MEMORANDUM

TO: Sean Carroll, Consultant for CoreTrust
FROM: Margaret Armenia, Procurement Consultant
Stephanie Akerley, Procurement Consultant
DATE: October 8, 2025
RE: Scoring and Evaluation Process – Language Translation and Interpretation Services, Solicitation No. 24COR-002

Overview:

CoreTrust issued a solicitation for Language Translation and Interpretation Services on behalf of the lead agency, Onondaga County. This memo provides an overview of the evaluation and scoring process conducted for the above-referenced solicitation, which is currently proceeding toward award.

Proposal Receipt:

We received fifteen (15) proposals by the submission due date and time. These proposals were reviewed for responsiveness and completeness in accordance with the solicitation requirements.

The list of proposer/bidder vendors are as follows:

1. Accent on Language
2. CyraCom
3. Datagain
4. Effectif
5. Indus Translation
6. Interpreters Unlimited
7. Language Doctor
8. Language Line
9. Linguanational
10. Lionbridge
11. Propio
12. Syracuse Interpreter Circle
13. Taika Translations
14. Transperfect
15. World Wide Interpreters

Clarification Request (with Market Basket Exercise):

Following the initial evaluation, clarification requests were issued to all proposing firms. The clarifications were issued by Onondaga County. These requests sought to confirm or elaborate on key elements of each response.

All Bidders were asked the same Item 1 question to confirm understanding of the scope of the resulting broad national cooperative contract to which their technical and financial proposals would apply.

At the same time, a standardized market basket pricing exercise made of differing procurement scenarios was issued to ensure price comparison could be made on a consistent basis across all proposers.

The clarifications sent out to all fifteen (15) bidders were as follows, identifying open issues:

1. **Accent on Language:**

   Item 1 - As stated in Appendix B – Best Value Solicitation; Section F – Background & Scope; 1. Overview: This best value solicitation ("solicitation") is published by Onondaga County Division of Purchase ("Lead Agency") for the purpose of awarding a master cooperative purchasing agreement (the "Master Agreement") and creating a cooperative purchasing program for Suppliers with related products and services (the "Program") that shall be available to Participating Agencies.

   And as stated in 3. Scope: a. Master Agreement. A response to this Solicitation is an offer to establish a Master Agreement with Lead Agency. This Master Agreement defines: (i) the terms of the relationship between Lead Agency and Supplier; and (ii) the terms, conditions, and pricing of Products & Services and related capabilities offered to Participating Agencies

   Does your company understand and agree their proposal meets the needs of a broader national cooperative contract?

   Item 2 - Tab 1 of the Pricing Schedule for In-Person Interpretation lists 3 core languages for all states, except NY and NJ which have 12 core languages.

   Can you clarify the non-core languages available?

   Item 3 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 3. Liability Insurance.

Item 4 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 4. Workers' Compensation and Disability Benefits.

Item 5 – Market Basket Exercise.

2. **CyraCom:**

Item 1 – Same Item 1 as Accent on Languages. Every Bidder was asked this question as Item 1.

Item 2- CyraCom also declined to complete Attachments 1-7 for Solicitation, Section D – New Jersey Business Compliance.

Please confirm if CyraCom does not intend to do business in New Jersey if awarded a national contract.

Item 3 - To confirm, your company does not offer a Spanish variant of sign language interpretation for video remote interpretation (VRI)?

Item 4 - CyraCom proposed pricing going out to four (4) decimal places.

Item 5 - CyraCom's pricing does not differentiate between core and non-core languages. CyraCom's proposal states, "Our pricing is straightforward, transparent, and all-inclusive. With CyraCom, you receive unified rates for remote spoken interpretation – whether you use an interpreter on the phone, via video, or in a teleconference session."

Please confirm that pricing is not impacted the rarity of any language and there are no additional fees or upcharges based on language.

3. **Datagain:**

Item 1 - Same Item 1 as Accent on Languages. Every Bidder was asked this question as Item 1.

Item 2 - To confirm, Datagain is only bidding for written translation services but did not propose any pricing Design Services (Tab 2, 24COR-002 Pricing Schedule)?

Item 3 - Please sign Form A: Proposal Certification Form with acknowledgement to all four (4) Addenda and resubmit.

Item 4 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 3. Liability Insurance.

Item 5 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 4. Workers' Compensation and Disability Benefits.

Item 6- References:

Two references' emails bounced when attempts to contact were made (vhayes-mcgee@intrahealth.org and jcartwright@partnershipsincubator.com)

Please provide an updated contact for IntraHealth International, Inc. and The Kaizen Company.

4. **Effectiff:**

Item 1- Same Item 1 as Accent on Languages. Every Bidder was asked this question as Item 1.

Item 2 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 3. Liability Insurance.

Item 3 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 4. Workers' Compensation and Disability Benefits.

Item 4- Does your company offer on-site, in-person ASL translation?

5. **Indus Translation:**

Item 1 - Same Item 1 as Accent on Languages. Every Bidder was asked this question as Item 1.

Item 2 - Indus Translation states in their Cost Proposal, "We translate 100+ languages, the rates for very rare languages may be higher than the rates provided."

Please designate your company's core and non-core languages. Please define which languages your company determines to be "very rare."

Item 3 - Please sign Form A: Proposal Certification Form with acknowledgement to all four (4) Addenda and resubmit.

6. **Interpreters Unlimited:**

Item 1 - Same Item 1 as Accent on Languages. Every Bidder was asked this question as Item 1.

Item 2 - In-Person Interpretation Pricing:

The proposed pricing in the Pricing Schedule appears only to apply to AL, AK, and NY based on your company's response in *24COR-002 Proposed Pricing Pages.xlsx* and many cells are incomplete.

Or is IU's intent that Spanish is designated as an in-person core language for all states and all others are designated as non-core languages?

Additionally, to confirm, IU does not propose overtime or emergency rates for in-person interpretation?

Does this pricing apply to all states?

Item 3 - Please sign Form B: Sexual Harassment Certification form and resubmit.

Item 4 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 3. Liability Insurance.

Item 5 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 4. Workers' Compensation and Disability Benefits.

Item 6 - The table of contents for *Proposal, IU.docx* make it unclear to determine alignment with Solicitation, Appendix B, Section F – Evaluation Criteria (pg 52).

Please clarify which sections in your company's proposal specifically respond to the following criteria:

- **Organizational Experience**
- **Service Delivery Plan**
- **Technology and Infrastructure**
- **Quality Assurance and Professional Standards**
- **Commitment to Social Equity and DEI**
- **References and Past Performance**

7. **Language Doctor:**

Item 1 - Same Item 1 as Accent on Languages. Every Bidder was asked this question as Item 1.

Item 2 - Is the proposed pricing reflected in Section 6: Pricing in Language Dr TLD Proposal for 24COR-002.pdf or Tabs 1 and 2 in 24COR-002 Pricing Schedule Excel document or both?

Item 3 - Pg 27 of the Language Dr TLD Proposal for 24COR-002.pdf states your company is exclusively bidding remote translation and interpretation services, correct?

Item 4 - Please designate which languages your company considers core and non-core for the offered services.

Item 5 - Please sign Form A: Proposal Certification Form with acknowledgement to all four (4) Addenda and resubmit.

Item 6- Please sign Form B: Sexual Harassment Certification Form and resubmit.

Item 7 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 3. Liability Insurance.

Item 8 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 4. Workers' Compensation and Disability Benefits.

Item 9 - Please complete Attachments 1-7 for Solicitation, Section D – New Jersey Business Compliance.

Item 10 - The email address for one of the references, Valarie_reinholz@fws.org, bounced. Please provide an updated reference for Federal Law Enforcement Training Center.

8. **Language Line:**

Item 1- Same Item 1 as Accent on Languages. Every Bidder was asked this question as Item 1.

Item 2 - Is it Language Line's intent that their Virtual Onsite Interpretation services are meant to be bid under the In-Person Interpretation category?

If so, how is Virtual Onsite Interpretation different from VRI (Video Remote Interpretation)?

Item 3 - The submitted Form A: Proposal Certification Form only acknowledges one (1) Addendum.

Please sign Form A: Proposal Certification Form with acknowledgement to all four (4) Addenda and resubmit.

Item 4 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 3. Liability Insurance.

Item 5 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 4. Workers' Compensation and Disability Benefits.

Item 6 - Section D – New Jersey Business Compliance was submitted with one (1) error.

Please resubmit corrections for the following:

Attachment 4 - missing signature

9. **Linguanational:**

Item 1- Same Item 1 as Accent on Languages. Every Bidder was asked this question as Item 1.

Item 2 - To confirm, Linguanational only intends to bid on written translation services, telephone and VRI (Video Remote Interpretation)?

Item 3- It is unclear if your company offers sign language in Spanish for VRI. Can you clarify?

Item 4 - Linguanational specified the following core languages on Tab 2 of the Pricing Schedule:

Spanish, Arabic, French (CAN) & Haitian Creole, Polish, Chinese, Russian, Urdu, Korean, Bengali, Vietnamese, German

Can you please clarify which languages Linguanational designates as non-core languages?

Item 5 - Form A: Proposal Certification Form was submitted with acknowledgement to only one (1) Addendum.

Please sign Form A: Proposal Certification Form with acknowledgement to all four (4) Addenda and resubmit.

Item 6 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 3. Liability Insurance.

Item 7 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 4. Workers' Compensation and Disability Benefits.

10. **Lionbridge:**

Item 1 - Same Item 1 as Accent on Languages. Every Bidder was asked this question as Item 1.

Item 2 - To confirm, your company is only bidding on written translation services, telephone (OPI) and video remote interpretation (VRI)?

Item 3 - It is unclear if your company offers sign language in Spanish. Can you clarify?

Item 4 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 3. Liability Insurance.

Item 5 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 4. Workers' Compensation and Disability Benefits.

11. **Propio:**

Item 1 - Same Item 1 as Accent on Languages. Every Bidder was asked this question as Item 1.

Item 2 - It is unclear if your company offers sign language in Spanish. Can you clarify?

Item 3 - References:

Two out of three emails provided for references bounced (State of Indiana, Jay Brinkmoeller and Wake County North Carolina, Brian Gunter).

Please provide an active contact for these two organizations.

Item 4 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 3. Liability Insurance.

Item 5 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 4. Workers' Compensation and Disability Benefits.

12. **Syracuse Interpreter Circle:**

Item 1- Same Item 1 as Accent on Languages. Every Bidder was asked this question as Item 1.

Item 2 - To confirm, your company does not offer sign language interpretation services (ASL, Spanish, etc) for video remote interpretation (VRI)?

Item 3 - To confirm, the pricing proposals are pg 91 under Section o – Cost Proposal and Tab 1 of the Pricing Schedule Excel document?

Item 4 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 3. Liability Insurance.

Item 5- Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 4. Workers' Compensation and Disability Benefits.

Item 6 - Please complete Attachments 1-7 for Solicitation, Section D – New Jersey Business Compliance.

13. **Taika Translations:**

Item 1 - Same Item 1 as Accent on Languages. Every Bidder was asked this question as Item 1.

Item 2 - Does your company offer a Spanish variant of sign language interpretation (on-site and/or VRI)?

Item 3 - Please confirm if your company's proposed pricing for Desktop Publishing and File Recreation are the appropriate offered services meant to be responsive to the requested Design Services listed in Tab 2 of 24COR-002 Pricing Schedule.

Item 4 - Please sign Form A: Proposal Certification Form with acknowledgement to all four (4) Addenda and resubmit.

Item 5- Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 3. Liability Insurance.

Item 6 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 4. Workers' Compensation and Disability Benefits.

Item 7- Please complete Attachment 2 – Non-Collusion Affidavit under Section D – New Jersey Business Compliance.

14. **Transperfect:**

Item 1 - Same Item 1 as Accent on Languages. Every Bidder was asked this question as Item 1.

Item 2 - Please complete Attachments 1-7 for Solicitation, Section D – New Jersey Business Compliance.

Item 3 - Please clarify proposed pricing for 7.3 Interpretation Pricing, 7.3.1 Scheduled Consecutive Interpretation Pricing.

Class 2 lists French, German, Italian and Portuguese, but German and Italian are also listed under Class 4.

Item 4 - To confirm, your company does not offer a Spanish variant of sign language interpretation for video remote interpretation (VRI)?

Item 5 - It is unclear based on the proposal submission if your company is bidding for Design Services (as indicated in Tab 2 of 24COR-002 Pricing Schedule Excel document). Please clarify if your company is bidding these services and if so, please point to where it can be found in the proposal submission.

15. **World Wide Interpreters:**

Item 1 - Same Item 1 as Accent on Languages. Every Bidder was asked this question as Item 1.

Item 2 - Does your company offer a Spanish variant of sign language interpretation?

Item 3 - Your company listed pricing for document translation but there is no pricing indicated for Design Services as requested in Tab 2 of 24COR-002 Pricing Schedule. Please confirm.

Item 4- Please sign Form A: Proposal Certification Form with acknowledgement to all four (4) Addenda and resubmit.

Item 5 - Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 3. Liability Insurance.

Item 6- Please provide insurance documentation in accordance with Solicitation, Section B – Lead Agency Requirements, 4. Workers' Compensation and Disability Benefits.

Item 7 - Please provide an email address for the following references:

Victor Sifuentes, William Beaumont Army Medical Center

Jackie Van Dyke, State of Vermont

Clarification Responses:

Of the fifteen (15) original proposers, only five (5) completed the clarification request with Market Basket Exercise as requested.

Proposal Evaluations and Scoring:

All proposals were evaluated on the merit of what was submitted between the original submissions and clarification responses.

The five (5) firms that submitted responses to both the clarification request and the market basket pricing exercise were advanced for full evaluation. These responses were reviewed and scored independently by CoreTrust consultants in accordance with the published evaluation criteria. The pricing component of the score was derived specifically from the results of the market basket, allowing for an equitable, apples-to-apples comparison across vendors. Two different types of pricing scoring, both recognized as best practice(s), were independently utilized by CoreTrust consultants.

Both Financial scoring exercises yielded Propio as the apparent winner.

The following Bidders/Proposers were eliminated for the following reasons:

Accent on Languages: Responded to Clarification Request. Offered all services requested in the solicitation. Received a composite Technical score of 74.5. This Bidder was eliminated in the Financial review. They offered the best pricing on 1 out of 12 of the Market Basket Exercise items. Their Total evaluation score was 84.9. They were not the highest Total score, and therefore, they were eliminated.

CyraCom: Responded to Clarification Request. No-bid for in-person services. Eliminated for scope.

Datagain: Responded to Clarification Request. Only bid on written translation. No-bid for in-person, OPI, or VRI services. Eliminated for scope.

Effectiff: Did not respond to Clarification Request. No-bid for in-person services. Eliminated for scope.

Interpreters Unlimited: Responded to Clarification Request. Offered all services requested in the solicitation. Received a composite Technical score of 77. This Bidder was eliminated in the Financial review. They offered the best pricing on 1 out of 12 of the Market Basket Exercise items. Their Total evaluation score was 88.6. They were not the highest Total score, and therefore, they were eliminated.

Language Doctors: Responded to Clarification Request. No-bid for in-person services. Eliminated for scope.

Language Line: Responded to Clarification Request. Their bid submission for "in-person" is "Virtual Onsite Interpretation Services." If the service is conducted virtually, it is not an in-person service. Eliminated for scope.

Lionbridge: Responded to Clarification Request. No-bid for in-person services. Eliminated for scope.

Linguanational: Did not respond to Clarification Request. No-bid for in-person services. Eliminated for scope.

Indus Translation: Responded to Clarification Request. No-bid for in-person services. Did not complete the Market Basket Exercise. Eliminated for scope.

Syracuse Interpreter Circle: Responded to Clarification Request. Their Market Basket Exercise was incomplete. They only responded to 3 out of the 12 items in the Market Basket Exercise, and therefore, they were eliminated.

Taika Translations: Did not respond to Clarification Request. No-bid for in-person services. Eliminated for scope.

Transperfect: Responded to Clarification Request. Offered all services requested in the solicitation. Received a composite Technical score of 87.5. Their Total evaluation score was 94.7. They were not the highest Total score, and therefore, they were eliminated.

World Wide Interpreters: Responded to Clarification Request. Offered all services requested in the solicitation. Received a composite Technical score of 26. This Bidder was eliminated after the Financial review. Their Market Basket exercise did not price the translation document. Their Total evaluation score was 26. They were not the highest Total score, and therefore, they were eliminated.

Conclusion:

The recommended awardee, Propio, responded to the Clarification Request. They offer all services requested in the solicitation's scope. They received a composite technical score of 85. They offered the best pricing on 7 out of 12 of the Market Basket Exercise items. Their Total evaluation score was 100.

Bidder	**Total Score**
Accent on Languages	84.9
Interpreters Unlimited	88.6
Propio	100
Transperfect	94.7
World Wide Interpreters	26

Further Notes:

References and Past Performance (5% of score):

No Bidders were eliminated due to lack of references. The solicitation requirement for this section was:

• Positive feedback from at least three client references, preferably municipalities or public agencies.

• Evidence of successfully completed projects of similar scale and scope

The evaluation team determined it was fair to prorate points based on combined references and evidence or case studies of past performance provided in bid submissions. Sean Carroll approved this method on April 21, 2025.

Pricing:

Assuming large, national players such as Language Line and/or Lionbridge did offer all services in scope, Propio still had the better overall pricing as-offered in the original submissions prior to the Market Basket Exercise requested in the Clarification Request.

Examples:

VRI Core Per Minute Pricing - $1.50 Language Line; $1.50 Lionbridge; $0.75 Propio

VRI ASL Per Minute Pricing - $2.25 Language Line; $2.50 Lionbridge; $1.29 Propio

Scope:

A national cooperative is like a buffet. The Lead Agency needs to be able to eat what they want and need, but all other guests cannot go hungry either.

Several Bidders were eliminated because they do not provide, or did not bid, in-person services. The solicitation scope required Bidders to provide in-person (on-site) interpretation and translation services; Virtual Remote Interpreting (VRI); written translation services; and telephone interpretation (OPI).

Concerns were raised regarding Language Line's "in-person" proposal. Their bid submission for "in-person" was "Virtual Onsite Interpretation Services." If the service is conducted virtually, it is not an in-person service.

The solicitation specifically differentiates in-person and virtual services. In-person services may be mandatory as a matter of law, regulation, or as a matter of organization policy in the scope of the cooperative contract. Furthermore, reducing potentially available modalities

invites complications regarding equal access to the disabled community and to individuals with limited English proficiency.

Recommended Awardee Highlights – Capacity and Reputation:

1. Active since 1998.
2. 3,000+ public sector clients, including multiple state and county contracts. State contracts include Ohio, Indiana, Virginia, Illinois, and Pennsylvania.
3. 20,000+ qualified interpreters for 350+ languages available on a 24/7/365 basis
4. 10,000 translators supporting 170+ languages
5. 375 certified ASL interpreters on staff
6. Operational support from 700+ employees worldwide
7. 400 million minutes of remote (VRI and OPI) interpreting annually
8. 100,000 calls per day
9. 20,000 accounts across all 50 US states
10. 300,000 on-site encounters annually
11. 250,000 translation projects annually
12. Data Security and Compliance, holding the following certifications: ISO 17100 for Translation Services; ISO 13485 and ISO 9001 for QMS (quality management systems); ISO 27001 for ISMS (information security management systems); SOC 2 Type 1; at time of bid, certifying for SOC 2 Type 2 with anticipated certification date of April 2025; and HITRUST.
13. Connection times of 8 seconds for Spanish and less than 20 seconds for all other languages.
14. Interpreters must hold a minimum of one certification: ASLTA; NIC or CDI with RID for ASL.