



**Notice of Intent to Award**

Solicitation Number	396457	Award Date	12/12/2025   11:33 AM CST
Solicitation Title	Translation and Interpreter Services (In-person/On-site 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	Carahsoft Technology Corporation	Company Contact	Andrea Poulson	
Street Address	11493 Sunset Hills Road, Suite 100			
City	Reston	State	VA	Zipcode 20190

Company Name	WorldWide Interpreters, Inc.	Company Contact	James Villarreal	
Street Address	1322 Space Park Drive, Suite C245 Houston, TX 77058-3783			
City	Houston	State	TX	Zipcode 77058

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**

<b>RFQ #396457 Translation and Interpreter Services                      In-Person/On-Site Interpretation Services                      Evaluation Committee Score Sheet</b>									
Evaluation Criteria/Offoror	Accurate Translation Bureau	Carahsoft Technology Corporation	Cayuse Civil Services, LLC	Effectiff LLC	Global Impact Group LLC	Language Training Center	Sign Language Studios, LLC	Volatia Language Network Inc.	WorldWide Interpreters, Inc.
Solicitation Acceptance	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Contract Acceptance	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Capacity and Experience (50 Points) (Round #1)	30.00	45.00	40.00	42.00	35.00	40.00	35.00	42.00	40.00
Methodology and Business Plan (50 Points) (Round #1)	30.00	40.00	40.00	40.00	30.00	40.00	30.00	40.00	40.00
<b>Total Scores Round #1</b>	<b>60.00</b>	<b>85.00</b>	<b>80.00</b>	<b>82.00</b>	<b>65.00</b>	<b>80.00</b>	<b>65.00</b>	<b>82.00</b>	<b>80.00</b>
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	Offeror didn't advance to round #2	Advanced to round #2	Offeror didn't advance to round #2	Advanced to round #2	Advanced to round #2
Cost/Pricing Points (50 Points) (Round #2)	0.00	36.79	29.72	31.58	0.00	26.53	0.00	20.31	50.00
<b>Total Scores Round #1 and Round #2</b>	<b>60.00</b>	<b>121.79</b>	<b>109.72</b>	<b>113.58</b>	<b>65.00</b>	<b>106.53</b>	<b>65.00</b>	<b>102.31</b>	<b>130.00</b>

<b>Evaluation Comments</b> Accurate Translation Bureau	
Strengths	
<ul style="list-style-type: none"> <li>•ASL available</li> <li>•Offer interpreter evaluations</li> <li>•Assigned by expertise</li> </ul>	
Weaknesses	
<ul style="list-style-type: none"> <li>•Lacked overall detail</li> <li>•Didn't provide cancellation information</li> <li>•Lacked detail on business plan</li> </ul>	

### Evaluation Comments

#### Carahsoft Technology Corporation Strengths

- Number of linguists
- References of similar scope and size
- Years of experience
- Good scheduling platform

#### Weaknesses

- No ASL information
- No on-site training
- Strict cancellation policy

### Evaluation Comments

#### Cayuse Civil Services, LLC Strengths

- References of similar scope and size
- Number of languages
- Native fluency
- Quality assurance process

#### Weaknesses

- Years of experience
- Fewer languages available
- Lacked detail

### Evaluation Comments

#### Effectiff LLC Strengths

- Years of experience
- Additional qualifications for court translators
- Number of linguists available
- Metrics captured for reference

#### Weaknesses

- Recent references aren't similar
- Turnaround time
- Unfavorable cancellation policy

### Evaluation Comments

#### Global Impact Group LLC

##### Strengths

- Experience in a variety of workplaces
- Corrective action plans available

##### Weaknesses

- Hard to follow proposal
- Hard to find information relevant to evaluation criteria

### Evaluation Comments

#### Language Training Center Inc

##### Strengths

- Certified interpreters
- ASL included
- Number of languages
- Favorable cancellation policy

##### Weaknesses

- Lack equipment for simultaneous interpretation
- References of smaller size
- Lacked detail

### Evaluation Comments

#### Sign Language Studios, LLC

##### Strengths

- Years of experience
- Strong ASL abilities

##### Weaknesses

- Specific for ASL
- Doesn't meet metro needs outside of ASL
- Didn't explain subcontractor use

<b>Evaluation Comments</b>	
<b>Volatia Languge Network Inc.</b>	
<b>Strengths</b>	
<ul style="list-style-type: none"><li>•High client satisfaction ratings</li><li>•Number of linguist</li><li>•Cultural trainings conducted</li><li>•Available both scheduled and unscheduled</li></ul>	
<b>Weaknesses</b>	
<ul style="list-style-type: none"><li>•No equipment for simultaneous interpretation</li><li>•Lacked detail for Metro employees</li></ul>	

<b>Evaluation Comments</b>	
<b>WorldWide Interpreteres, Inc.</b>	
<b>Strengths</b>	
<ul style="list-style-type: none"><li>•ASL available as needed</li><li>•years of experience</li><li>•Number of languages covered</li><li>•Quality control plan</li></ul>	
<b>Weaknesses</b>	
<ul style="list-style-type: none"><li>•Lacked detail</li><li>•Hard to follow parts of proposal</li><li>•Smaller size references</li></ul>	

Enter Solicitation Title & Number Below		
Translation and Interpreter Services; RFQ #396457 (Round #2) In-person/On-Site Interpretation Services		<b>Total Cost Points</b>
		<b>50.00</b>
Offeror's Name	Bids	RFP Cost Points
Carahsoft Technology Corporation	\$1,801,005.72	<b>36.79</b>
Cayuse Civil Services, LLC	\$2,229,053.34	<b>29.72</b>
Effectiff LLC	\$2,098,268.99	<b>31.58</b>
Language Training Center Inc dba LTC Language Solution	\$2,497,452.05	<b>26.53</b>
Volatia Language Network Inc.	\$3,261,933.04	<b>20.31</b>
WorldWide Interpreters, Inc.	\$1,325,160.30	<b>50.00</b>