



LANGUAGE SERVICE PROVIDERS AND RELATED SERVICES  
Executive Summary

**Lead Agency:** Region 4 Education Service Center

**Solicitation:** RFP #18-07

**RFP Issued:** April 4, 2018

**Pre-Proposal Date:** April 23, 2018

**Response Due Date:** May 21, 2018

**Proposals Received:** 11

**Awarded to: MasterWord Services, Inc.**

The Board of Directors of Region 4 Education Service Center (ESC), with the assistance of The Cooperative Purchasing Network (TCPN), issued RFP 18-07 for Language Service Providers and Related Services on April 4, 2018, to establish a national cooperative contract for Ergonomic Solutions.

National Cooperative language was included in the RFP: Section A. Introduction, I. Background and Region 4 Education Service Center. It states:

*“Region 4 Education Service Center (“Region 4 ESC” herein “Lead Public Agency”) on behalf of itself and all state, local governments, school districts, and higher education institutions in the United States of America, and other governmental agencies and non-profit organizations (herein “Participating Agencies”) solicits proposal from qualified Offerors to enter into a Vendor Contract (“Contract”) for the goods or services solicited in this proposal.”*

*“Contracts are approved and awarded by a single governmental entity, Region 4 ESC, and are only available for use and benefit of all entities complying with state procurement laws and regulations (public and private schools, colleges and universities, cities, counties, non-profits, and all governmental entities). These types of contracts are commonly referred to as being “piggybackable”.”*

*“Region 4 ESC’s purchasing cooperative was established in 1997 to increase their economic and operational efficiency. The purchasing cooperative has since evolved into a National Cooperative used to assist other government and public entities increase their economical and operational efficiency when procuring goods and services.”*

Notice of the solicitation was sent to potential offerors, as well as advertised in the following:

- Region 4 ESC website
- National IPA website
- USA Today, nationwide
- Arizona Business Gazette, AZ
- San Bernardino Sun, CA
- Honolulu Star-Advertiser, HI
- The Advocate – New Orleans, LA
- New Jersey Herald, NJ
- Times Union, NY
- Daily Journal of Commerce, OR

- The State, SC
- Houston Community Newspapers, Cy Creek Mirror, TX
- Deseret News, UT
- Richmond Times, VA
- The Herald News, IL
- Seattle Daily Journal of Commerce, WA
- Las Vegas Review-Journal, NV
- Helena Independent Record, MT

On May 21, 2018 proposals were received from the following offerors:

- Alboum & Associates LLC.
- Amplexor, Inc.
- Crabtree Interpreting Services
- Global Interpreting Network, Inc.
- Global Language System LLC.
- Language Line Services, Inc.
- Lionbridge Global Solutions II, Inc.
- MasterWord Services, Inc.
- Webbco Enterprises LLC dba Visual Communication Services
- Telelanguage, Inc.
- ValidateMe! LLC

The proposals were evaluated by an evaluation committee using the evaluation criteria established in the RFP. The committee elected to recommend awards to Amplexor, Inc., Crabtree Interpreting Services, Language Line Services, Inc., Lionbridge Global Solutions II, Inc., MasterWord Services, Inc., and Webbco Enterprises, LLC dba Visual Communications Services who submitted competitive pricing and products.

On Tuesday, June 19, 2018, the Board of Directors of Region 4 Education Service Center (ESC) approved the Language Service Providers and Related Services.

The Board of Directors of Region 4 Education Service Center executed the agreement with a contract effective date of July 1, 2018.

Contract highlights:

- Full range of language support services, including on-site, CART, sign language, translation, and interpreting (services vary by state);
- Over 250 languages and dialects;
- Customer service staff is available 24 hours a day, 7 days a week.

Term:

Initial one (1) year agreement from July 1, 2018 through June 30, 2019 with the option to renew for four (4) additional one-year periods through June 30, 2023.

Pricing/Discount: Not-to-Exceed Language Rates