

**DEPARTMENT OF BUDGET AND MANAGEMENT  
ACTION AGENDA**

**SERVICES CONTRACT**

**ITEM:** 2-S **Agency Contact:** Joel Leberknight  
(410) 260-7116  
jleberkn@dbm.state.md.us

**DEPARTMENT/PROGRAM:** Budget and Management (DBM)

**CONTRACT ID:** 050B7800015;  
Statewide Language Interpretation Services  
ADPICS NO. 050B7800015;050B7800035  
050B7800036

**CONTRACT DESCRIPTION:** Contracts for foreign language interpretation and translation services, that include toll-free telephonic interpretation (Service Category I), on-site interpretation (Service Category II) and written document translation services (Service Category III). (See Requesting Agency Remarks below)

**AWARDS:** See Attachment #1

**TERM:** 7/1/2007 - 6/30/2012

**AMOUNT:** \$6,000,000 Est.

**PROCUREMENT METHOD:** Competitive Sealed Proposals

**PROPOSALS:** See Attachment #2

**MBE PARTICIPATION:** 15% for each Service Category

**PERFORMANCE SECURITY:** None

**INCUMBENT:** CTS LanguageLink  
Vancouver, WA

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**ITEM:** 2-S Cont)

**REQUESTING AGENCY REMARKS:** A notice of the availability of the Request for Proposals (RFP) was advertised on *eMarylandMarketplace.com* and on DBM's website. In addition, a *Notice of Availability* (and copy of the RFP) was sent directly to 110 prospective vendors (55 via the website *eMarylandMarketplace.com* and 55 via a direct email distribution; 45 of which were Maryland firms and 22 of which were MBEs). A copy was also sent to the Governor's Office of Minority Affairs and the Governor's Office of Business Advocacy and Small Business Assistance.

A total of nineteen proposals from eleven different vendors were received (some vendors proposed in multiple service categories). However, proposals from four vendors were deemed not reasonably susceptible of being selected for award and were removed from further consideration due to non-compliance with MBE submission requirements.

The amounts reflected in the Offerors' financial proposals were based on a model in the RFP for evaluation purposes to establish firm fixed unit prices for interpretation and translation services.

The RFP provided for the possibility of multiple contract awards to the same or multiple vendors; one for each service category. (Except that a secondary contract is being awarded for on-site interpretation services – Service Category II. Moreover, per the terms of the RFP the secondary contractor for on-site interpretation is also permitted to be a secondary contractor for telephonic and written document services, if it submitted proposals for these service categories.) This is in contrast to the current contract which has one firm providing all three service categories.

For Service Category I (Telephonic), CTS LanguageLink was ranked second technically and first in price. The Offeror who was ranked first technically also ranked sixth in price. Therefore, it was determined that CTS LanguageLink had the most advantageous offer.

For Service Category II (On-site), Lionbridge and CTS LanguageLink were ranked first and second both technically and in price, respectively. Accordingly, Lionbridge is recommended for award as the primary on-site contractor, with CTS LanguageLink being the secondary contractor.

For Service Category III (Written document), Schreiber was ranked first both technically and in price.



**ITEM:** D-31 (Cont)

**ATTACHMENT #1:**

7B  
BPW 6/20/2007

**Service Category I – Telephonic Interpretation**

CTS LanguageLink  
Vancouver, WA

**MD Tax Clearance**

07-1386-0101

**Service Category II – Onsite Interpretation**

Lionbridge Global Solutions II Inc. (Primary Contractor)  
Washington, DC

**MD Tax Clearance**

07-1444-0000

CTS LanguageLink (Secondary Contractor)  
Vancouver, WA

07-1386-0101

**Service Category III – Written Document Translation**

Schreiber Translations, Inc.  
Rockville, MD

**MD Tax Clearance**

07-1387-0111

**Service Category I – Telephonic Interpretation Services**

<b>Vendor</b>	<b>Tech Rank</b>	<b>Financial Offer * &amp; (Rank)</b>	<b>Overall ** Rank</b>
CTS LanguageLink Vancouver, WA	2	\$1,740,000 (1)	1
Language Line Services Monterey, CA	3	\$1,895,000 (3)	2
LinguaLinx New York, NY	4	\$1,818,000 (2)	3
Lionbridge Global Solutions II Inc. Washington, DC	1	\$3,121,000 (6)	4
Language Learning Enterprises Washington, DC	5	\$2,100,000 (4)	5
Geneva Worldwide New York, NY	6	\$2,712,000 (5)	6

**Service Category II - Onsite Interpretation Services**

<b>Vendor</b>	<b>Tech Rank</b>	<b>Financial Offer * &amp; (Rank)</b>	<b>Overall ** Rank</b>
Lionbridge Global Solutions II Inc. Washington, DC	1	\$3,493,387 (1)	1
CTS LanguageLink Vancouver, WA	2	\$4,120,500 (2)	2
Language Learning Enterprises Washington, DC	3	\$4,604,772 (3)	3
Geneva Worldwide New York, NY	4	\$6,560,485 (4)	4

**Service Category III - Written Document Translation Services**

<b>Vendor</b>	<b>Tech Rank</b>	<b>Financial Offer * &amp; (Rank)</b>	<b>Overall ** Rank</b>
Schreiber Translations, Inc. Rockville, MD	1	\$602,530 (1)	1
LinguaLinx New York, NY	3	\$642,600 (2)	2
Language Learning Enterprises Washington, DC	4	\$832,000 (3)	3
CTS LanguageLink Vancouver, WA	2	\$935,000 (4)	4
Geneva Worldwide New York, NY	5	\$947,750 (5)	5

Note: \* Based upon a model in the RFP of fixed unit prices and estimated quantities, which was created to allow a proper comparison of financial proposals.

\*\* Technical ranking has more weight than the financial ranking in the overall award determination.