



Larry Hogan
Governor
Boyd K. Rutherford
Lt. Governor
James F. Ports, Jr.
Secretary
Christine Nizer
Administrator

Procurement Officer's Determination
(COMAR 21.05.09.04)

DATE: July 22, 2022
TO: Christine Nizer, Administrator
FROM: Dominic Edet, Procurement Officer
RE: Intergovernmental Cooperative Purchasing Agreement (ICPA)

Per the State Procurement Regulations, (COMAR 21.05.09.04). I am requesting approval for participation in an Intergovernmental Cooperative Purchasing Agreement (ICPA) for the following contract item:

Contract Title: On-Demand Remote Interpretation for Over-the-Phone Interpretation (OPI), Video Remote Interpretation (VRI) and Document Translation (DT). Contract ID: VHQ22084S
Contractor: Corporate Translation Services dba Language Link
Term: Upon award – 11/03/2022 with two (2), one (1) year option periods
Anticipated Cost: \$190,000 (not to exceed)

The Maryland Department of Transportation, Motor Vehicle Administration (MDOT, MVA) intends to utilize the On-Demand interpretation cooperative purchasing agreement awarded to seven (7) Master Contractors via a competitively procurement process conducted by NASPO ValuePoint in the State of New Mexico, to purchase various interpretation services.

Currently, the State of Maryland does not have a Statewide contract for VRI, and the MVA is desperately in need of VRI services for American Sign Language (ASL) for its various branch offices. The MVA is experiencing and struggles to find in-person interpreters and when we do find one, it is very costly. Additionally, and according to research, interpretation companies are experiencing similar struggle due to remote work and the fact that VRI is a vast and growing option. VRI allows customers in need of the services to log in remotely with live interpreters readily available which in turns eliminate miscellaneous expenses to the MVA and promote cost savings overall to the State. For instance, paying interpreters for travel time and the challenges of finding one etc. would be eliminated.

Through the nation's largest and most experience cooperative purchasing organization and expert of all State Procurement NASPO ValuePoint, the MVA intends to enter into a Participating Addendum for the term beginning from the date of award until November 3, 2022, with two (2), one (1) year option periods.

The following are justifications for utilizing an ICPA as the procurement method. NASPO ValuePoint provides the highest standard of excellence in public cooperative contracting. Additionally, NASPO ValuePoint delivers the highest valued, reliable, and competitively sourced contracts offering public entities outstanding prices. Thus, by leveraging the leadership and expertise of all States and the purchasing power of their public entities NASPO ValuePoint is crucial because State Governments can obtain best value of quality goods and services through competition, efficient delivery of products and services; fair and equitable competitive contracting opportunities for suppliers; and maintaining public confidence through ethical and transparent procurement practices.

The resulting services from this ICPA would also allow the MVA to have an Agreement for On-Demand interpretation and other services availability through a standard specifications and consolidated requirement. It will limit the procurement process and maximize cost avoidance to the MVA as detailed herein.

The prospective contract awards provide as-needed "telephone Based Interpreter Services, Video Remote Interpreter Services, and Document Translation. Contractors provide services for customers and their clients who need immediate assistance. These services are required to assist Limited English Proficiency (LEP) clients uncomfortable with and/or unable to speaking English, or whose English is not clearly understood".

To foster competition and ensure fairness and equitable treatment of all Contractors under the NASPO ValuePoint Cooperative Agreement, the Procurement Officer conducted a secondary competition. Each awarded Contractor's product and pricing documents were reviewed and evaluated to ensure that they met the needs of the MVA. Of the seven (7) Master Contractors awarded contract, the MVA choose Corporate Translation Services dba Language Link because of its remarkable response and excellent customer services when we first contacted the vendor. They also offered all three (3) services compared to the other vendors that only offered either one or two of the services. Corporate Translation Services dba Language Link was ranked first for OPI, second for VRI, and third for DT as depicted below:

SUPPLIERS AVAILABLE:

	OPI	VRI	DT	Combined OPI & VRI
Bromberg & Associates			✓	
Corporate Translation Services, Inc. dba Language Link	✓	✓	✓	✓
Global Interpreting Network, Inc.	✓		✓	
LanguageLine Solutions	✓	✓		✓
Linguistica International, Inc.			✓	
MasterWord Services, Inc.		✓	✓	
Voiance Language Services, LLC	✓	✓	✓	✓

OVER-THE-PHONE INTERPRETATION (OPI)

Vendor	Spanish	Top 12 Languages	3rd Tier Languages	Remaining
Corporate Translation Services, Inc. dba Language Link	\$0.57/min	\$0.57/min	\$0.57/min	\$0.57/min
Global Interpreting Network, Inc.	\$0.48/min	\$0.62/min	\$0.62/min	\$0.62/min
LanguageLine Solutions	\$0.64/min	\$0.64/min	\$0.64/min	\$0.64/min
Voiance Language Services, LLC	\$0.61/min	\$0.61/min	\$0.61/min	\$0.61/min

VIDEO REMOTE INTERPRETATION (VRI)

Vendor	ASL	2nd Tier	3rd Tier
Corporate Translation Services, Inc. dba Language Link	\$1.99/min	\$0.89/min	\$0.89/min
LanguageLine Solutions	\$1.95/min	\$1.40/min	\$1.40/min
MasterWord Services, Inc.	\$1.95/min	\$1.46/min	\$1.76/min
Voiance Language Services, LLC	\$0.95/min	\$0.61/min	\$0.61/min

DOCUMENT TRANSLATION (DT)									
Vendor	Price per Word								3I
	Spanish	3B	3C	3D	3E	3F	3G	3H	
Bromberg & Associates	\$0.15	\$0.20	\$0.21	\$0.25	\$0.18	\$0.23	\$0.22	\$0.27	\$35/hour
Corporate Translation Services, Inc. dba Language Link	\$0.10	\$0.15	\$0.16	\$0.17	\$0.13	\$0.21	\$0.195	\$0.22	\$39.50/hour

Global Interpreting Network, Inc.	\$0.10	\$0.15	\$0.17	\$0.17	\$0.10	\$0.17	\$0.15	\$0.17	\$25/hour
Linguistica International, Inc.	\$0.08	\$0.10	\$0.12	\$0.15	\$0.10	\$0.12	\$0.14	\$0.20	\$15/hour
MasterWord Services, Inc.	\$0.12	\$0.18	\$0.17	\$0.25	\$0.16	\$0.22	\$0.24	\$0.35	\$40.50/hour
Voiance Language Services, LLC	\$0.12	\$0.21	\$0.18	\$0.26	\$0.15	\$0.23	\$0.26	\$0.32	\$65/hour

COMBINED OPI & VRI					
Vendor	4A	4B	4C	4D	4E
Corporate Translation Services, Inc. dba Language Link	\$0.85/min	\$0.85/min	\$0.85/min	\$0.85/min	\$1.99/min
LanguageLine Solutions	\$0.64/min	\$0.64/min	\$1.40/min	\$1.40/min	\$1.95/min
Voiance Language Services, LLC	\$0.61/min	\$0.61/min	\$0.61/min	\$0.61/min	\$0.95/min

The Contractor's rate for OPI was found favorable and few cents cheaper than the other vendors. Although Voiance Language Services, LLC was ranked first for VRI, the vendor failed to respond after several attempts and was ranked third for OPI and fifth for DT. Additionally, its rate for combined OPI and VRI, is only a few

cents cheaper and a dollar higher for Tier 4E. Corporate Translation Services dba Language Link was ranked second for VRI, and second for OPI and VRI. They offered additional volume discount, and were ranked third for DT. Lastly, the Contractor successfully demonstrated the VRI application, and provided the MVA with temporary accounts to test, and shared the benefit of VRI with members of the MVA. While other Contractors were contacted and given the same opportunity to respond, only Corporate Translation Services dba Language Link responded.

In accordance with COMAR 21.05.09.04, the Procurement Officer, has determined that it is in the best interest of the State to participation in the State of New Mexico’s NASPO ValuePoint for On-Demand Interpretation. Additionally, this ICPA method is not in any way intended as a means to evade the purposes set forth under COMAR 21.01.01.03.

Pursuant to COMAR 21.05.09.04, I have determined that it is in the best interest of the State to participate in this Agreement with the State of New Mexico, NASPO ValuePoint, and therefore request your approval.

DocuSigned by:
Dominic Edet 7/22/2022
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Dominic Edet, Procurement Manager

DocuSigned by:
Mallela Ralliford 7/22/2022
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Mallela Ralliford, Director of Procurement

Approved for form and legal sufficiency

22 July 22
This ___ day of _____ 20___

DocuSigned by:
Damon Bell
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Assistant Attorney General

_____ Approval _____ Disapproval _____ Discuss

DocuSigned by:
Christine Nizer 7/22/2022
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Christine Nizer, Administrator

DGS Office of State Procurement Approval:
Primary procurement unit head approval of above facts and determination

A handwritten signature in blue ink, appearing to read "M. Zimmerman".

Mike Zimmerman, Chief Procurement Officer

Jul 25, 2022

Date