

Executive Summary:



01/29/2015

To: WSCA-NASPO Management Board

From: Telephone-Based Interpreter Services Sourcing Team through Tim Hay

RE: Evaluation and Award Recommendation for WSCA-NASPO RFP 40-000-14-00059, Telephone-Based Interpreter Services

The WSCA-NASPO Management Board approved conducting a re-solicitation for telephone-based interpreter services. The resulting services would allow states to have a master agreement for telephone-based interpreter services. The Telephone-Based Interpreter Services Sourcing Team has concluded the RFP evaluation process and has made recommendations regarding the resulting proposed contract award. Accordingly, the team is forwarding the proposed awards to the WSCA-NASPO Management Board for your concurrence. In this re-solicited contract portfolio for WSCA-NASPO, the sourcing team recommends a potential term up to five (5) years.

The RFP was developed with sourcing team involvement with members from 4 states

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|-----------------|-------------------------|
| Angelica Lopez | New Mexico (lead state) |
| Connie Stacy | Washington |
| Huan Nguyen | Washington |
| Pamela Anderson | Connecticut |
| Joel Atkinson | Florida |

Tim Hay of WSCA-NASPO provided project oversight.

Richard Carlson of WSCA-NASPO assisted with historical knowledge in developing the RFP.

The sourcing team began work on the solicitation in June 2014 and the RFP was issued on October 23, 2014. A pre-proposal conference was held November 12, 2014 and was attended by 13 vendors. Based on vendor feedback during and after the conference and changes requested by sourcing team members, the RFP was amended two times. The RFP closed December 18, 2014.

Twelve proposals were received from the following proposers:

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|--------------------------|-------------------|----------------------------------|---------------|
| Avaza | Nashville, TN | Pacific Interpreters | Monterrey, CA |
| CTS | Vancouver, WA | Telelanguage | Portland, OR |
| Language Line Services | Monterrey, CA | TransPerfect Remote Interpreting | Tempe, AZ |
| Language Select | Los Angeles, CA | Universe Technical Translation | Houston, TX |
| Linguistica Int'l (MWBE) | West Jordan, UT | Voiance | Tucson, AZ |
| Lionbridge Technologies | Silver Spring, MD | WorldWide Interpreters | Houston, TX |

The RFP allowed for selection of multiple vendors based on a “natural break” in the scoring.

The Sourcing Team met in Albuquerque, New Mexico on January 13 and 14 to complete evaluation and scoring of each offeror’s proposal. Evaluation was based on “Best Value” with 1000 base evaluation points available, including:

1. Organizational Experience 125
2. Organizational Infrastructure 125
3. Key Staff Qualifications 25
4. Operational Information 150

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|----|-------------------------------|-------------|
| 5. | Interpreter Quality Assurance | 150 |
| 6. | Organizational References | 25 |
| 7. | Cost | 400 |
| | Total | 1000 Points |

At the conclusion the evaluations, four offerors were selected by the sourcing term as finalists: Avaza, CTS, Linguistica and Voiance. Service test calls were placed with each of the finalists as a pass/fail requirement with no scoring attached.

Test calls were evaluated on a pass/fail basis, and Offerors were notified in the RFP that the following would result in disqualification from further evaluation:

1. Wait times of longer than two (2) minutes
2. Poor connectivity or static
3. If translators are not fluent in the English language
4. And/or if the evaluation committee determines the Offeror cannot adequately meet the requirements to perform the level of service as outlined in this RFP.

The test calls resulted in the disqualification of one vendor, Avaza, due to poor interpretation quality. A follow-up test call was then placed to confirm quality. The second test call also failed to meet the performance requirements listed above.

The current WSCA contract for these services has three vendors, and the sourcing team recommends award to the remaining three finalists for Telephone-Based Interpreter Services (CTS, Linguistica and Voiance). The number of contractors awarded Master Agreements for this service will remain the same, with only one of the vendors selected for award being an incumbent vendor on the current contract (CTS). Below are some highlights of the benefits from the prospective contract awards:

1. Cost Savings:
 - a. On average, the savings are 20% per minute. (Down from \$.83/min to \$.62/min for incumbent vendor).
 - b. Based on estimated usage obtained for the RFP, the overall savings for the states listed in the RFP would be an estimated \$1,213,651.00.
2. Value-Added Benefits:
 - a. Addition of related phone equipment and volume or tier-based cost savings as an option on the Master Agreements.
 - b. Use of free equipment proposed by one vendor with potential equipment cost savings of \$12,000.00 per year for the State of WA.

A Breakdown of evaluation scores by category and offeror is provided in the embedded Excel spreadsheet



Evaluation Score Sheet.xlsx

The State of New Mexico management has reviewed and approved these award recommendations. I endorse the excellent work and analysis of the sourcing team and recommend your approval of the proposed awards and ask that we permit New Mexico to move ahead with the recommended WSCA-NASPO awards.