



Notice of Intent to Award

Solicitation Number	396457	Award Date	12/12/2025 1:40 PM CST
Solicitation Title	Translation and Interpreter Services (Written/Document Translation 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	Idea Language Services, LLC	Company Contact	Sergio Atristain	
Street Address	8719 Evangel Drive			
City	Springfield	State	VA	Zipcode 22153

Company Name	Lingualinx Language Solutions, Inc.	Company Contact	Becca Anderson	
Street Address	187 Wolf Road, Suite 300-33			
City	Albany	State	NY	Zipcode 12205

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
Written/Document Translation Services
Evaluation Committee Score Sheet**

Evaluation Criteria/Offeror	Accurate Translation Bureau	Carahsoft Technology Corporation	Cayuse Civil Services, LLC	Datagain Inc.	Effectiff LLC	Fox Medical Case Management Inc	Global Impact Group LLC	Idea Language Services, LLC	Language Line Services Inc	Language Training Center	Lingualinx Language Solutions	Sound Ventures Inc	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
Contract Acceptance	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Capacity and Experience (50 Points) (Round #1)	35.00	45.00	45.00	32.00	40.00	35.00	30.00	40.00	48.00	40.00	45.00	40.00	40.00	30.00	40.00
Methodology and Business Plan (50 Points) (Round #1)	35.00	45.00	45.00	30.00	40.00	35.00	30.00	40.00	50.00	40.00	48.00	35.00	35.00	30.00	35.00
Total Scores Round #1	70.00	90.00	90.00	62.00	80.00	70.00	60.00	80.00	98.00	80.00	93.00	75.00	75.00	60.00	75.00
Eligibility to Advance 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	Offeror didn't 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
Cost/Pricing Points (50 Points) (Round #2)	0.00	32.94	19.51	0.00	32.85	0.00	0.00	49.92	25.16	31.28	43.89	50.00	23.17	0.00	31.44
Total Scores Round #1 and Round #2	70.00	122.94	109.51	62.00	112.85	70.00	60.00	129.92	123.16	111.28	136.89	125.00	98.17	60.00	106.44

Evaluation Comments	
Accurate Translation Bureau	
Strengths	
<ul style="list-style-type: none"> •Number of translators •Fast turnaround time 	
Weaknesses	
<ul style="list-style-type: none"> •Lacked overall detail •Lacked reference details •Didn't provide details of business plan 	

Evaluation Comments	
Carahsoft Technology Corporation	
Strengths	
<ul style="list-style-type: none"> •Number of linguists •Years of experience •Detailed business plan •Accurate and timely 	
Weaknesses	
<ul style="list-style-type: none"> •Number of languages •Turnaround time 	

Evaluation Comments	
Cayuse Civil Services, LLC	
Strengths	
<ul style="list-style-type: none"> •95% of linguists have specialized degrees. 	

- Quality assurance plan
- Cloud-based systems

Weaknesses

- Lacked details for number of translators
- Lacked detail for business plan

Evaluation Comments

Datagain Inc.
Strengths

- Good references
- Ability for translation memory

Weaknesses

- Lacked overall detail
- Don't provide transcripts
- Number of languages provided

Evaluation Comments

Effectiff LLC
Strengths

- Years of experience
- Good references
- Additional training for medical translations
- Toll free number available

Weaknesses

- Turnaround times
- Number of languages provided
- Lacked detail

Evaluation Comments

Fox Medical Case Management Inc
Strengths

- Good references
- 3 tier review process
- Large number of languages provided

Weaknesses

- Lacked overall detail
- 100% remote
- Fewer number of translators

Evaluation Comments

Global Impact Group LLC
Strengths

- Number of certified translators
- Years of experience
- Number of languages provided

Weaknesses

- Hard to follow proposal
- Lacked detail

Evaluation Comments

Idea Language Services, LLC
Strengths

- Adaptable software
- Number of languages
- Experience and education of translators
- Turnaround time

Weaknesses

- References are of smaller size
- Lacked detail
- Hard to follow proposal

Evaluation Comments

Language Line Services Inc
Strengths

- Years of experience
- Accuracy rate
- Able to use translation memory
- Number of qualified linguists

Weaknesses

- Lacked comprehensive review for accuracy

Evaluation Comments

Language Training Center Inc
Strengths

- Years of experience
- Dashboard available for use
- Certifications held by employees
- Number of languages

Weaknesses

- Lacked detail
- Number of translators
- Turnaround time

Evaluation Comments

Lingualinx Language solutions
Strengths

- Years of experience
- Fast turnaround time
- Redundancy plan in place
- Quality assurance plan

Weaknesses

- Lacked detail for employee training
- Unsure how many translators are available

Evaluation Comments	
Sound Ventures Inc	
Strengths	
<ul style="list-style-type: none">•Quality assurance plan•Expedited services available	
Weaknesses	
<ul style="list-style-type: none">•Number of translators•Hard to follow•Lacked detail•Proposal seemed broad and generic	

Evaluation Comments	
Volatia Language Network Inc.	
Strengths	
<ul style="list-style-type: none">•Good references of similar scope and size•Training to be provided•Adequate business plan	
Weaknesses	
<ul style="list-style-type: none">•Lacked overall detail•Unsure if US based•Reporting plan not described•Unsure of employee qualifications	

Evaluation Comments	
Words Warriors LLC	
Strengths	
<ul style="list-style-type: none">•Number of languages•Number of linguists•Tier support for escalation	
Weaknesses	
<ul style="list-style-type: none">•Qualifications provided are those of the subcontractor•Hard to follow•Lacked overall detail	

Evaluation Comments	
WorldWide Interpreters, Inc.	
Strengths	
<ul style="list-style-type: none">•Years of experience•Quality assurance plan•Response time•References of similar scope and size	
Weaknesses	
<ul style="list-style-type: none">•Lacked overall detail•Not all US based•Didn't provide specific examples of delivery plan	

Enter Solicitation Title & Number Below		
Translation and Interpreter Services; RFQ #396457 (Round #2) Written/Document Translation Services		Total Cost Points
		50.00
Offeror's Name	Bids	RFP Cost Points
Carahsoft Technology Corporation	\$2,395,925.93	32.94
Cayuse Civil Services, LLC	\$4,045,778.92	19.51
Effectiff LLC	\$2,402,268.31	32.85
Idea Language Services, LLC	\$1,580,807.70	49.92
Language Line Services Inc dba Languageline Solutions	\$3,136,362.75	25.16
Language Training Center Inc dba LTC Language Solution	\$2,523,170.34	31.28
Lingualinx Language Solutions, Inc.	\$1,797,979.30	43.89
Sound Ventures Inc dba Communicate Translation Service	\$1,578,282.40	50.00
Volatia Language Network Inc.	\$3,405,353.77	23.17
WorldWide Interpreters, Inc.	\$2,509,772.53	31.44