

**PORTFOLIO TITLE:** [On-Demand Remote Interpreting \(OPI and VRI\) and Document Translation](#)  
**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 services for customers who need assistance with their Limited English Proficiency (LEP) clients who are uncomfortable with and/or unable to speak English, or whose English is not clearly understood.

**INITIAL TERM:** November 4, 2019 to November 3, 2021

**RENEWALS:** Three 1-year renewals possible

**TOTAL TERM POSSIBLE:** 5 years

**PRODUCT CATEGORIES:**

1. **Over the Phone Interpretation (OPI)** - off-site interpreting services provided via telephone for any known language.
2. **Video Remote Interpretation (VRI)** - off-site interpreting services provided through videoconferencing technology equipment and a high-speed internet connection with sufficient bandwidth for American Sign Language (ASL) among other languages as listed in each Master Agreement.
3. **Document Translation (DT)** - rendering a written communication from one language to another for any known language.
4. **Combined OPI and VRI**



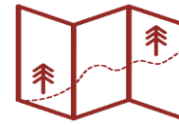
**SUPPLIERS AVAILABLE:**








	OPI	VRI	DT	Combined OPI & VRI
Bromberg & Associates			✓	
Corporate Translation Services, Inc. dba Language Link	✓	✓	✓	✓
Global Interpreting Network, Inc.	✓		✓	
LanguageLine Solutions	✓	✓		✓
Linguistica International, Inc.			✓	
MasterWord Services, Inc.		✓	✓	
Voiance Language Services, LLC	✓	✓	✓	✓

**PRICING:**

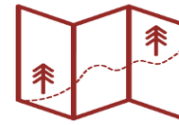
Pricing is a “not to exceed” price per word, minute, or hour depending on the category. Pricing can be found at the bottom of this document or on each supplier’s page within this portfolio on the NASPO ValuePoint website on Attachment C of the supplier’s Master Agreement.

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<p><b><u>PROCUREMENT BACKGROUND:</u></b>          The NASPO ValuePoint Management Board authorized the State of New Mexico to conduct a solicitation to establish multi-state contracts for On-Demand Remote Interpreting Including Over-the-Phone (OPI) and Video Remote Interpreting (VRI) and Document Translation.</p>	
<p><b><u>STATES ON SOURCING TEAM:</u></b></p> <ul style="list-style-type: none"> <li> New Mexico – Lead State</li> <li> Connecticut</li> <li> Washington</li> <li> Florida</li> </ul> 	<p><b><u>SOLICITATION INFORMATION:</u></b></p> <p>Type: Request for Proposal (RFP)          Solicitation Number: RFP # 90-000-18-00003          Date Released: January 28, 2019          Pre-proposal Conference Held: February 12, 2019          Second Preproposal Conference Held: March 6, 2019          Date Closed: March 22, 2019</p>
<p><b><u>PUBLIC POSTING OF SOLICITATION:</u></b></p> <p>Solicitation was Publicly Advertised from January 28, 2019 to March 22, 2019.</p> <ul style="list-style-type: none"> <li>• Website Posted On: New Mexico BIDS</li> <li>• Posting Link: <a href="#">On-Demand Remote Interpreting RFP</a></li> <li>• Number of Days Solicitation was Publicly Posted: 53</li> <li>• Number of Amendments Posted: 2</li> </ul>	<p><b><u>PUBLIC OPENING</u></b></p> <p>Sealed responses were publicly opened on March 22, 2019 at 3:00 pm MT, in Santa Fe, NM.</p> 
<p><b><u>VENDOR RESPONSES:</u></b></p> <ul style="list-style-type: none"> <li>• Number of Vendor Responses Received: 21</li> <li>• Number of Non-Responsive Vendor Responses: 8</li> <li>• Number of Vendor Responses Evaluated: 13</li> </ul>	<p><b><u>EVALUATIONS:</u></b></p> <p>Responses were evaluated by the members of the Sourcing Team April 16-18, 2019 in in Santa Fe, NM.</p>
<p><b><u>EVALUATION CRITERIA:</u></b></p> <p>Responses were evaluated based on the following Evaluation Criteria:</p> <p>Phase 1: Minimum Mandatory Requirements (Pass/Fail)</p> <p>Phase 2: Technical</p> <ul style="list-style-type: none"> <li>• <i>Organizational Experience</i></li> <li>• <i>Organizational Infrastructure</i></li> <li>• <i>Key Staff Qualifications</i></li> <li>• <i>Operational Information</i></li> <li>• <i>Quality Assurance</i></li> <li>• <i>Organizational References</i></li> </ul> <p>Phase 3: Cost/Price</p> <p>Phase 4: Test calls (OPI Only)</p> 	

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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 allowed for multiple vendor awards based on a ‘natural break’ in the scoring per category. Upon completion of the evaluation process the Sourcing Team recommended awards to the offerors receiving the highest scores along the natural point-break within each category which resulted in eight vendor awards.

**PUBLIC POSTING OF AWARD:**

Award Posting Start: January 7, 2020

Award Posting End: April 30, 2020

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

Total Days Posted: 114

Vendors Awarded: 8

Protests Received: 0

**AWARDED VENDORS:**

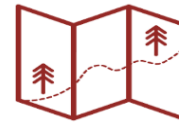
1. Bromberg & Associates
2. Corporate Translation Services, Inc. dba Language Link
3. Global Interpreting Network, Inc.
4. LanguageLine Solutions
5. Linguistica International, Inc.
6. MasterWord Services, Inc.
7. Voiance Language Services, LLC



**NO AWARD VENDORS:**

- AD Astra, Inc. (Nonresponsive)
- AvantPage
- Daniel Shamebo Sabore/Language Translation Sevices (Nonresponsive)
- FLS, Inc. dba Foreign Language Services
- Interpreters Unlimited, Inc.
- Language Link Corporation
- Luthern Social Services of ND (Nonresponsive)
- Mitio (Nonresponsive)
- MEDTALK Training (Nonresponsive)
- Spanish Solutions, LLC (Nonresponsive)
- Telelanguage (Nonresponsive)
- Transperfect Translation (Nonresponsive)
- Universe Technical Translation, Inc.
- WorldWide Interpreters

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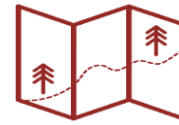
**ON-DEMAND REMOTE INTERPRETING (OPI AND VRI) AND DOCUMENT TRANSLATION PRICING**

<b>OVER-THE-PHONE INTERPRETATION (OPI)</b>				
<b>Vendor</b>	<b>Spanish</b>	<b>Top 12 Languages</b>	<b>3rd Tier Languages</b>	<b>Remaining</b>
Corporate Translation Services, Inc. dba Language Link	\$0.57/min	\$0.57/min	\$0.57/min	\$0.57/min
Global Interpreting Network, Inc.	\$0.48/min	\$0.62/min	\$0.62/min	\$0.62/min
LanguageLine Solutions	\$0.64/min	\$0.64/min	\$0.64/min	\$0.64/min
Voiance Language Services, LLC	\$0.61/min	\$0.61/min	\$0.61/min	\$0.61/min

<b>VIDEO REMOTE INTERPRETATION (VRI)</b>			
<b>Vendor</b>	<b>ASL</b>	<b>2nd Tier</b>	<b>3rd Tier</b>
Corporate Translation Services, Inc. dba Language Link	\$1.99/min	\$0.89/min	\$0.89/min
LanguageLine Solutions	\$1.95/min	\$1.40/min	\$1.40/min
MasterWord Services, Inc.	\$1.95/min	\$1.46/min	\$1.76/min
Voiance Language Services, LLC	\$0.95/min	\$0.61/min	\$0.61/min

<b>DOCUMENT TRANSLATION (DT)</b>									
<b>Vendor</b>	<b>Price per Word</b>								<b>3I</b>
	<b>Spanish</b>	<b>3B</b>	<b>3C</b>	<b>3D</b>	<b>3E</b>	<b>3F</b>	<b>3G</b>	<b>3H</b>	
Bromberg & Associates	\$0.15	\$0.20	\$0.21	\$0.25	\$0.18	\$0.23	\$0.22	\$0.27	\$35/hour
Corporate Translation Services, Inc. dba Language Link	\$0.10	\$0.15	\$0.16	\$0.17	\$0.13	\$0.21	\$0.195	\$0.22	\$39.50/hour

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Global Interpreting Network, Inc.	\$0.10	\$0.15	\$0.17	\$0.17	\$0.10	\$0.17	\$0.15	\$0.17	\$25/hour
Linguistica International, Inc.	\$0.08	\$0.10	\$0.12	\$0.15	\$0.10	\$0.12	\$0.14	\$0.20	\$15/hour
MasterWord Services, Inc.	\$0.12	\$0.18	\$0.17	\$0.25	\$0.16	\$0.22	\$0.24	\$0.35	\$40.50/hour
Voiance Language Services, LLC	\$0.12	\$0.21	\$0.18	\$0.26	\$0.15	\$0.23	\$0.26	\$0.32	\$65/hour

<b>COMBINED OPI &amp; VRI</b>					
<b>Vendor</b>	<b>4A</b>	<b>4B</b>	<b>4C</b>	<b>4D</b>	<b>4E</b>
Corporate Translation Services, Inc. dba Language Link	\$0.85/min	\$0.85/min	\$0.85/min	\$0.85/min	\$1.99/min
LanguageLine Solutions	\$0.64/min	\$0.64/min	\$1.40/min	\$1.40/min	\$1.95/min
Voiance Language Services, LLC	\$0.61/min	\$0.61/min	\$0.61/min	\$0.61/min	\$0.95/min

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