



Notice of Intent to Award

Solicitation Number	396457	Award Date	12/12/2025 10:27 AM CST
Solicitation Title	Translation and Interpreter Services (Telephonic Interpretation 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	Ad Astra, Inc.	Company Contact	Emily Layher	
Street Address	8701 Georgia Avenue, Suite #808			
City	Silver Spring	State	MD	Zipcode 20190

Company Name	Lionbridge Global Solutions	Company Contact	John Drugan	
Street Address	890 Winter Street, Suite 225			
City	Waltham	State	MA	Zipcode 02451

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

Zak (Initial)
Zak Kelley

**RFQ #396457 Translation and Interpreter Services
Telephonic Interpretation Services
Evaluation Committee Score Sheet**

Evaluation Criteria/Offeror	Accurate Translation Bureau	Ad Astra, Inc.	Carahsoft Technology Corporation	Cayuse Civil Services, LLC	CyraCom International, Inc.	Effectiff LLC	Fox Medical Case Management Inc	Global Impact Group LLC	Indus Translation Services, LLC	Language Line Services Inc	Language Phone	Language Training Center	Lionbridge Global Solutions	Propio LS, LLC	Volatia Language Network Inc.	Words Warriors LLC	WorldWide Interpreters, Inc.
Solicitation Acceptance	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Contract Acceptance	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Capacity and Experience (50 Points) (Round #1)	30.00	47.00	47.00	45.00	40.00	46.00	40.00	35.00	45.00	45.00	35.00	45.00	45.00	48.00	46.00	25.00	40.00
Methodology and Business Plan (50 Points) (Round #1)	30.00	48.00	47.00	45.00	40.00	45.00	40.00	35.00	45.00	48.00	35.00	46.00	45.00	50.00	46.00	35.00	40.00
Total Scores Round #1	60.00	95.00	94.00	90.00	80.00	91.00	80.00	70.00	90.00	93.00	70.00	91.00	90.00	98.00	92.00	60.00	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	Advanced to round #2	Advanced to round #2	Advanced to round #2	Offeror didn't advance to round #2	Advanced to round #2	Advanced to round #2	Offeror didn't advance to round #2	Advanced to round #2	Advanced to round #2	Advanced to round #2	Advanced to round #2	Offeror didn't advance to round #2	Advanced to round #2
Cost/Pricing Points (50 Points) (Round #2)	0.00	49.02	26.78	14.86	Offeror didn't propose on round #2	33.83	25.25	0.00	Offeror didn't propose on round #2	40.98	0.00	22.18	50.00	Offeror didn't propose on round #2	29.62	0.00	33.88
Total Scores Round #1 and Round #2	60.00	144.02	120.78	104.86	80.00	124.83	105.25	70.00	90.00	133.98	70.00	113.18	140.00	98.00	121.62	60.00	113.88

Evaluation Comments

Accurate Translation Bureau

Strengths

- Years experience
- Offers VRI
- Able to provide coverage through weekends & holidays

Weaknesses

- Lacked references of similar size and scope
- Lacked overall detail
- Lacked detailed explanation of business plan

Evaluation Comments

Ad Astra, Inc.

Strengths

- Strong references for projects of similar size and scope
- Capacity to meet Metro needs
- Mobile application available
- Large linguist pool available

Weaknesses

- Longer wait times
- Less adaptability

Evaluation Comments

Carahsoft Technology Corporation

Strengths

- Large capacity with agents and years experience
- Multiple call centers
- Plan for contingencies

Weaknesses

- Reference projects are smaller in size
- Less languages than others

Evaluation Comments

Cayuse Civil Services, LLC

Strengths

- Years experience

- 24/7 access
- Beneficial information to be captured in reporting
- Strong references of similar size and scope

Weaknesses

- Number of languages provided
- Hard to follow language classifications

Evaluation Comments

CyraCom International, Inc.
Strengths

- Years of experience
- Employee training program
- Toll free number available

Weaknesses

- Reference projects are smaller in size
- Lacked overall detail
- Longer wait times
- Unfavorable monitoring/feedback mechanisms

Evaluation Comments

Effectiff LLC
Strengths

- Large staff
- Strong references of similar size and scope
- Dedicated toll free number

Weaknesses

- Limited hours of availability
- Lacked detail for business plan

Evaluation Comments

Fox Medical Case Management Inc
Strengths

- Years of experience
- Employee language proficiency
- Customizable solutions

Weaknesses

- 100% remote staff
- Lacked overall detail
- Didn't discuss E911 services
- Longer wait times

Evaluation Comments

Global Impact Group LLC
Strengths

- Native level fluency
- Professional certifications
- Time stamp for calls

Weaknesses

- Lacked overall detail
- Less than desired languages provided
- Hard to follow proposal
- Lacked detail for references

Evaluation Comments

Indus Translation Services, Inc.
Strengths

- Years of experience
- Strong amount of languages provided and number of linguists
- Mobile application
- Fast connection time

Weaknesses	
•Scope references are smaller	
•Services are narrow	

Evaluation Comments	
Language Line Services Inc	
Strengths	
•Portal available for Metro with real time monitoring	
•Years of experience	
•Fast response time	
•Dedicated toll-free number	
Weaknesses	
•Number of linguists	
•Lack detail for medical service capacity	

Evaluation Comments	
Language Phone	
Strengths	
•24/7 availability	
•Toll-free number available	
Weaknesses	
•Lacked overall detail	
•Didn't describe how they would meet Metro needs	
•Hard to follow proposal	
•Narrow scope of services provided	

Evaluation Comments	
Language Training Center Inc	
Strengths	
•Years of experience	
•Fast connection time even during peak hours	
•Number of interpreters	
Weaknesses	
•Lacked details	
•Smaller size references	

Evaluation Comments	
Lionbridge Global Solutions	
Strengths	
•Years of experience	
•Number of interpreters	
•Fast connection times	
•High fulfillment and accuracy rates	
Weaknesses	
•Lacked details about interpreters' abilities	
•Unclear where interpreters are based	

Evaluation Comments	
Propio LS, LLC	
Strengths	
•Fast connection times	
•Detailed proposal	
•Quality checks with real time monitoring	
•Large number of interpreters	
Weaknesses	
•Size of reference project	

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Evaluation Comments	
Volatia Language Network Inc.	
Strengths	
<ul style="list-style-type: none">•Number of linguists•Tailored business plan for Metro•LEP line available	
Weaknesses	
<ul style="list-style-type: none">•Don't provide testing for metro interpreters•Unique software platform•Slower connection time	

Evaluation Comments	
Word Warriors LLC	
Strengths	
<ul style="list-style-type: none">•Number of linguists•Large number of languages provided	
Weaknesses	
<ul style="list-style-type: none">•Lacked overall detail•100% remote•Capabilities described are those of the subcontractor	

Evaluation Comments	
WorldWide Interpreters, Inc	
Strengths	
<ul style="list-style-type: none">•Capacity for high call volume•Strong references of similar size and scope•Redundancy plan in place	
Weaknesses	
<ul style="list-style-type: none">•Lacked overall detail•Hard to follow proposal•Number of interpreters	

Enter Solicitation Title & Number Below		
Translation and Interpreter Services; RFQ #396457 (Round #2) Telephonic Interpretation Services		Total Cost Points
		50.00
Offeror's Name	Bids	RFP Cost Points
Ad Astra, Inc.	\$587,515.32	49.02
Carahsoft Technology Corporation	\$1,075,373.47	26.78
Cayuse Civil Services, LLC	\$1,937,692.94	14.86
CyraCom International, Inc.	Didn't Propose on Round #2	Didn't Propose on Round #2
Effectiff LLC	\$851,297.71	33.83
Fox Medical Case Management Inc, dba Fox Translation Services	\$1,140,480.00	25.25
Indus Translation Services, LLC	Didn't Propose on Round #2	Didn't Propose on Round #2
Language Line Services Inc dba LanguageLine Solutions	\$702,720.00	40.98
Language Training Center Inc dba LTC Language Solution	\$1,298,675.07	22.18
Lionbridge Global Solutions	\$576,000.00	50.00
Propio LS, LLC	Didn't Propose on Round #2	Didn't Propose on Round #2
Volatia Language Network Inc.	\$972,463.79	29.62
WorldWide Interpreters, Inc.	\$850,141.30	33.88