



**Award Recommendation Letter**

Date: November 16, 2020

To: Erin Kellam, Deputy Commissioner  
Indiana Department of Administration

From: Traci Davidson, Sr. Strategic Sourcing Analyst  
Indiana Department of Administration

Subject: RFP 20-1311 Interpretation Services – Telephonic Translations

Based on the recommendation of the State of Indiana evaluation team, the State of Indiana recommends the following respondent be selected as the successful respondents of the RFP process for RFP-20-1311; Interpretation and Translation Services for Telephonic Interpretation: **Propio LS LLC**

Propio is committed to subcontracting 22% of the initial contract value as follows:

- 9% Minority Owned Business Enterprise **Intriniz Inc.**
- 9% Women Owned Business Enterprise **Eloquence Language Services, LLC**
- 4% Indiana Veteran Owned Enterprise **Tosca, LLC**

The evaluation team received proposals from seven (7) vendors for telephonic translation services:

- Ad Astra
- Indianapolis Interpreters (LUNA)
- Indy Translations
- Language Lines
- LTC
- Propio
- TeleLanguage

The proposals were evaluated by IDOA and the evaluation team according to the following criteria established in the RFP:

- Adherence to Requirements (Pass/Fail)
- Management Assessment/Quality (45 points)
- Price (35 points)
- Minority Business Participation (5 points plus 1 bonus point if certain criteria are met)
- Women Business Participation (5 points plus 1 bonus point if certain criteria are met)
- Indiana Veteran Owned Small Business Participation (5 points plus 1 bonus point if certain criteria are met)
- Buy Indiana (5 points)

The proposals were evaluated according to the published process outlined in Section 3.2, “Evaluation Criteria, of the RFP. Scoring was completed as follows:

**A. Adherence to Requirements**

All proposals were reviewed for adherence to mandatory requirements. All of the respondents adhered to the mandatory requirements and were then evaluated based on their business proposal, technical proposal, and cost proposal.

**B. Management Assessment/Quality (“MAQ”)**

**Business Proposal**

For the business proposal evaluation, IDOA and the evaluation team considered the respondent’s ability to serve the State regarding the following sections of the business proposal:

- References
- Experience Serving State Government and Similar Clients

**Technical Proposal**

For the technical proposal evaluation, the team considered the respondent’s ability to serve the State regarding the following sections of the technical proposal:

- 1 - Overview
- 2.1 - General Questions for All Service Categories - Overview
- 2.2 - General Questions for All Service Categories - Certifications, Qualifications, and Testing
- 2.3 - General Questions for All Service Categories - Customer Support
- 2.4 - General Questions for All Service Categories - Confidentiality, Accountability, and Disclosure of Conflict
- 2.5 - General Questions for All Service Categories - Billing
- 2.6 - General Questions for All Service Categories - Account Management and Reporting
- 2.7 - General Questions for All Service Categories - Implementation
- 2.8 - General Questions for All Service Categories - Extension to Other Entities
- 3.2 - Specific Questions for Each Service Categories - Telephonic Interpretation Services
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The evaluation team’s scores were based on a review of each respondent’s business proposal, Section 2.3, and each respondent’s proposed approach to each section of the technical proposal, Section 2.4, as well as responses to proposal clarifications.

Results of the initial management assessment/quality evaluation are shown below:

**Table 1: Initial MAQ Score**

<b>Respondent</b>	<b>MAQ Score (45pts Max)</b>
Ad Astra	<b>36.10</b>
Indianapolis Interpreters	<b>37.05</b>
Indy Translations	<b>29.75</b>
Language Lines	<b>36.80</b>
LTC	<b>34.95</b>
Propio	<b>33.85</b>

TeleLanguage	35.75
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**C. Cost Proposal**

Cost scores were normalized, based on the lowest cost proposal evaluated. The lowest cost proposal, relative to their total cost, received a total of 35 points. Other proposals received scores based on the following normalization formula shown below.

$$\text{Respondent's Cost Score} = (\text{Lowest Cost Proposal} / \text{Total Cost of Proposal}) \times 35 \text{ points}$$

The cost scoring is as follows:

**Table 2: Initial Cost Score**

Respondent	Cost Score (35pts Max)
Ad Astra	35
Indianapolis Interpreters	19.55
Indy Translations	27.38
Language Lines	29.78
LTC	27.87
Propio	34.36
TeleLanguage	29.54

**D. Short List**

The initial Management Assessment and Quality Score in Table 1 (above) were combined with the Initial Cost Scores in Table 2 (above) to generate the total scores in Table 3. This was utilized to create a “short-list”, as described in the RFP: (Section 3.2), to move forward for Oral Presentations.

**Table 3: Pre-Shortlist Scores**

Respondent	MAQ Score (45 Max)	Cost Score (35 max)	Total Score (80 max)
Ad Astra	36.10	35	71.10
Indianapolis Interpreters	37.05	19.55	56.60
Indy Translations	29.75	27.38	57.13
Language Lines	36.80	29.78	66.58
LTC	34.95	27.87	62.82
Propio	33.85	34.36	68.21
TeleLanguage	35.75	29.54	65.29

There was a clear and natural break in scores between the respondents. As such, only five respondents were considered for further evaluation. The short-listed vendors were then asked to provide an oral presentation to the evaluation team. The updated MAQ after oral presentations, are reflective in Table 4 (below).

**E. IDOA Scoring**

IDOA then scored the respondents in the following areas –Minority, Women, Veteran Business Participation (5 points each) using the criteria outlined in the RFP. Once the final MWBE/IVOSB forms were received from the respondents, the total scores out of 103 possible points were tabulated, and are as follows:

**Table 4: Final Overall Evaluation Scores**

<b>Respondent</b>	<b>MAQ Score (45 Max)</b>	<b>Cost Score (35 Max)</b>	<b>Buy Indiana (5)</b>	<b>MBE (5 max + 1 bonus)</b>	<b>WBE (5 max + 1 bonus)</b>	<b>IVOSB (5 max + 1 bonus)</b>	<b>Total Score<sup>1</sup> (100 max + 3 bonus)</b>
Ad Astra	36.50	35	0	-1	-1	-1	68.50
Language Lines	34.84	29.78	0	6	-1	-1	68.62
LTC	32	27.87	5	-1	-1	-1	61.87
Propio	34	34.36	0	5	6	6	85.36
TeleLanguage	34.20	29.77	0	-1	-1	-1	60.97

**Award Summary**

During the course of evaluation, the state scrutinized all proposals to determine the viability of the proposed business solutions to meet the goals of the program and to meet the needs of the state. The team evaluated proposals based on the stipulated criteria outlined in the RFP document.

The term of the contract shall be for a period of two (2) years from the date of contract execution. There may be two (2), one-year renewals for a total of four (4) years at the State’s option.

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