



METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

March 11, 2019

Todd Torman
Voiance Language Services LLC
5780 N. Swan Road
Tucson, AZ 85718

Re: **RFQ # 1033844, Metro Wide Translation Services – Telephonic Interpretation/Face to Face Interpretation/Document Translation**

Dear Mr. Torman:

The Metropolitan Government of Nashville and Davidson County (Metro) has completed the evaluation of submitted solicitation offer(s) to the above RFQ # 1033844 for Metro Wide Translation Services. This letter hereby notifies you of Metro's intent to award to Voiance Language Services LLC for **Telephonic Interpretation /Face to Face Interpretation /Document Translation**, contingent upon successful contract negotiations. Please provide a certificate of Insurance indicating all applicable coverages within 15 business days of the receipt of this letter.

If the Procurement Nondiscrimination Program requirements were a part of this solicitation, the awardee must forward a signed copy of the "Letter of Intent to Perform as Subcontractor/Subconsultant/Supplier/Joint Venture" for any minority/women-owned business enterprises included in the response to the Business Assistance Office within two business days from this notification.

Additionally the awardee will be required to submit evidence of participation of and contractor's payment to all Small, Minority, and Women Owned Businesses participation in any resultant contract. This evidence shall be submitted monthly and include copies of subcontracts or purchase orders, the Prime Contractor's Application for Payment, or invoices, and cancelled checks or other supporting payment documents. Should you have any questions concerning this requirement, please contact Jerval Watson, BAO Representative, at 615-862-5461 or at Jerval.watson@nashville.gov.

Depending on the file sizes, the responses to the procurement solicitation and supporting award documentation can be made available either by email, CD for pickup, or in person for inspection. If you desire to receive or review the documentation or have any questions, please contact Christina Alexander by email at Christina.alexander@nashville.gov Monday through Friday between 8:30am and 3:30pm.

Thank you for participating in Metro's competitive procurement process.

Sincerely,

A handwritten signature in blue ink, reading "Michelle A. Hernandez Lane", is positioned above the typed name of the Purchasing Agent.

Michelle A. Hernandez Lane
Purchasing Agent

Cc: Solicitation File, Other Offerors

Pursuant to M.C.L. 4.36.010 Authority to resolve protested solicitations and awards.

A. Right to Protest. Any actual or prospective bidder, offeror or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the Purchasing Agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

Procurement Division

730 Second Avenue South, Suite 112
P.O. Box 196300
Nashville, Tennessee 37219-6300

www.Nashville.gov
Phone: 615-862-6180
Fax: 615-862-6179

			RFP Cost Points	RFP SBE/SDV Points	Total Cost Points
RFQ 1033844 - Metro Wide Translation Services			24	6	30
Telephonic Interpretation					
Offeror's Name	Total Bid Amount	SBE/SDV Participation Amount	RFP Cost Points	RFP SBE/SDV Points	Total Cost Points
Voiance	\$126,900.00	\$0.00	24.00	0.00	24.00
Telelanguage Inc	\$128,169.65	\$0.00	23.76	0.00	23.76
Language Line Services	\$130,100.00	\$0.00	23.41	0.00	23.41
Volatia	\$170,000.00	\$0.00	17.92	0.00	17.92
Language Training	\$172,200.00	\$0.00	17.69	0.00	17.69
Real Time Translation Inc	\$224,100.00	\$0.00	13.59	0.00	13.59
Allworld	\$245,470.54	\$0.00	12.41	0.00	12.41
Craig	\$252,252.13	\$0.00	12.07	0.00	12.07

**RFQ# 1033844 - Metro Wide Translation Services
Evaluation Committee Score Sheet - Telephonic**

Offeror	Allworld	Craig	Language Line	Language Training Center	Real Time Translation	Telelanguage	Voiance	Volatia Language Network
Contract Acceptance (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
ISA Questionnaire Completed (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Cost Criteria (30)	12.41	12.07	23.41	17.69	13.59	23.76	24	17.92
Management Summary (5)	4.00	4.00	5.00	3.00	5	5	4	4
Business Plan (20)	17.00	17.00	18.00	15.00	12	20	18	15
Corp. Exp., Capacity & Key Personnel (30)	27.00	15.00	28.00	28.00	25	28	26	15
Customer References (15)	13.00	8.00	15.00	15.00	15	15	15	14
Total Evaluation Scores	73.41	56.07	89.41	78.69	70.59	91.76	87.00	65.92

Evaluation Comments

Allworld
Strengths Demonstrated firm experience for providing translation services in health, legal and schools. Firm provided a list of translation languages offered. Firm provided resumes for key personnel with demonstrated experience and years of service in translation business. Firm provided translator certifications.
Weaknesses Firm lacked details in strategy for providing services listed in scope of work. Firm lacked details in business plan, did not provide billing plan. Firm lacked details in protocol to ensure accuracy. Firm failed to place information in appropriate sections as instructed in scope of work. Firm lacked details in demonstration of ability to fulfill scope of work. Firm failed to provide reference projects of similar size and scope.

Craig
Strengths Firm provided detailed strategy plan to include a diagram of process to provide translation services. Firm provided detailed protocol to ensure accuracy to include daily monitoring.
Weaknesses Firm lacked requested contact information for 3 reference projects. Firm lacked details for ensuring quality assurance. Firm lacked details in business plan, did not provide billing plan. Firm failed to provide key personnel information. Firm lacked details in providing qualifications to perform scope of work. Firm failed to provide translator certifications. Firm failed to provide reference projects of similar size, scope and complexity.

Language Line

Strengths

Firm provided detailed strategy for performing services in the scope of work with reference projects of similar size, scope and complexity. Firm provided detailed quality assurance plan. Firm provided detailed plan to perform services for scope of work. Firm provided customer references for projects of similar size, scope and complexity.

Weaknesses

Firm failed to provide translator certifications. Firm failed to provide a list of translation languages offered.

Language Training Center

Strengths

Firm provided list of translation languages offered. Firm provided customer references for projects of similar size, scope and complexity.

Weaknesses

Firm lacked details in providing firm's strategy in performing services in the scope of work. Firm failed to provide three reference projects of similar size, scope and complexity for management summary. Firm lacked detail in plan for providing services for scope of work. Firm failed to provide protocol for accuracy and quality assurance. Firm failed to provide translator certifications.

Real Time Translation

Strengths

Firm provided detailed management summary with reference projects of similar size, scope and complexity. Firm demonstrated relevant experience and ability to provide scope of work. Firm provided list of translation languages offered. Firm provided customer references if similar size, scope and complexity.

Weaknesses

Firm failed to provide how scope of work services will be performed. Firm lacked details in protocol to assure accuracy for scope of work. Firm failed to address billing procedures. Firm failed to provide translator certifications. Firm failed to provide resume for key personnel.

Telelanguage

Strengths

Firm provided detailed strategy for performing services in the scope of work with reference projects of similar size, scope and complexity. Firm provided detailed quality assurance plan. Firm provided detailed plan to perform services for scope of work. Firm provided customer references for projects of similar size, scope and complexity.

Weaknesses

Firm failed to provide translator certifications.

Voiance

Strengths

Firm provided detailed quality assurance and protocol for accuracy plan for scope of work. Firm provided customer reference projects of similar size, scope and complexity.

Weaknesses

Firm failed to provide projects of similar size, scope and complexity to provide relevant experience for management summary. Firm lacked details in plan for how services for scope of work will be provided. Firm failed to provide resumes for key personnel. Firm failed to provide translator certifications.

Volatia Language Network

Strengths

Firm provided reference projects of similar size, scope and complexity demonstrating relevant experience for the scope of work. Firm provided list of translation languages offered.

Weaknesses

Firm failed to provide translator certifications. Firm failed to provide resumes for key personnel. Firm lacked detail for firm's strategy to perform services for scope of work. Firm failed to provide plan for how services will be performed. Firm failed to provide protocol to ensure accuracy and quality assurance. Firm lacked detail in providing qualifications to perform scope of work. Firm failed to provide time periods of work performed for customer reference project.

Alexander, Christina (Finance - Purchasing)

From: Watson, Jerval (Finance - Contract Compliance)
Sent: Tuesday, August 7, 2018 12:38 PM
To: Alexander, Christina (Finance - Purchasing)
Subject: RE: RFQ 1033844 Metro Wide Translation Services

Christina -

I have done a preliminary review, and it appears that there is no SBE/SDV participation. - JW

From: Alexander, Christina (Finance - Purchasing)
Sent: Tuesday, August 07, 2018 10:28 AM
To: Watson, Jerval (Finance - Contract Compliance)
Subject: RFQ 1033844 Metro Wide Translation Services

Jerval,

Per our discussion, attached is the spreadsheet with the ten (10) vendors for RFQ 1033844 Metro Wide Translation Services.

Thanks

Christina Alexander

Procurement Officer
Department of Finance
Procurement Division
Metropolitan Nashville Davidson County
730 2nd Avenue South, Ste. 101
Nashville, TN 37210
Office- 615.862.6637

			RFP Cost Points	RFP SBE/SDV Points	Total Cost Points
RFQ 1033844 - Metro Wide Translation Services			24	6	30
Face to Face Interpretation					
Offeror's Name	Total Bid Amount	SBE/SDV Participation Amount	RFP Cost Points	RFP SBE/SDV Points	Total Cost Points
Voiance	\$487,200.00	\$0.00	24.00	0.00	24.00
Language Training	\$19,320,000.00	\$0.00	0.61	0.00	0.61
Allworld	\$23,121,012.21	\$0.00	0.51	0.00	0.51
Volatia	\$25,875,000.00	\$0.00	0.45	0.00	0.45
PGLS	\$26,930,907.83	\$0.00	0.43	0.00	0.43
Craig	\$35,525,507.74	\$0.00	0.33	0.00	0.33

**RFQ# 1033844 - Metro Wide Translation Services
Evaluation Committee Score Sheet - Face to Face**

Offeror	Allworld	Craig	Language Training Center	PGLS	Voiance	Volatia Language Network
Contract Acceptance (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes
ISA Questionnaire Completed (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes
Cost Criteria (30)	0.51	0.33	0.61	0.43	24	0.45
Management Summary (5)	4.00	4.00	3.00	3	4	4
Business Plan (20)	17.00	17.00	15.00	8	18	15
Corp. Exp., Capacity & Key Personnel (30)	27.00	15.00	28.00	0	26	15
Customer References (15)	13.00	8.00	15.00	0	15	14
Total Evaluation Scores	61.51	44.33	61.61	11.43	87.00	48.45

Evaluation Comments

Allworld

Strengths

Demonstrated firm experience for providing translation services in health, legal and schools. Firm provided a list of translation languages offered. Firm provided resumes for key personnel with demonstrated experience and years of service in translation business. Firm provided translator certifications.

Weaknesses

Firm lacked details in strategy for providing services listed in scope of work. Firm lacked details in business plan, did not provide billing plan. Firm lacked details in protocol to ensure accuracy. Firm failed to place information in appropriate sections as instructed in scope of work. Firm lacked details in demonstration of ability to fulfill scope of work. Firm failed to provide reference projects of similar size and scope.

Craig

Strengths

Firm provided detailed strategy plan to include a diagram of process to provide translation services. Firm provided detailed protocol to ensure accuracy to include daily monitoring.

Weaknesses

Firm lacked requested contact information for 3 reference projects. Firm lacked details for ensuring quality assurance. Firm lacked details in business plan, did not provide billing plan. Firm failed to provide key personnel information. Firm lacked details in providing qualifications to perform scope of work. Firm failed to provide translator certifications. Firm failed to provide reference projects of similar size, scope and complexity.

Language Training Center

Strengths

Firm provided list of translation languages offered. Firm provided customer references for projects of similar size, scope and complexity.

Weaknesses

Firm lacked details in providing firm's strategy in performing services in the scope of work. Firm failed to provide three reference projects of similar size, scope and complexity for management summary. Firm lacked detail in plan for providing services for scope of work. Firm failed to provide protocol for accuracy and quality assurance. Firm failed to provide translator certifications.

PGLS

Strengths

Firm provided list of translation languages offered.

Weaknesses

Firm failed to provide detailed strategy for performing services in the scope of work. Firm failed to provide reference projects of similar size, scope and complexity to demonstrate experience and qualifications to provide services for scope of work. Firm failed to provide detailed quality assurance plan. Firm failed to provide detailed plan to perform services for scope of work. Firm failed to provide resumes for key personnel. Firm failed to provide translator certifications.

Voiance

Strengths

Firm provided detailed quality assurance and protocol for accuracy plan for scope of work. Firm provided customer reference projects of similar size, scope and complexity.

Weaknesses

Firm failed to provide projects of similar size, scope and complexity to provide relevant experience for management summary. Firm lacked details in plan for how services for scope of work will be provided. Firm failed to provide resumes for key personnel. Firm failed to provide translator certifications.

Volatia Language Network

Strengths

Firm provided reference projects of similar size, scope and complexity demonstrating relevant experience for the scope of work. Firm provided list of translation languages offered.

Weaknesses

Firm failed to provide translator certifications. Firm failed to provide resumes for key personnel. Firm lacked detail for firm's strategy to perform services for scope of work. Firm failed to provide plan for how services will be performed. Firm failed to provide protocol to ensure accuracy and quality assurance. Firm lacked detail in providing qualifications to perform scope of work. Firm failed to provide time periods of work performed for customer reference project.

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Thanks

Christina Alexander

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RFQ 1033844 - Metro Wide Translation Services			24	6	30
Document Translation					
Offeror's Name	Total Bid Amount	SBE/SDV Participation Amount	RFP Cost Points	RFP SBE/SDV Points	Total Cost Points
Real Time	\$27,600.00	\$0.00	24.00	0.00	24.00
Lingua Linx	\$28,200.00	\$0.00	23.49	0.00	23.49
Craig	\$28,728.70	\$0.00	23.06	0.00	23.06
Allworld	\$34,113.58	\$0.00	19.42	0.00	19.42
Voiance	\$34,300.00	\$0.00	19.31	0.00	19.31
Language Training	\$39,800.00	\$0.00	16.64	0.00	16.64
PGLS	\$41,424.14	\$0.00	15.99	0.00	15.99
Telelanguage	\$52,267.09	\$0.00	12.67	0.00	12.67
Language Lines	\$55,000.00	\$0.00	12.04	0.00	12.04
Volatia	\$60,000.00	\$0.00	11.04	0.00	11.04

**RFQ# 1033844 - Metro Wide Translation Services
Evaluation Committee Score Sheet - Document**

Offeror	Allworld	Craig	Language Line	Language Training Center	Langua-linx	PGLS	Real Time Translation	Tele-language	Voiance	Volatia Language Network
Contract Acceptance (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
ISA Questionnaire Completed (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Cost Criteria (30)	19.42	23.06	12.04	16.64	23.49	15.99	24	12.67	19.31	11.04
Management Summary (5)	4.00	4.00	5.00	3.00	4.00	3	5	5	4	4
Business Plan (20)	17.00	17.00	18.00	15.00	20.00	8	12	20	18	15
Corp. Exp., Capacity & Key Personnel (30)	27.00	15.00	28.00	28.00	28.00	0	25	28	26	15
Customer References (15)	13.00	8.00	15.00	15.00	15.00	0	15	15	15	14
Total Evaluation Scores	80.42	67.06	78.04	77.64	90.49	26.99	81.00	80.67	82.31	59.04

Evaluation Comments

Allworld

Strengths

Demonstrated firm experience for providing translation services in health, legal and schools. Firm provided a list of translation languages offered. Firm provided resumes for key personnel with demonstrated experience and years of service in translation business. Firm provided translator certifications.

Weaknesses

Firm lacked details in strategy for providing services listed in scope of work. Firm lacked details in business plan, did not provide billing plan. Firm lacked details in protocol to ensure accuracy. Firm failed to place information in appropriate sections as instructed in scope of work. Firm lacked details in demonstration of ability to fulfill scope of work. Firm failed to provide reference projects of similar size and scope.

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Language Line

Strengths

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Weaknesses

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Language Training Center

Strengths

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Lingualinx

Strengths

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Weaknesses

Firm failed to place information in appropriate sections as instructed in scope of work. Firm failed to provide translator certifications.

PGLS

Strengths

Firm provided list of translation languages offered.

Weaknesses

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Voiance

Strengths

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Volatia Language Network

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