



Notice of Intent to Award

Solicitation Number	391400	Award Date	4/23/2025 4:34 PM CDT
Solicitation Title	Communication Access Realtime Translation (CART) - Captioning Services		
Buyer Name	Marissa Conklin	Buyer Email	Marissa.conklin@nashville.gov
BAO Rep	Christopher Wood	BAO Email	Christopher.wood@nashville.gov

Awarded Supplier(s)

In reference to the above solicitation and contingent upon successful contract negotiation, it is the intent of the Metropolitan Government of Nashville and Davidson County to award to the following supplier(s):

Company Name	Partners Interpreting, LLC	Company Contact	T.J. DiGrazia
Street Address	11 Robert Toner Blvd, Suite 5 #316		
City	North Attleboro	State	MA
		Zipcode	02763

Company Name	Captions Unlimited of Nevada, Inc	Company Contact	Denise Hinxman
Street Address	1533 Diamond Country Dr		
City	Reno	State	NV
		Zipcode	89521

Company Name		Company Contact	
Street Address			
City		State	
		Zipcode	

Certificate of Insurance

The awarded supplier(s) must submit a certificate of insurance (COI) indicating all applicable coverage required by the referenced solicitation. The COI should be emailed to the referenced buyer no more than 15 days after the referenced award date.

Equal Business Opportunity Program

Where applicable, the awarded supplier(s) must submit a signed copy of the letter of intent to perform for any and all minority-owned (MBE) or woman-owned (WBE) subcontractors included in the solicitation response. The letter(s) should be emailed to the referenced business assistance office (BAO) rep no more than two business days after the referenced award date.

☐ Yes, the EBO Program is applicable.

☒ No, the EBO Program is not applicable.

Monthly Reporting

Where applicable, the awarded supplier(s) will be required monthly to submit evidence of participation and payment to all small (SBE), minority-owned (MBE), women-owned (WBE), LGBT-owned (LGBTBE), and service disabled veteran owned (SDV) subcontractors. Sufficient evidence may include, but is not necessarily limited to copies of subcontracts, purchase orders, applications for payment, invoices, and cancelled checks.

Questions related to contract compliance may be directed to the referenced BAO rep.

☐ Yes, monthly reporting is applicable.

☒ No, monthly reporting is not applicable.

Public Information and Records Retention

Solicitation and award documentation are available upon request. Please email the referenced buyer to arrange.

A copy of this notice will be placed in the solicitation file and sent to all offerors.

Right to Protest

Per MCL 4.36.010 – 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.

 Assistant Purchasing Agent (Initial)

Dennis Rowland
Dennis Rowland
Purchasing Agent & Chief Procurement Officer

Solicitation Title & Number		RFP Cost Points
RFQ 391400; Communication Access Realtime Translation (CART) - Captioning Services		30
Offeror's Name	Total Bid Amount	RFP Cost Points
Partners Interpreting, LLC	\$6,298,977.00	30.00
Captions Unlimited of Nevada, Inc	\$10,078,060.00	18.75
Hardeman Realtime, Inc	\$10,230,414.39	18.47
Azur Cart & Captioning and National Captioning Institute, Inc are deemed non-responsive due to not meeting the requirements of the solicitation.		

**RFQ 391400; Communication Access Realtime Translation (CART) -
Captioning Services**

Evaluation Committee Scoring Sheet

Offeror	Captions Unlimited of Nevada, Inc	Hardeman Realtime, Inc	Partners Interpreting, LLC
Contract Acceptance (Yes/No)	Yes	Yes	Yes
Cost (30)	18.75	18.47	30.00
Supplier Qualifications (40)	40.00	37.00	40.00
Supplier Experience (30)	30.00	26.00	30.00
Total Evaluation Scores	88.75	81.47	100.00

Evaluation Comments

Captions Unlimited of Nevada, Inc	Hardeman Realtime, Inc
Strengths Qualifications section, very detailed and organized, answered all bullet points. In experience section, experience listed was great, very detailed	Strengths Qualifications section, answered all bullet points, good qualifications listed. In experience section, good experience listed, answered all bullet points.
Weaknesses No weaknesses	Weaknesses Qualifications section, some pages not labeled correctly, stated they have a backup but did not provide details of what that backup is. In experience section, stated they have references but did not list them out.
Partners Interpreting, LLC Strengths Qualifications section, detailed, answered every bullet point, provided multi-language information. In experience section, references were great, provided platform the firm uses, 14 years using CART.	
Weaknesses No weaknesses	



ALL

Notice of Rejection

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Solicitation Title	Communication Access Realtime Translation (CART) - Captioning Services		
Buyer Name	Marissa Conklin	Buyer Email	Marissa.conklin@nashville.gov
BAO Rep	Christopher Wood	BAO Email	Christopher.wood@nashville.gov

The Metropolitan Government of Nashville and Davidson County has determined the offer submitted by the following supplier is not minimally responsive to the requirements of the referenced solicitation:

Company Name	AZUR CART & CAPTIONING		Company Contact		Jodie Casal	
Street Address	18801 N Dale Mabry Hwy Suite 155					
City	Lutz	State	FL	Zipcode	33548	
Reason	Offer does not meet the requirements of the solicitation and is unacceptable.					
Other/Notes	Cost Spreadsheet was not completely filled out as stated in the Bid form section and Cost evaluation section.					

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Dennis Rowland



ALL

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BAO Rep	Christopher Wood	BAO Email	Christopher.wood@nashville.gov

The Metropolitan Government of Nashville and Davidson County has determined the offer submitted by the following supplier is not minimally responsive to the requirements of the referenced solicitation:

Company Name	National Captioning Institute Inc	Company Contact		Anthony DeMarco	
Street Address	14801 Murdock Street, Suite 210				
City	Chantilly	State	VA	Zipcode	20151
Reason	Offer does not meet the requirements of the solicitation and is unacceptable.				
Other/Notes	Cost Spreadsheet was not completely filled out as stated in the Bid form section and Cost evaluation section.				

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Dennis Rowland