

PORTFOLIO TITLE: [Remote Interpreting and Translating Services](#)

LEAD STATE: New Mexico

OVERVIEW:

The Master Agreements in this portfolio offer “as-needed” Telephone-Based Interpreter Services, Video Remote Interpreter Services, and Document Translation. Contractors provide services for customers and their clients who need immediate assistance. These services are required to assist Limited English Proficiency (LEP) clients who are uncomfortable with and/or unable to speak English, or whose English is not clearly understood.

INITIAL TERM: July 29, 2025 to July 28, 2027

RENEWALS: Three (3) one-year renewals possible

TOTAL TERM POSSIBLE: 5 years

PRODUCT CATEGORIES:

- **Category 1** - Over-the-Phone Interpretation (OPI)
- **Category 2** - Video Remote Interpretation (VRI)
- **Category 3** - Document Translation Services



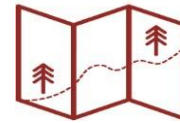
SUPPLIERS AVAILABLE:

Suppliers	Category 1 - OPI	Category 2 - VRI	Category 3 - Document Translation
Baystate Interpreters, Inc.			X
Bromberg & Associates, LLC	X	X	X
Cal Interpreting & Translations, Inc.			X
Corporate Translation Services, Inc. dba Language Link	X	X	X
Hanna Interpreting Services LLC			X
Language Global Solution LLC	X	X	
Linguistica International, Inc.	X	X	X
Lionbridge US, Inc.	X		
Piedmont Global Language Solutions (PGLS LLC)	X	X	
Propio LS, LLC	X	X	X
TaikaTranslations			X

PRICING:

Master Agreement pricing for Over-the-Phone Interpretation (OPI) and Video Remote Interpretation (VRI) is based on cost-per-minute. Master Agreement pricing for Document Translation is based on cost-per-word.

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PROCUREMENT BACKGROUND:

The NASPO ValuePoint Executive Council authorized the State of New Mexico to conduct a resolicitation to establish multi-state contracts for Remote Interpreting and Translation Services, including Over-the-Phone Interpretation (OPI), Video Remote Interpretation (VRI), and Document Translation services.

STATES ON SOURCING TEAM:

-  New Mexico – Lead State
-  Kentucky
-  South Carolina
-  Florida



SOLICITATION INFORMATION:

Type: Request for Proposal (RFP)
 Solicitation Number: RFP # 40-00000-24-00076
 Date Released: October 31, 2024
 Pre-proposal Conference Held: November 13, 2024
 Date Closed: January 22, 2025

PUBLIC POSTING OF SOLICITATION:

Solicitation was Publicly Advertised from October 31, 2024 to January 22, 2025.

- Website Posted On: New Mexico GSD SPD Active Procurements site
- Number of Days Solicitation was Publicly Posted: 83
- Number of Amendments Posted: 5

OPENING

Sealed responses were opened by the Lead State on January 22, 2025, at 3:00 pm MST, in Santa Fe, NM.



VENDOR RESPONSES:

- Number of Vendor Responses Received: 56
- Number of Non-Responsive Vendor Responses: 16
- Number of Vendor Responses Evaluated: 40

EVALUATIONS:

Virtual evaluation meetings were held with the Sourcing Team on March 11-18, 2025, April 3, 2025, April 29, 2025, and June 12-13, 2025. Final scoring was completed on June 20, 2025.

EVALUATION CRITERIA:

Responses were evaluated based on the following Evaluation Criteria:

Stage 1: Initial Responsiveness and Mandatory Minimum Requirements (Pass/Fail)

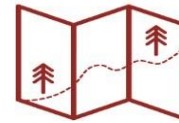
Stage 2: Technical Proposal Evaluation (600 Points per Category)

- *Organizational Experience*
- *Organizational Infrastructure*
- *Key Staff Qualifications*
- *Operational Information*
- *Quality Assurance, Screening Process, and Compliance-Related Requirements*
- *Organizational References*

Stage 3: Cost Proposal Evaluation (400 Points per Category)



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SCORING:

Responses were scored according to the RFP's Evaluation Criteria. Anyone interested in receiving a copy of the scoring that was used to determine the awards for this RFP should contact the Lead State as identified on the portfolio's NASPO ValuePoint website.

AWARD:

The RFP outlined a plan to issue an award to suppliers determined to be responsive and responsible, who best meet the RFP requirements, and present the best total value, including price as calculated consistent with the RFP. Additionally, the RFP allowed for the Lead State and Sourcing Team to determine which proposals were most advantageous to the Lead State and potential Participating and Purchasing Entities, after taking into consideration the Evaluation Factors.

After examining the three largest natural breaks for each Category, the Lead State and Sourcing Team determined that awarding along any of those natural breaks would leave the portfolio with either too few or too many suppliers. The Lead State and Sourcing Team determined that adding two to three suppliers to each Category, above what the legacy portfolio had, would allow for growth within the portfolio while continuing to support the needs of the Participating and Purchasing Entities. This decision was intentional, awarding the highest scoring suppliers in each category, while still allowing a reasonable choice of suppliers offering their interpreting and/or translating services for the respective Category/Categories they were awarded.

PUBLIC POSTING OF AWARD:

Award Posting Start: Intent to Award emails were sent to suppliers on July 23, 2025

Award Posting End: September 26, 2025

Posting Link: [New Mexico Recent Awards](#)

Total Days Posted: 83

Vendors Awarded: 11

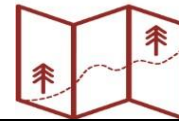
Protests Received: This information is not yet public

AWARDED SUPPLIERS:

- Baystate Interpreters, Inc.
- Bromberg & Associates, LLC
- Cal Interpreting and Translations. Inc.
- Corporate Translation Services, Inc. dba Language Link
- Hanna Interpreting Services LLC
- Language Global Solution LLC
- Linguistica International, Inc.
- Lionbridge US, Inc.
- Piedmont Global Language Solutions
- Propio LS, LLC
- Taika Translations



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NON-AWARDED SUPPLIERS:

- Accent on Languages, Inc.
- Ad. Astra, Inc.
- American Sign Language Communication, LLC
- Andean Consulting Solutions International LLC dba ACSI Translations
- Avantpage, Inc.
- Bernardo A. Brunetti dba International Language Center
- Catholic Charities Foundation dba Language Access Multicultural People
- Communicate Translation Service
- CyraCom International, Inc.
- Datagain, Inc.
- Effectiff LLC
- Fox Translation Services, Inc.
- Geneva Worldwide, Inc.
- Global Impact Group LLC
- Global Interpreting Network Inc.
- Global Translation and Interpreter, LLC
- Homeland Language Services
- Human Touch Translations Ltd.
- Indus Translation Services
- Interpreters Unlimited Inc.
- Langspire Language Services LLC
- Language Services Associates
- Language Line Services, Inc.
- Language Link Corporation
- Language Resource Center, Inc.
- Latin American Translators Network, Inc.
- MasterWord Services, Inc.
- Mid-American Language Services LLC
- Multilingual Technologies, Inc.
- Officemotive, Inc. dba Capital Typing
- Powerling, Inc.
- Prisma International, Inc.
- SAI Language Solutions
- Sign Language USA, Inc
- Syntes Language Group, Inc.
- TransPerfect Translations International
- Terra Translations
- Todd-Reyes Interpreting LLC
- TransLinguist, Inc.
- Universal Language Services, Inc.
- Universal Technical Translations Inc.
- Verbolabs Language Pvt Ltd
- Weaving Cultures, LLC
- WorldWide Interpreters, Inc
- Worldwide Tech Connections LLC

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