



Notice of Intent to Award

Solicitation Number	396457	Award Date	12/12/2025 11:32 AM CST
Solicitation Title	Translation and Interpreter Services (Multilingual Closed Captioning Services)		
Buyer Name	Brad Wall	Buyer Email	brad.wall@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	Language Line Services Inc dba LanguageLine Solutions	Company Contact	Joe Matthews	
Street Address	1 Lower Ragsdale Drive, Building 2			
City	Monterey	State	CA	Zipcode 93940

Company Name		Company Contact		
Street Address				
City		State		Zipcode

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.

A valid protest must demonstrate that the purchasing agent did not follow the law, the regulations, or the dictates of the solicitation. Protests based upon subjective scoring are not appropriate and may be grounds for placing the actual or prospective bidder, offeror, or contractor on the list of suspended or debarred persons.

Dennis Rowland
Dennis Rowland
 Purchasing Agent & Chief Procurement Officer

ZK (Initial)
Zak Kelley

RFQ #396457 Translation and Interpreter Services Multilingual Closed Captioning Services Evaluation Committee Score Sheet				
Evaluation Criteria/Offeror	Accurate Translation Bureau	Datagain Inc.	Language Line Services Inc	Language Training Center Inc
Solicitation Acceptance	Yes	Yes	Yes	Yes
Contract Acceptance	Yes	Yes	Yes	Yes
Capacity and Experience (50 Points) (Round #1)	25.00	40.00	45.00	40.00
Methodology and Business Plan (50 Points) (Round #1)	30.00	45.00	40.00	40.00
Total Scores Round #1	55.00	85.00	85.00	80.00
Eligibility to Advance to Round #2	Offeror didn't advance to round #2	Advanced to round #2	Advanced to round #2	Advanced to round #2
Cost/Pricing Points (50 Points) (Round #2)	0.00	Offeror didn't propose on round #2	50.00	16.09
Total Scores Round #1 and Round #2	55.00	85.00	135.00	96.09

Evaluation Comments

Accurate Translation Bureau

Strengths

- Provides live captioning
- Speech recognition system available

Weaknesses

- Lacked detail
- Few number of languages covered
- Lacked references
- Lacked detail on how to meet Metro needs

Evaluation Comments

Datagain Inc.

Strengths

- All US based
- ADA compliant
- Quality monitoring
- Reference projects of similar scope and size
- Live and postproduction availability

Weaknesses

- Lacked some detail
- Didn't classify languages provided

Evaluation Comments

Language Line Services Inc

Strengths

- ADA compliant
- Years of experience
- Wide capacity available
- Mirroring available

Weaknesses

- Didn't provide details of live captioning
- No example documents provided

Evaluation Comments

Language Training Center Inc

Strengths

- Live captioning available
- Years of experience
- ADA certified

Weaknesses

- Lacked some details
- Lacked detail of compatible files

Enter Solicitation Title & Number Below		
Translation and Interpreter Services; RFQ #396457 (Round #2) Multilingual Closed Captioning Services		Total Cost Points
		50.00
Offeror's Name	Bids	RFP Cost Points
Datagain Inc.	Didn't Propose on Round #2	Didn't Propose on Round #2
Language Line Services Inc dba LanguageLine Solutions	\$1,056,000.00	50.00
Language Training Center Inc dba LTC Language Solution	\$3,280,966.42	16.09