the submitted references. Three (3) OPI references were correctly submitted and timely received for Corporate Translation. Overall, the references were satisfactory. The references stated that Corporate Translation provided good customer service, is flexible, and is responsive.

VRI

The Sourcing Team awarded Corporate Translation 0 points based on the submitted references. Zero (0) VRI references were correctly submitted and timely received for the Offeror.

Document Translation

The Sourcing Team awarded Corporate Translation 25 points based on the submitted references. Five (5) Document Translation references were correctly submitted and timely received for Corporate Translation. Overall, the references were satisfactory. The references stated that Corporate Translation provided good customer service, is flexible, very knowledgeable, and responsive.

CyraCom

OPI

The Sourcing Team awarded CyraCom 25 points based on the submitted references. Six (6) OPI references were correctly submitted and timely received for CyraCom. Overall, the references were very satisfied. The references stated that CyraCom is very flexible, has top notch customer services, and has lowered costs while providing reliable service.

VRI

The Sourcing Team awarded CyraCom 25 points based on the submitted references. Five (5) OPI references were correctly submitted and timely received for CyraCom. Overall, the references were satisfied. The references stated that CyraCom is flexible and accommodating, and are always available when needed.

Document Translation

The Sourcing Team awarded CyraCom 25 points based on the submitted references. Six (6) Document Translation references were correctly submitted and timely received for CyraCom. Overall, the references were extremely satisfied. The references stated that CyraCom provided great customer service, was professional and knowledgeable, and provided quality translations and communication with the Project Manager.

Geneva

OPI

The Sourcing Team awarded Geneva 19 points based on the submitted references. Three (3) OPI references were correctly submitted and timely received for the Offeror. Overall, the references were satisfied. The references stated that Geneva provided flexible and professional customer service, with knowledgeable interpreters. However, one reference indicated that calls were dropped with no callback, and reporting was not provided in a timely manner. Another reference reported scratchy sound quality that sometimes cut out.

VRI

The Sourcing Team awarded Geneva 20 points based on the submitted references. Five (5) VRI references were correctly submitted and timely received for the Offeror. Overall, the references were very satisfied. The references stated that Geneva provided flexible and professional customer service, with knowledgeable interpreters, and on-time billing with flexible payments. However, one reference indicated that calls were dropped with no callback, and reporting was not provided in a timely manner. Another reference reported scratchy sound quality that sometimes cut out. A third reference indicated that they received negative feedback regarding Geneva's interpreters, bias, etc., but it was resolved quickly.

Document Translation

The Sourcing Team awarded Geneva 25 points based on the submitted references. Four (4) Document Translation references were correctly submitted and timely received for Geneva. Overall, the references were excellent. The references stated that Geneva provided great customer service, is highly collaborative, reliable, and professional, with clear communication, on-time billing, and innovative solutions to problems.

Global Impact

OPI

The Sourcing Team awarded Global Impact 5 points based on the submitted references. One (1) OPI references were correctly submitted and timely received for the Offeror. Overall, the reference was very satisfied. The references stated that Global Impact are always available, regardless of the time. However, they noted that Navajo and Pueblo languages are not available, of which Navajo is a required language on Attachment P.

VRI

The Sourcing Team awarded Global Impact 0 points based on the submitted references. Zero (0) VRI references were correctly submitted and timely received for the Offeror. Although all three categories were listed on the one reference received, only OPI was mentioned in the reference.

Document Translation

The Sourcing Team awarded Global Impact 0 points based on the submitted references. Zero (0) Document Translation references were correctly submitted and timely received for the Offeror. Although all three categories were listed on the one reference received, only OPI was mentioned in the reference.

Hanna

OPI

The Sourcing Team awarded Hanna 25 points based on the submitted references. Six (6) OPI references were correctly submitted and timely received for Hanna. Overall, the references were satisfied. The references stated that Hanna provided great customer service, has skilled and flexible interpreters who come prepared for appointments, and are punctual.

VRI

The Sourcing Team awarded Hanna 25 points based on the submitted references. Five (5) VRI references were correctly submitted and timely received for Hanna. Overall, the references were satisfied. The references stated that Hanna provided great customer service, has skilled and flexible interpreters who come prepared for appointments, and are punctual.

Document Translation

The Sourcing Team awarded Hanna 25 points based on the submitted references. Five (5) Document Translation references were correctly submitted and timely received for Hanna. Overall, the references were very satisfied. The references stated that Hanna provided great customer service and has skilled and flexible translators.

Human Touch

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded Human Touch 25 points based on the submitted references. Five (5) Document Translation references were correctly submitted and timely received for Human Touch. Overall, the references were very satisfied. The references stated that Human Touch provided great customer service.

ILC

OPI

The Sourcing Team awarded ILC 25 points based on the submitted references. Four (4) OPI references were correctly submitted and timely received for ILC. Overall, the references were very satisfied. The references stated that ILC provided timely communication, extremely accurate interpretations, superior customer service, and professional and positive.

VRI

The Sourcing Team awarded ILC 8 points based on the submitted references. One of the three (3) requested VRI references was correctly submitted and timely received for ILC. Because of this, ILC was only eligible to receive a maximum of 8 points. Overall, the reference was satisfied. The reference stated that ILC provided timely communication.

Document Translation

The Sourcing Team awarded ILC 25 points based on the submitted references. Four (4) Document Translation references were correctly submitted and timely received for ILC. Overall, the references were very satisfied. The references stated that ILC provided timely communication, extremely accurate translations, superior customer service, and accurate quoting and billing.

Language Global

OPI

The Sourcing Team awarded Language Global 0 points based on the submitted references. Zero (0) OPI references were correctly submitted and timely received for the Offeror.

VRI

The Sourcing Team awarded Language Global 0 points based on the submitted references. Zero (0) VRI references were correctly submitted and timely received for the Offeror.

Document Translation

The Sourcing Team awarded Language Global 0 points based on the submitted references. Zero (0) Document Translation references were correctly submitted and timely received for the Offeror.

Linguistica

OPI

The Sourcing Team awarded Linguistica 25 points based on the submitted references. Six (6) OPI references were correctly submitted and timely received for Linguistica. Overall, the references were satisfied. The references stated that Linguistica provided great customer service.

VRI

The Sourcing Team awarded Linguistica 25 points based on the submitted references. Three (3) VRI references were correctly submitted and timely received for Linguistica. Overall, the references were very satisfied. The references stated that Linguistica provided great customer service, demonstrating good knowledge and expertise.

Document Translation

The Sourcing Team awarded Linguistica 25 points based on the submitted references. Five (5) Document Translation references were correctly submitted and timely received for Linguistica. Overall, the references were satisfied. The references stated that Linguistica provided great customer service, with extensive knowledge and expertise in the translation field and good communication.

Lionbridge

OPI

The Sourcing Team awarded Lionbridge 25 points based on the submitted references. Five (5) OPI references were correctly submitted and timely received for Lionbridge. Overall, the references were very satisfied. The references stated that Lionbridge provided extremely flexible and accommodating customer service.

VRI

N/A

Document Translation

N/A

PGLS

OPI

The Sourcing Team awarded PGLS 25 points based on the submitted references. Three (3) OPI references were correctly submitted and timely received for PGLS. Overall, the references were satisfied. The references stated that PGLS provided excellent customer service, with timely and accurate guidance, and professional and empathetic interpreters.

VRI

The Sourcing Team awarded PGLS 25 points based on the submitted references. Three (3) VRI references were correctly submitted and timely received for PGLS. Overall, the references were satisfied. The references stated that PGLS provided excellent customer service, with timely and accurate guidance, and professional and empathetic interpreters.

Document Translation

The Sourcing Team awarded PGLS 25 points based on the submitted references. Three (3) Document Translation references were correctly submitted and timely received for PGLS. Overall, the references were satisfied. The references stated that PGLS provided excellent customer service, with timely and accurate guidance, and quality work with excellent delivery timeframes.

Taika

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded Taika 25 points based on the submitted references. Four (4) Document Translation references were correctly submitted and timely received for Taika. Overall, the references were very satisfied. The references stated that Taika provided a wealth of knowledge and expertise, great customer service, and adaptable.

Todd-Reyes**OPI**

The Sourcing Team awarded Todd-Reyes 25 points based on the submitted references. Three (3) OPI references were correctly submitted and timely received for Todd-Reyes. Overall, the references were excellent. The references stated that Todd-Reyes provided great customer service, is polite, flexible, consistently meets deadlines, and is highly knowledgeable and skilled in her field, in addition to understanding procurement procedures.

VRI

The Sourcing Team awarded Todd-Reyes 25 points based on the submitted references. Four (4) VRI references were correctly submitted and timely received for Todd-Reyes. Overall, the references were very satisfied. The references stated that Todd-Reyes provided great customer service, is polite, flexible, consistently meets deadlines, and her knowledge and expertise among the best in her field, in addition to understanding procurement procedures.

Document Translation

The Sourcing Team awarded Todd-Reyes 25 points based on the submitted references. Seven (7) Document Translation references were correctly submitted and timely received for Todd-Reyes. Overall, the references were highly satisfied. The references stated that Todd-Reyes provided great customer service, is polite, flexible, consistently meets deadlines, and her knowledge and expertise among the best in her field, in addition to understanding procurement procedures.

ULS**OPI**

The Sourcing Team awarded ULS 17 points based on the submitted references. Two of the three (3) requested OPI references were correctly submitted and timely received for ULS. Because of this, ULS was only eligible to receive a maximum of 17 points. Overall, the references were very satisfied. The references stated that ULS provided great customer service and were very responsive, knowledgeable, flexible, and kind.

VRI

The Sourcing Team awarded ULS 25 points based on the submitted references. Three (3) VRI references were correctly submitted and timely received for ULS. Overall, the references were very satisfied. The references stated that ULS provided great customer service and were very responsive, knowledgeable, flexible, and kind.

Document Translation

The Sourcing Team awarded ULS 0 points based on the submitted references. Zero (0) Document Translation references were correctly submitted and timely received for the Offeror.

UTT**OPI**

The Sourcing Team awarded UTT 25 points based on the submitted references. Four (4) OPI references were correctly submitted and timely received for UTT. Overall, the references were very satisfied. The references stated that UTT provided flexible customer service, is professional and knowledgeable, had great communication, and is highly efficient.

N/A

Document Translation

The Sourcing Team awarded UTT 25 points based on the submitted references. Four (4) OPI references were correctly submitted and timely received for UTT. Overall, the references were very satisfied. The references stated that UTT provided flexible customer service, is professional and knowledgeable, returns documents in a timely manner, is highly efficient, and is very responsive.

Stage 3: Service Testing for Over-the-Phone Interpretation (OPI). (Pass/Fail)

The Lead State and the Sourcing Team determined OPI service tests would not be conducted.

Stage 4: Attachment I, Cost Proposal (400 Total Points)

<u>Offeror</u>	<u>OPI</u>	<u>VRI</u>	<u>Document Translation</u>
Accent	167	117	253
Ad Astra	314	269	267
Avantpage	262	205	218
Baystate	227	199	400
Bromberg	279	194	229
CIT	N/A	N/A	282
Corporate Translation	309	314	282
CyraCom	296	400	218
Geneva	177	169	178
Global Impact	181	117	253
Hanna	222	180	300
Human Touch	N/A	N/A	218
ILC	262	320	192
Language Global	340	226	150
Linguistica	400	354	282
Lionbridge	346	N/A	N/A
PGLS	324	267	229
Taika	N/A	N/A	320
Todd-Reyes	131	152	114
ULS	136	144	145
UTT	314	N/A	253

Requirements:

See Exhibit A of this document.

Evaluation Factors:

Lowest Responsive Proposal Category Total

This Offeror's Proposal Category Total

X Available Award Points

Evaluation:

Accent

OPI

The Sourcing Team awarded Accent 167 points based on the Offeror's response.

$$\$0.51 / \$1.22 = .042 \times 400 = 167$$

VRI

The Sourcing Team awarded Accent 117 points based on the Offeror's response.

$$\$0.84 / \$2.87 = 0.29 \times 400 = 117$$

Document Translation

The Sourcing Team awarded Accent 253 points based on the Offeror's response.

$$\$0.12 / \$0.19 = 0.63 \times 400 = 253$$

Ad Astra

OPI

The Sourcing Team awarded Ad Astra 314 points based on the Offeror's response.

$$\$0.51 / \$0.65 = 0.78 \times 400 = 314$$

VRI

The Sourcing Team awarded Ad Astra 269 points based on the Offeror's response.

$$\$0.84 / \$1.25 = 0.67 \times 400 = 269$$

Document Translation

The Sourcing Team awarded Ad Astra 267 points based on the Offeror's response.

$$\$0.12 / \$0.18 = 0.67 \times 400 = 267$$

Avantpage

OPI

The Sourcing Team awarded Avantpage 262 points based on the Offeror's response.

$$\$0.51 / \$0.78 = 0.65 \times 400 = 262$$

VRI

The Sourcing Team awarded Avantpage 205 points based on the Offeror's response.

$$\$0.84 / \$1.64 = 0.51 \times 400 = 205$$

Document Translation

The Sourcing Team awarded Avantpage 218 points based on the Offeror's response.

$$\$0.12 / \$0.22 = 0.55 \times 400 = 218$$

Baystate

OPI

The Sourcing Team awarded Baystate 227 points based on the Offeror's response.

$$\$0.51 / \$0.90 = 0.57 \times 400 = 227$$

VRI

The Sourcing Team awarded Baystate 199 points based on the Offeror's response.

$$\$0.84 / \$1.69 = 0.50 \times 400 = 199$$

Document Translation

The Sourcing Team awarded Baystate 400 points based on the Offeror's response.

$$\$0.12 / \$0.12 = 1.0 \times 400 = 400$$

Bromberg

OPI

The Sourcing Team awarded Bromberg 279 points based on the Offeror's response.

$$\$0.51 / \$0.73 = 0.70 \times 400 = 279$$

VRI

The Sourcing Team awarded Bromberg 194 points based on the Offeror's response.

$$\$0.84 / \$1.73 = 0.49 \times 400 = 194$$

Document Translation

The Sourcing Team awarded Bromberg 229 points based on the Offeror's response.

$$\$0.12 / \$0.21 = 0.57 \times 400 = 229$$

CIT

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded CIT 282 points based on the Offeror's response.

$$\$0.12 / \$0.17 = 0.71 \times 400 = 282$$

Corporate Translation

OPI

The Sourcing Team awarded Corporate Translation 309 points based on the Offeror's response.

$$\$0.51 / \$0.66 = 0.77 \times 400 = 309$$

VRI

The Sourcing Team awarded Corporate Translation 314 points based on the Offeror's response.

$$\$0.84 / \$1.07 = 0.79 \times 400 = 314$$

Document Translation

The Sourcing Team awarded Corporate Translation 282 points based on the Offeror's response.

$$\$0.12 / \$0.17 = 0.71 \times 400 = 282$$

CyraCom

OPI

The Sourcing Team awarded CyraCom 296 points based on the Offeror's response.

$$\$0.51 / \$0.69 = 0.74 \times 400 = 296$$

VRI

The Sourcing Team awarded CyraCom 400 points based on the Offeror's response.

$$\$0.84 / \$0.84 = 1.0 \times 400 = 400$$

Document Translation

The Sourcing Team awarded CyraCom 218 points based on the Offeror's response.

$$\$0.12 / \$0.22 = 0.55 \times 400 = 218$$

Geneva

OPI

The Sourcing Team awarded Geneva 177 points based on the Offeror's response.

$$\$0.51 / \$1.15 = 0.44 \times 400 = 177$$

VRI

The Sourcing Team awarded Geneva 169 points based on the Offeror's response.

$$\$0.84 / \$1.99 = 0.42 \times 400 = 169$$

Document Translation

The Sourcing Team awarded Geneva 178 points based on the Offeror's response.

$$\$0.12 / \$0.27 = 0.44 \times 400 = 178$$

Global Impact

OPI

The Sourcing Team awarded Global Impact 181 points based on the Offeror's response.

$$\$0.51 / \$1.13 = 0.45 \times 400 = 181$$

VRI

The Sourcing Team awarded Global Impact 117 points based on the Offeror's response.

$$\$0.84 / \$2.87 = 0.29 \times 400 = 117$$

Document Translation

The Sourcing Team awarded Global Impact 253 points based on the Offeror's response.

$$\$0.12 / \$0.19 = 0.63 \times 400 = 253$$

Hanna

OPI

The Sourcing Team awarded Hanna 222 points based on the Offeror's response.

$$\$0.51 / \$0.92 = 0.55 \times 400 = 222$$

VRI

The Sourcing Team awarded Hanna 180 points based on the Offeror's response.

$$\$0.84 / \$1.87 = 0.45 \times 400 = 180$$

Document Translation

The Sourcing Team awarded Hanna 300 points based on the Offeror's response.

$$\$0.12 / \$0.16 = 0.75 \times 400 = 300$$

Human Touch

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded Human Touch 218 points based on the Offeror's response.
 $\$0.12 / \$0.22 = 0.55 \times 400 = 218$

ILC

OPI

The Sourcing Team awarded ILC 262 points based on the Offeror's response.
 $\$0.51 / \$0.78 = 0.65 \times 400 = 262$

VRI

The Sourcing Team awarded ILC 320 points based on the Offeror's response.
 $\$0.84 / \$1.05 = 0.80 \times 400 = 320$

Document Translation

The Sourcing Team awarded ILC 192 points based on the Offeror's response.
 $\$0.12 / \$0.25 = 0.48 \times 400 = 192$

Language Global

OPI

The Sourcing Team awarded Language Global 340 points based on the Offeror's response.
 $\$0.51 / \$0.60 = 0.85 \times 400 = 340$

VRI

The Sourcing Team awarded Language Global 226 points based on the Offeror's response.
 $\$0.84 / \$1.49 = 0.56 \times 400 = 226$

Document Translation

The Sourcing Team awarded Language Global 150 points based on the Offeror's response.
 $\$0.12 / \$0.32 = 0.38 \times 400 = 150$

Linguistica

OPI

The Sourcing Team awarded Linguistica 400 points based on the Offeror's response.
 $\$0.51 / \$0.51 = 1.0 \times 400 = 400$

VRI

The Sourcing Team awarded Linguistica 354 points based on the Offeror's response.
 $\$0.84 / \$0.95 = 0.88 \times 400 = 354$

Document Translation

The Sourcing Team awarded Linguistica 282 points based on the Offeror's response.
 $\$0.12 / \$0.17 = 0.71 \times 400 = 282$

Lionbridge

OPI

The Sourcing Team awarded Lionbridge 346 points based on the Offeror's response.

$$\$0.51 / \$0.59 = 0.86 \times 400 = 346$$

VRI

N/A

Document Translation

N/A

PGLS

OPI

The Sourcing Team awarded PGLS 324 points based on the Offeror's response.

$$\$0.51 / \$0.63 = 0.81 \times 400 = 324$$

VRI

The Sourcing Team awarded PGLS 267 points based on the Offeror's response.

$$\$0.84 / \$1.26 = 0.67 \times 400 = 267$$

Document Translation

The Sourcing Team awarded PGLS 229 points based on the Offeror's response.

$$\$0.12 / \$0.21 = 0.57 \times 400 = 229$$

Taika

OPI

N/A

VRI

N/A

Document Translation

The Sourcing Team awarded Taika 320 points based on the Offeror's response.

$$\$0.12 / \$0.15 = 0.80 \times 400 = 320$$

Todd-Reyes

OPI

The Sourcing Team awarded Todd-Reyes 131 points based on the Offeror's response.

$$\$0.51 / \$1.56 = 0.33 \times 400 = 131$$

VRI

The Sourcing Team awarded Todd-Reyes 152 points based on the Offeror's response.

$$\$0.84 / \$2.21 = 0.38 \times 400 = 152$$

Document Translation

The Sourcing Team awarded Todd-Reyes 114 points based on the Offeror's response.

$$\$0.12 / \$0.42 = 0.29 \times 400 = 114$$

ULS

OPI

The Sourcing Team awarded ULS 136 points based on the Offeror's response.

VRI

The Sourcing Team awarded ULS 144 points based on the Offeror's response.
 $\$0.84 / \$2.33 = 0.36 \times 400 = 144$

Document Translation

The Sourcing Team awarded ULS 145 points based on the Offeror's response.
 $\$0.12 / \$0.33 = 0.36 \times 400 = 145$

UTT

OPI

The Sourcing Team awarded UTT 314 points based on the Offeror's response.
 $\$0.51 / \$0.65 = 0.78 \times 400 = 314$

VRI

N/A

Document Translation

The Sourcing Team awarded UTT 253 points based on the Offeror's response.
 $\$0.12 / \$0.19 = 0.63 \times 400 = 253$

Remote Interpreting and Translating Services
RFP # 40-00000-24-00076 Evaluation Point Summary - OPI

Over-the-Phone Interpreting (OPI)	Accent	Ad Astra	AvantPage	Baystate	Bromberg	Corporate Translation	CyraCom	Geneva	Global Impact	Hanna	ILC	Language Global	Linguistica	Lionbridge	PGLS	Todd-Reyes	ULS	UTT
Attachment H, Section II Organizational Experience (100 Points)	75	100	80	100	100	100	100	100	100	82	73	90	100	100	100	72	100	100
Attachment H, Section III Organizational Infrastructure (125 Points)	108	87	100	70	125	125	110	100	125	125	125	125	125	125	125	43	125	80
Attachment H, Section IV Key Staff Qualifications (25 Points)	22	20	25	15	25	25	25	25	25	25	25	25	25	25	25	15	25	25
Attachment H, Section V Operational Information (150 Points)	130	133	133	97	150	123	50	93	145	150	75	150	150	150	75	50	150	112
Attachment H, Section VI.A & VI.D (OPI) Quality Assurance, Screening Process, and Compliance-Related Requirements (150 Points)	125	115	145	105	150	140	135	85	145	150	115	145	145	140	137	97	147	140
Attachment H, Section VII Implementation and Promotion of the NASPO ValuePoint Master Agreement (25 Points)	22	22	18	18	23	22	18	15	20	18	15	22	22	23	22	18	22	22
Attachment N Organizational References (25 Points)	8	25	0	25	25	25	25	19	5	25	25	0	25	25	25	25	17	25
Stage 3: Service Testing for Over-the-Phone Interpretation (OPI) (Pass/Fail)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
SUBTOTAL	490	502	501	430	598	560	463	437	565	575	453	557	592	588	509	320	586	504
Stage 4: Cost Evaluation (400 Points)	167	314	262	227	279	309	296	177	181	222	262	340	400	346	324	131	136	314
GRAND TOTAL (1,000 POINTS AVAILABLE)	657	816	763	657	877	869	759	614	746	797	715	897	992	934	833	451	722	818

Remote Interpreting and Translating Services
RFP # 40-00000-24-00076 Evaluation Point Summary - VRI

Video Remote Interpreting (VRI)	Accent	Ad Astra	AvantPage	Baystate	Bromberg	Corporate Translation	CyraCom	Geneva	Global Impact	Hanna	ILC	Language Global	Linguistica	PGLS	Todd-Reyes	ULS
Attachment H, Section II Organizational Experience (100 Points)	75	100	80	100	100	100	100	100	100	82	73	90	100	100	72	100
Attachment H, Section III Organizational Infrastructure (125 Points)	108	87	100	70	125	125	100	100	125	125	125	125	125	125	43	125
Attachment H, Section IV Key Staff Qualifications (25 Points)	22	20	25	15	25	25	25	25	25	25	25	25	25	25	15	25
Attachment H, Section V Operational Information (150 Points)	130	133	133	97	150	123	50	93	98	150	75	150	150	75	50	150
Attachment H, Section VI.A & VI.E (VRI) Quality Assurance, Screening Process, and Compliance-Related Requirements (150 Points)	125	115	145	105	150	140	135	85	145	150	115	145	145	137	97	147
Attachment H, Section VII Implementation and Promotion of the NASPO ValuePoint Master Agreement (25 Points)	22	22	18	18	23	22	18	15	20	18	15	22	22	22	18	22
Attachment N Organizational References (25 Points)	25	8	0	25	25	0	25	20	0	25	8	0	25	25	25	25
SUBTOTAL	507	485	501	430	598	535	453	438	513	575	436	557	592	509	320	594
Stage 4: Cost Evaluation (400 Points)	117	269	205	199	194	314	400	169	117	180	320	226	354	267	152	144
GRAND TOTAL (1,000 POINTS AVAILABLE)	624	754	706	629	792	849	853	607	630	755	756	783	946	776	472	738

Remote Interpreting and Translating Services
RFP # 40-00000-24-00076 Evaluation Point Summary – Document Translation

Document Translation	Accent	Ad Astra	AvantPage	Baystate	Bromberg	CIT	Corporate Translation	CyraCom	Geneva	Global Impact	Hanna	Human Touch	ILC	Language Global	Linguistica	PGLS	Taika	Todd-Reyes	ULS	UTT
Attachment H, Section II Organizational Experience (100 Points)	75	100	80	100	100	100	100	100	100	100	82	80	73	90	100	100	100	72	85	100
Attachment H, Section III Organizational Infrastructure (125 Points)	108	87	100	70	125	108	125	110	100	125	125	125	100	125	125	125	125	43	125	125
Attachment H, Section IV Key Staff Qualifications (25 Points)	22	20	25	15	25	25	25	25	25	25	25	25	25	25	25	25	25	15	25	25
Attachment H, Section V Operational Information (150 Points)	130	133	142	97	150	150	123	50	93	145	150	80	75	150	150	75	150	50	150	112
Attachment H, Section VI.A & VI.F (Document Translation) Quality Assurance, Screening Process, and Compliance-Related Requirements (150 Points)	125	115	145	120	150	120	140	135	85	145	150	150	115	145	145	132	145	97	147	140
Attachment H, Section VII Implementation and Promotion of the NASPO ValuePoint Master Agreement (25 Points)	22	22	18	18	23	22	22	18	15	20	18	22	15	22	22	22	22	18	22	22
Attachment N Organizational References (25 Points)	25	25	25	25	25	25	25	25	25	0	25	25	25	0	25	25	25	25	0	25
SUBTOTAL	507	502	535	445	598	550	560	463	443	560	575	507	428	557	592	504	592	320	554	549
Stage 4: Cost Evaluation (400 Points)	253	267	218	400	229	282	282	218	178	253	300	218	192	150	282	229	320	114	145	253
GRAND TOTAL (1,000 POINTS AVAILABLE)	760	769	753	845	827	832	842	681	621	813	875	725	620	707	874	733	912	434	699	802

Sourcing Team Recommendation

Based on the Sourcing Team's evaluation of the proposals submitted, as detailed above, the committee respectfully recommends awarding Master Agreements to perform the scope of work as outlined in the Remote Interpreting and Translating RFP #40-00000-24-00076 to the following Offerors receiving the highest scores in each Category (OPI, VRI, and Document Translation);

OPI:

- Bromberg
- Corporate Translation
- Language Global
- Linguistica
- Lionbridge
- PGLS

VRI:

- Bromberg
- Corporate Translation
- Language Global
- Linguistica
- PGLS

Document Translation:

- Baystate
- Bromberg
- CIT
- Corporate Translation
- Hanna
- Linguistica
- Taika

Awards are subject to agreement between the State of New Mexico General Services Department State Purchasing Division and the selected Offerors. Awarding Master Agreements to the recommended Offerors is in the best interest and is most advantageous to the State, the Agency, and Agency clients.

Portia Davis
Portia Davis
Sourcing Team Member

7/1/2025
Date

Amy Monroe
Amy Monroe
Sourcing Team Member

6/26/2025
Date

Leneka Williams
Leneka Williams
Sourcing Team Member

7/2/2025
Date

Susan Inman
Susan Inman
Procurement Manager

7/3/2025
Date

State Purchasing Signature Approval

Dorothy Mendonca
Dorothy Mendonca
State Purchasing Agent & Director

7/3/2025
Date

Exhibit A Attachment I Cost Proposal

Category 1: Over-the-Phone Interpretation (OPI)

Instructions: Offeror must provide pricing for all yellow shaded cells for response to be valid. Proposal may be deemed nonresponsive for failure to provide pricing in all cells. \$0.00 is defined as "at no additional cost."

If submitting a proposal for OPI services, Offeror must be able to provide all subcategories of services (General Services, Medical, and Legal), items 1a - 1c.

Over-the-Phone Interpretation		Standard Hours			Extended Hours								
		General Services Unit Price per Minute	Medical Unit Price per Minute	Legal Unit Price per Minute	General Services Over 8 hrs Unit Price per Minute	Medical Over 8 hrs Unit Price per Minute	Legal Over 8 hrs Unit Price per Minute	General Services After-Hours/ Weekend Unit Price per Minute	Medical After-Hours/ Weekend Unit Price per Minute	Legal After-Hours/ Weekend Unit Price per Minute	General Services Holiday Unit Price per Minute	Medical Holiday Unit Price per Minute	Legal Holiday Unit Price per Minute
1a.	Over-the-Phone Interpretation (OPI) Services for the most requested language: Spanish	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1.00	\$2.00
1b.	Over-the-Phone Interpretation (OPI) Services for the twelve most requested languages (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1.00	\$2.00
1c.	Over-the-Phone Interpretation (OPI) Services for all other languages specified in Attachment P – Languages , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1.00	\$2.00
		\$0.00	\$0.00	\$0.00									

Category 1 Total: **\$0.00**

Category 2: Video Remote Interpretation (VRI)

Instructions: Offeror must provide pricing for all yellow shaded cells for response to be valid. Proposal may be deemed nonresponsive for failure to provide pricing in all cells. \$0.00 is defined as "at no additional cost."

If submitting a proposal for VRI services, Offeror must be able to provide all subcategories of services (General Services, Medical, and Legal), items 2a - 2d.

Video Remote Interpretation		Standard Hours			Extended Hours								
		General Services Unit Price per Minute	Medical Unit Price per Minute	Legal Unit Price per Minute	General Services Over 8 hrs Unit Price per Minute	Medical Over 8 hrs Unit Price per Minute	Legal Over 8 hrs Unit Price per Minute	General Services After-Hours/ Weekend Unit Price per Minute	Medical After-Hours/ Weekend Unit Price per Minute	Legal After-Hours/ Weekend Unit Price per Minute	General Services Holiday Unit Price per Minute	Medical Holiday Unit Price per Minute	Legal Holiday Unit Price per Minute
2a.	Video Remote Interpretation (VRI) Services for the top VRI language: American Sign Language (ASL)	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2b.	Video Remote Interpretation (VRI) Services for Spanish	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2c.	Video Remote Interpretation (VRI) Services for the twelve most requested languages (other than ASL and Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
2d.	Video Remote Interpretation (VRI) Services for all other languages specified in Attachment P – Languages as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
		\$0.00	\$0.00	\$0.00									
Category 2 Total:		\$0.00											

Category 3: Document Translation Services

Instructions: Offeror must provide pricing for all yellow shaded cells for response to be valid. Proposal may be deemed nonresponsive for failure to provide pricing in all cells. \$0.00 is defined as "at no additional cost."

If submitting a proposal for Document Translation services, Offeror must be able to provide all subcategories of services (General Services, Medical, and Legal), items 3a - 3f..

	Document Translation Services	General Services Unit Price per Word	Medical Unit Price per Word	Legal Unit Price per Word	Percentage Discount on provided costs, if Artificial Intelligence is
3a.	Standard Document Translation Services for the most requested language: Spanish	\$0.00	\$0.00	\$0.00	0%
3b.	Standard Document Translation Services for the twelve most requested languages (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$0.00	\$0.00	\$0.00	0%
3c.	Standard Document Translation Services for all other languages specified in Attachment P - Languages , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.00	\$0.00	\$0.00	0%
3d.	Expedited Document Translation Services for the most requested language: Spanish	\$0.00	\$0.00	\$0.00	0%
3e.	Expedited Document Translation Services for the twelve most requested languages (other than Spanish): Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	\$0.00	\$0.00	\$0.00	0%
3f.	Expedited Document Translation Services for all other languages specified in Attachment P - Languages , as well as for all unlisted languages that may be provided through the resultant Contract.	\$0.00	\$0.00	\$0.00	0%
3g.	Desktop Publishing (DTP) per hour	\$0.00	\$0.00	\$0.00	
3h.	Rush Fee (percentage of expedited services total)	0%	0%	0%	
		\$0.00	\$0.00	\$0.00	

Category 3 Total: \$0.00