



STATE OF INDIANA

Eric Holcomb, Governor

DEPARTMENT OF ADMINISTRATION

Procurement Division

402 W Washington Street, Room W468

Indianapolis, Indiana 46204

317 / 232-3053

Award Recommendation Letter

Date: November 2, 2020

To: Erin Kellam, Deputy Commissioner 
Indiana Department of Administration

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

Subject: Request for Proposals 20-1311; Interpretation and Translation Services¹

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

- For In-Person Language Interpretation Services - Northwest Region: **LUNA Language Services**
- For In-Person Language Interpretation Services - Northeast Region: **LTC Language Solutions and LUNA Language Services**
- For In-Person Language Interpretation Services - Central Region: **LUNA Language Services and LTC Language Solutions**
- For In-Person Language Interpretation Services - Southwest Region: **Ad Astra, Inc.**
- For In-Person Language Interpretation Services - Southeast Region: **Ad Astra, Inc.**
- For Written Language Translations Services (Statewide): **LTC Language Solutions**
- For Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing - Northwest Region: **LUNA Language Services**
- For Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing - Northeast Region: **LUNA Language Services**
- For Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing - Central Region: **Easterseals Crossroads and LUNA Language Services**
- For Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing - Southwest Region: **LUNA Language Services**
- For Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing - Southeast Region: **LUNA Language Services**

The evaluation team received proposals from nine (9) vendors.

- Ad Astra, Inc.
- Bromberg & Associates, LLC
- Easterseals Crossroads
- Indianapolis Interpreters d/b/a "LUNA Language Services"

¹ Please note that this award recommendation letter covers all services solicited in the RFP except for telephonic language interpretation services. Telephonic language interpretation services will be awarded at a later date.

- Indy Translations, LLC
- Intrinz Inc.
- LanguageLine Solutions
- LTC Language Solutions
- Propio Language Services

The list of vendors and the categories and regions (if applicable) they bid on can be found below:

Table 1: List of Vendors for each Category and Region (if applicable)

Category	NW Region	NE Region	Central Region	SW Region	SE Region
In-Person Language Interpretation Services	Ad Astra, LUNA Language Services, Indy Translations, LanguageLine Solutions	Ad Astra, LUNA Language Services, Indy Translations, LTC Language Solutions	Ad Astra, LUNA Language Services, Indy Translations, LanguageLine Solutions, LTC Language Solutions	Ad Astra, LUNA Language Services, Indy Translations,	Ad Astra, LUNA Language Services, Indy Translations,
Written Language Translation Services (statewide)	Ad Astra, Bromberg Associates, LUNA Language Services, Indy Translations, Intrinz, LanguageLine Solutions, LTC Language Solutions, Propio Language Services				
Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing Services	Ad Astra, LUNA Language Services, Indy Translations, LanguageLine Solutions	Ad Astra, LUNA Language Services, Indy Translations, LTC Language Solutions	Ad Astra, Easterseals Crossroads, LUNA Language Services, Indy Translations, LanguageLine Solutions, LTC Language Solutions	Ad Astra, LUNA Language Services, Indy Translations	Ad Astra, LUNA Language Services, Indy Translations

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)
- Cost Proposal (35 points)
- Buy Indiana (5 points)
- Minority Business Participation (5 +1 potential points)
- Woman-Owned Business Participation (5+1 potential points)
- Indiana Veteran Business Enterprise (5+1 potential points)

The proposals were evaluated according to the 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 respondents adhered to the mandatory requirements and were then evaluated based on their business proposal, technical proposal, and cost proposal.

B. Management Assessment/Quality

Business Proposal

For the business proposal evaluation, the team considered the respondent’s information provided in the business proposal. These areas were reviewed to assess the respondent’s ability to serve the state:

- References
- Experience Serving State Government and Similar Clients
- All Other Remaining Sections of the Business Proposal

Technical Proposal

For the technical proposal evaluation, the team considered the respondent’s proposal in the following areas:

- 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
- 3.1 - Specific Questions for Each Service Categories - In-Person Language Interpretation Services (if respondent bid on In-Person Language Interpretation Services)
- 3.3 - Specific Questions for Each Service Categories - Written Language Translation Services (if respondent bid on Written Language Interpretation Services)
- 3.4 - Specific Questions for Each Service Categories - Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing (if respondent bid on Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing)

The evaluation team’s scores were based on a review of each respondent’s business proposal and each respondent’s proposed approach to each section of the technical proposal, as well as responses to proposal clarifications. Respondents were scored only for the service categories and regions (if applicable) they bid on. All Business Proposal sections and Technical Proposal sections 1 and 2 were scored per respondent. Technical Proposal Section 3 was scored per respondent per service category. Thus, if a respondent bid on multiple categories (e.g., In-Person Language Interpretation

Services and Written Language Translation Services), that respondent had two separate MAQ scores. If a service category had multiple regions, respondents only received one MAQ score for all regions they bid on (within that service category).

Results of the initial management assessment/quality evaluation for each service category are shown below:

Table 2: Initial Management Assessment/Quality Scores - In-Person Language Interpretation Services

RESPONDENT	MAQ SCORE (45 Max)
Ad Astra, Inc.	35.60
LUNA Language Services	38.20
Indy Translations, LLC	29.75
LanguageLine Solutions	30.85
LTC Language Solutions	34.65

Table 3: Initial Management Assessment/Quality Scores - Written Language Translation Services

RESPONDENT	MAQ SCORE (45 Max)
Ad Astra, Inc.	35.55
Bromberg & Associates, LLC	33.90
LUNA Language Services	35.15
Indy Translations, LLC	29.60
Intrinz Inc.	28.20
LanguageLine Solutions	35.55
LTC Language Solutions	34.95
Propio Language Services	33.70

Table 4: Initial Management Assessment/Quality Scores - Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing

RESPONDENT	MAQ SCORE (45 Max)
Ad Astra, Inc.	35.10
Easterseals Crossroads	33.25
LUNA Language Services	37.40
Indy Translations, LLC	29.95
LanguageLine Solutions	34.10
LTC Language Solutions	33.45

C. Cost Proposal

Cost was scored by service category and by region (if applicable). Cost scores in each service

category and region (if applicable) were normalized to one another, with the lowest cost receiving a total of 35 points. The normalization formula is as follows:

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

The initial cost scoring for each service line and region (if applicable) were as follows:

Table 5: Initial Cost Scores - In-Person Language Interpretation Services

RESPONDENT	COST SCORE NW Region (35 Max)	COST SCORE NE Region (35 Max)	COST SCORE Central Region (35 Max)	COST SCORE SW Region (35 Max)	COST SCORE SE Region (35 Max)
Ad Astra, Inc.	29.35	25.46	25.46	29.35	29.35
LUNA Language Services	25.12	22.91	28.84	20.24	20.24
Indy Translations, LLC	35.00	30.36	30.36	35.00	35.00
LanguageLine Solutions	18.40		15.96		
LTC Language Solutions		35.00	35.00		

Table 6: Initial Cost Scores - Written Language Translation Services

RESPONDENT	COST SCORE (35 Max)
Ad Astra, Inc.	35.00
Bromberg & Associates, LLC	26.35
LUNA Language Services	22.42
Indy Translations, LLC	23.89
Intrinz Inc.	18.38
LanguageLine Solutions	18.31
LTC Language Solutions	24.65
Propio Language Services	27.65

Table 7: Initial Cost Scores - Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing

RESPONDENT	COST SCORE NW Region (35 Max)	COST SCORE NE Region (35 Max)	COST SCORE Central Region (35 Max)	COST SCORE SW Region (35 Max)	COST SCORE SE Region (35 Max)
Ad Astra, Inc.	18.77	16.73	16.73	18.77	18.77
Easterseals Crossroads			32.02		
LUNA Language Services	35.00	31.19	31.19	35.00	35.00
Indy Translations, LLC	31.24	27.84	27.84	31.24	31.24
LanguageLine Solutions	16.41		14.64		
LTC Language Solutions		35.00	35.00		

D. First Round Total Scores & Short-Listing

Management Assessment and Quality Scores in Tables 1, 2, 3, and 4 (shown above) were combined with the Cost Scores in Tables 5, 6, 7, and 8 (shown above) to generate a total score for each respondent by service line and region (if applicable). The combined scores per service line and region (if applicable), out of a possible maximum of 80 points are tabulated in Table 3 below.

Table 8: First Round Total Scores - In-Person Language Interpretation Services

RESPONDENT	TOTAL SCORE - NW (80 Max)	TOTAL SCORE - NE (80 Max)	TOTAL SCORE - Central (80 Max)	TOTAL SCORE - SW (80 Max)	TOTAL SCORE - SE (80 Max)
Ad Astra, Inc.	64.95	61.06	61.06	64.95	64.95
LUNA Language Services	63.32	61.11	67.04	58.44	58.44
Indy Translations, LLC	64.75	60.11	60.11	64.75	64.75
LanguageLine Solutions	49.25		46.81		
LTC Language Solutions		69.65	69.65		

Table 9: First Round Total Scores - Written Language Translation Services

RESPONDENT	TOTAL SCORE (80 Max)
Ad Astra, Inc.	70.55
Bromberg & Associates, LLC	60.25
LUNA Language Services	57.57
Indy Translations, LLC	53.49
Intrinz Inc.	46.58
LanguageLine Solutions	53.86
LTC Language Solutions	59.60
Propio Language Services	61.35

**Table 10: First Round Total Scores - Communication Accommodation Services for
Individuals who are Deaf or Hard of Hearing**

RESPONDENT	TOTAL SCORE NW (80 Max)	TOTAL SCORE NE (80 Max)	TOTAL SCORE Central (80 Max)	TOTAL SCORE - SW (80 Max)	TOTAL SCORE - SE (80 Max)
Ad Astra, Inc.	53.87	51.83	51.83	53.87	53.87
Easterseals Crossroads			65.27		
LUNA Language Services	72.40	68.59	68.59	72.40	72.40
Indy Translations, LLC	61.19	57.79	57.79	61.19	61.19
LanguageLine Solutions	50.51		48.74		
LTC Language Solutions		68.45	68.45		

In accordance with Section 3.2 of the RFP, a “short-list” of respondents was created. The chart below summarizes which respondents were short-listed in each category and region (if applicable).

Table 11: Short-listed Vendors for each Category and Region (if applicable)

Category	NW Region	NE Region	Central Region	SW Region	SE Region
In-Person Language Interpretation Services	Ad Astra, LUNA Language Services, Indy Translations	Ad Astra, LUNA Language Services, Indy Translations, LTC Language Solutions	Ad Astra, LUNA Language Services, Indy Translations, LTC Language Solutions	Ad Astra, Indy Translations	Ad Astra, Indy Translations
Written Language Translation Services (statewide)	Ad Astra, Bromberg Associates, LTC Language Solutions, Propio Language Services				
Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing Services	Ad Astra, LUNA Language Services, Indy Translations	LUNA Language Services, LTC Language Solutions	Easterseals Crossroads, LUNA Language Services, LTC Language Solutions	LUNA Language Services, Indy Translations	LUNA Language Services, Indy Translations

E. Oral Presentation

Short-listed respondents were invited to participate in an oral presentation in which MAQ scores were updated based on the oral presentations. All short-listed respondents were also given the opportunity to update their cost proposal during the Best and Final Offer (BAFO) round.

The scores for the short-listed respondents after these updates are as follows:

Table 12: Post Oral Presentation Management Assessment/Quality Scores - In-Person Language Interpretation Services

RESPONDENT	MAQ SCORE (45 Max)
Ad Astra, Inc.	36.20
LUNA Language Services	37.25
Indy Translations, LLC	25.50
LTC Language Solutions	32.05

Table 13: Post Oral Presentation Management Assessment/Quality Scores - Written Language Translation Services

RESPONDENT	MAQ SCORE (45 Max)
Ad Astra, Inc.	36.70
Bromberg & Associates, LLC	30.15
LTC Language Solutions	32.00
Propio Language Services	34.45

Table 14: Post Oral Presentation Management Assessment/Quality Scores - Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing

RESPONDENT	MAQ SCORE (45 Max)
Ad Astra, Inc.	37.40
Easterseals Crossroads	34.65
LUNA Language Services	36.95
Indy Translations, LLC	29.40
LTC Language Solutions	27.79

Table 15: Post BAFO Cost Scores - In-Person Language Interpretation Services

RESPONDENT	COST SCORE NW Region (35 Max)	COST SCORE NE Region (35 Max)	COST SCORE Central Region (35 Max)	COST SCORE SW Region (35 Max)	COST SCORE SE Region (35 Max)
Ad Astra, Inc.	30.04	26.06	25.92	30.04	30.04
LUNA Language Services	25.12	22.91	28.69		
Indy Translations, LLC	35.00	30.36	30.21	35.00	35.00
LTC Language Solutions		35.00	35.00		

Table 16: Post BAFO Cost Scores - Written Language Translation Services

RESPONDENT	COST SCORE (35 Max)
Ad Astra, Inc.	35.00
Bromberg & Associates, LLC	26.17
LTC Language Solutions	23.16
Propio Language Services	32.08

Table 17: Post BAFO Cost Scores - Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing

RESPONDENT	COST SCORE NW Region (35 Max)	COST SCORE NE Region (35 Max)	COST SCORE Central Region (35 Max)	COST SCORE SW Region (35 Max)	COST SCORE SE Region (35 Max)
Ad Astra, Inc.	18.77				
Easterseals Crossroads			32.02		
LUNA Language Services	35.00	31.19	31.19	35.00	35.00
Indy Translations, LLC	31.24			31.24	31.24
LTC Language Solutions		35.00	35.00		

Table 18: Post Oral Presentation and BAFO Total Scores - In-Person Language Interpretation Services

RESPONDENT	TOTAL SCORE NW Region (80 Max)	TOTAL SCORE NE Region (80 Max)	TOTAL SCORE Central Region (80 Max)	TOTAL SCORE SW Region (80 Max)	TOTAL SCORE SE Region (80 Max)
Ad Astra, Inc.	66.24	62.26	62.12	66.24	66.24
LUNA Language Services	62.37	60.16	65.94		
Indy Translations, LLC	60.50	55.86	55.71	60.50	60.50
LTC Language Solutions		67.05	67.05		

Table 19: Post Oral Presentation and BAFO Total Scores - Written Language Translation Services

RESPONDENT	TOTAL SCORE (80 Max)
Ad Astra, Inc.	71.70
Bromberg & Associates, LLC	56.32
LTC Language Solutions	55.16
Propio Language Services	66.53

Table 20: Post Oral Presentation and BAFO Total Scores - Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing

RESPONDENT	TOTAL SCORE NW Region (80 Max)	TOTAL SCORE NE Region (80 Max)	TOTAL SCORE Central Region (80 Max)	TOTAL SCORE SW Region (80 Max)	TOTAL SCORE SE Region (80 Max)
Ad Astra, Inc.	56.17				
Easterseals Crossroads			66.67		
LUNA Language Services	71.95	68.14	68.14	71.95	71.95
Indy Translations, LLC	60.64			60.64	60.64
LTC Language Solutions		62.79	62.79		

F. Finalized IDOA Scoring

IDOA then scored the respondents in the following areas: Buy Indiana (5 points), Minority Business Enterprises Subcontractor Commitment (5 points), Women Business Enterprises Subcontractor Commitment (5 points), and Indiana Veteran Business Enterprise (5 points) using the criteria outlined in the RFP. The total scores, out of 100 possible points, were tabulated and are as shown below:

Table 21: Final Overall Evaluation Scores - In-Person Language Interpretation Services

Respondent	Northwest Region						
	MAQ	Cost	Buy IN	MBE	WBE	IVOSB	Total Score
Ad Astra, Inc.	36.20	30.04	0	-1	-1	-1	63.24

LUNA Language Services	37.25	25.12	5	5	5	5	82.37
Indy Translations, LLC	25.50	35.00	5	-1	-1	-1	62.50
Respondent	Northeast Region						
	MAQ	Cost	Buy IN	MBE	WBE	IVOSB	Total Score
Ad Astra, Inc.	36.20	26.06	0	-1	-1	-1	59.26
LUNA Language Services	37.25	22.91	5	5	5	5	80.16
Indy Translations, LLC	25.50	30.36	5	-1	-1	-1	57.86
LTC Language Solutions	32.05	35.00	5	5	-1	5	81.05
Respondent	Central Region						
	MAQ	Cost	Buy IN	MBE	WBE	IVOSB	Total Score
Ad Astra, Inc.	36.20	25.92	0	-1	-1	-1	59.12
LUNA Language Services	37.25	28.69	5	5	5	5	85.94
Indy Translations, LLC	25.50	30.21	5	-1	-1	-1	57.71
LTC Language Solutions	32.05	35.00	5	5	-1	5	81.05
Respondent	Southwest Region						
	MAQ	Cost	Buy IN	MBE	WBE	IVOSB	Total Score
Ad Astra, Inc.	36.20	30.04	0	-1	-1	-1	63.24
Indy Translations, LLC	25.50	35.00	5	-1	-1	-1	62.50
Respondent	Southeast Region						
	MAQ	Cost	Buy IN	MBE	WBE	IVOSB	Total Score
Ad Astra, Inc.	36.20	30.04	0	-1	-1	-1	63.24
Indy Translations, LLC	25.50	35.00	5	-1	-1	-1	62.50

Table 22: Final Overall Evaluation Scores - Written Language Translation Services

Respondent	Statewide						
	MAQ	Cost	Buy IN	MBE	WBE	IVOSB	Total Score
Ad Astra, Inc.	36.70	35.00	0	-1	-1	-1	68.70
Bromberg & Associates, LLC	30.15	26.17	0	5	5	-1	65.32
LTC Language Solutions	32.00	23.16	5	5	5	5	75.16
Propio Language Services	34.45	32.08	0	-1	-1	-1	63.53

Table 23: Final Overall Evaluation Scores - Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing

Respondent	Northwest Region						
	MAQ	Cost	Buy IN	MBE	WBE	IVOSB	Total Score
Ad Astra, Inc.	37.40	18.77	0	-1	-1	-1	53.17
LUNA Language Services	36.95	35.00	5	5	5	5	91.95

Indy Translations, LLC	29.40	31.24	5	-1	-1	-1	62.64
Respondent	Northeast Region						
	MAQ	Cost	Buy IN	MBE	WBE	IVOSB	Total Score
LUNA Language Services	36.95	31.19	5	5	5	5	88.14
LTC Language Solutions	27.79	35.00	5	-1	5	-1	70.79
Respondent	Central Region						
	MAQ	Cost	Buy IN	MBE	WBE	IVOSB	Total Score
Easterseals Crossroads	34.65	32.02	5	6	6	6	89.67
LUNA Language Services	36.95	31.19	5	5	5	5	88.14
LTC Language Solutions	27.79	35.00	5	-1	5	-1	70.79
Respondent	Southwest Region						
	MAQ	Cost	Buy IN	MBE	WBE	IVOSB	Total Score
LUNA Language Services	36.95	35.00	5	5	5	5	91.95
Indy Translations, LLC	29.40	31.24	5	-1	-1	-1	62.64
Respondent	Southeast Region						
	MAQ	Cost	Buy IN	MBE	WBE	IVOSB	Total Score
LUNA Language Services	36.95	35.00	5	5	5	5	91.95
Indy Translations, LLC	29.40	31.24	5	-1	-1	-1	62.64

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.

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