

**State of Maine**  
**Master Score Sheet**

<b>RFP# 201905086</b>			
<b>Pre-Qualified Vendor List (PQVL) for American Sign Language (ASL) Interpreter and Video Remote Interpreting (VRI) Services</b>			
<b>Bidder Name:</b>		<b>Lango Deaf &amp; HoH, LLC ASL</b>	<b>Language Partners, LLC ASL</b>
<b>Proposed Cost:</b>		<b>Standard: \$70.00 Legal: \$125.00</b>	<b>Standard: \$68.00 Legal: \$123.00</b>
<b>Scoring Sections</b>	<b>Points Available</b>		
Section I: Organization Qualifications and Experience	35	34	35
Section II: Proposed Services	15	13	15
Section III: Cost Proposal	50	28.50	29.19
<b>TOTAL</b>	<b><u>100</u></b>	<b>75.50</b>	<b>79.19</b>
<b>Bidder Name:</b>		<b>Lango Deaf &amp; HoH, LLC VRI</b>	<b>Language Partners, LLC VRI</b>
<b>Proposed Cost:</b>		<b>Community: \$2.95 Legal: \$3.95</b>	<b>Community: \$2.45 Legal: \$3.45</b>
<b>Scoring Sections</b>	<b>Points Available</b>		
Section I: Organization Qualifications and Experience	35	34	35
Section II: Proposed Services	15	13	15
Section III: Cost Proposal	50	19.98	23.56
<b>TOTAL</b>	<b><u>100</u></b>	<b>66.98</b>	<b>73.56</b>



JANET T. MILLS  
GOVERNOR

STATE OF MAINE  
DEPARTMENT OF ADMINISTRATIVE  
AND FINANCIAL SERVICES  
DIVISION OF PROCUREMENT  
SERVICES 9 STATE HOUSE STATION  
AUGUSTA, MAINE 04333-0009

ADMINISTRATIVE & FINANCIAL SERVICES

KIRSTEN LC FIGUEROA  
COMMISSIONER

September 19, 2023

Lango Deaf & HoH LLC  
249 W Thornhill Drive  
Fort Worth, TX 76115

Notice of Conditional Pre-Qualified Vendor List Award under RFP # 201905086, Pre-Qualified Vendor List for American Sign Language Interpreter and Video Remote Interpreting Services

Dear Mr. Fisher:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Administrative and Financial Services, Division of Procurement Services for Pre-Qualified Vendor List for American Sign Language Interpreter and Video Remote Interpreting Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract awards to the following bidders:

- Language Partners, LLC
- Lango Deaf & HoH LLC

The bidder(s) listed above have met the requirements for placement on the Pre-Qualified Vendor List. Vendors added to this Pre-Qualified Vendor List (PQVL) are not guaranteed a contract with the State of Maine but are eligible to submit bids on projects issued through the PQVL Mini-Bid Process, as defined in the RFP. Any Notice of Conditional Contract Award resulting from a Mini-Bid award is subject to execution of a written contract. As a result, this Notice does NOT constitute the formation of a contract between the Department and the apparent successful vendor(s). The vendor shall not acquire any legal or equitable rights relative to contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award and dissolve the Pre-Qualified Vendor List at any time.

As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA). 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

This award decision is conditioned upon final approval by the State Procurement Review Committee. A Statement of Appeal Rights has been provided with this letter; see below.

Thank you for your interest in doing business with the State of Maine.

Sincerely,

DocuSigned by:

*Kathy Paquette*

41C2BA36FAF44CD...

Kathy Paquette  
Senior Procurement Manager - Contracting

## **STATEMENT OF APPEAL RIGHTS**

Any person aggrieved by an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Division of Purchases, Chapter 120, § (2) (2).



JANET T. MILLS  
GOVERNOR

STATE OF MAINE  
DEPARTMENT OF ADMINISTRATIVE  
AND FINANCIAL SERVICES  
DIVISION OF PROCUREMENT  
SERVICES 9 STATE HOUSE STATION  
AUGUSTA, MAINE 04333-0009

ADMINISTRATIVE & FINANCIAL SERVICES

KIRSTEN LC FIGUEROA  
COMMISSIONER

September 19, 2023

Language Partners, LLC  
420 Cumberland Ave.  
Portland, ME 04101

Notice of Conditional Pre-Qualified Vendor List Award under RFP # 201905086, Pre-Qualified Vendor List for American Sign Language Interpreter and Video Remote Interpreting Services

Dear Ms. Dibra:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Administrative and Financial Services, Division of Procurement Services for Pre-Qualified Vendor List for American Sign Language Interpreter and Video Remote Interpreting Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract awards to the following bidders:

- Language Partners, LLC
- Lango Deaf & HoH LLC

The bidder(s) listed above have met the requirements for placement on the Pre-Qualified Vendor List. Vendors added to this Pre-Qualified Vendor List (PQVL) are not guaranteed a contract with the State of Maine but are eligible to submit bids on projects issued through the PQVL Mini-Bid Process, as defined in the RFP. Any Notice of Conditional Contract Award resulting from a Mini-Bid award is subject to execution of a written contract. As a result, this Notice does NOT constitute the formation of a contract between the Department and the apparent successful vendor(s). The vendor shall not acquire any legal or equitable rights relative to contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award and dissolve the Pre-Qualified Vendor List at any time.

As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA). 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

This award decision is conditioned upon final approval by the State Procurement Review Committee. A Statement of Appeal Rights has been provided with this letter; see below.

Thank you for your interest in doing business with the State of Maine.

Sincerely,

DocuSigned by:

*Kathy Paquette*

41C2BA36FAF44CD...

Kathy Paquette  
Senior Procurement Manager - Contracting

## **STATEMENT OF APPEAL RIGHTS**

Any person aggrieved by an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Division of Purchases, Chapter 120, § (2) (2).

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 201905087

**RFP TITLE:** PQVL for ASL & VRI

**BIDDER:** Lango Deaf & HoH LLC

**DATE:** 8/30/2023

**SUMMARY PAGE**

**Department Name:** Administrative and Financial Services

**Name of RFP Coordinator/Evaluator:** Kathy Paquette

Bidder: Lango Deaf & HOH LLC

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<b><u>Scoring Sections</u></b>	<b><u>Points Available</u></b>	<b><u>Points Awarded (ASL)</u></b>	<b><u>Points Awarded (VRI)</u></b>
Section I. Organization Qualifications and Experience	<b>35</b>	<b>34</b>	<b>34</b>
Section II. Proposed Services	<b>15</b>	<b>13</b>	<b>13</b>
Section III. Cost Proposal	<b>50</b>	<b>28.50</b>	<b>19.98</b>
<b><u>Total Points</u></b>	<b>100</b>	<b>75.50</b>	<b>66.98</b>

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 201905087

**RFP TITLE:** PQVL for ASL & VRI

**BIDDER:** Lango Deaf & HoH LLC

**DATE:** 8/30/2023

**EVALUATION OF SECTION 2  
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section I. Organization Qualifications and Experience - ASL	<b>35</b>	<b>34</b>
Section 1. Organization Qualifications and Experience - VRI	<b>35</b>	<b>34</b>

**Evaluation Team Comments:**

Appendix C

- 30 + years experience
- Has dedicated interpretation services
- Fully certified
- Does Employment Settings, medical settings and legal court settings

Projects

- University of North Texas
- Texas Workforce Solutions for the Deaf and Hard of Hearing
- Texas Woman's University

Litigation

- None

Licensure & Certification

- RID
- Health & Human Services Board for evaluation of interpreters

CIO

- Provided

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 201905087

**RFP TITLE:** PQVL for ASL & VRI

**BIDDER:** Lango Deaf & HoH LLC

**DATE:** 8/30/2023

**EVALUATION OF SECTION 3  
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Proposed Services - ASL	<b>15</b>	<b>13</b>
Section II. Proposed Services - VRI	<b>15</b>	<b>13</b>

**Evaluation Team Comments:**

<p><b>ASL:</b></p> <ul style="list-style-type: none"> <li>• Fully trained and HIPAA compliant</li> <li>• (In Judicial Branch services) addressed Confidentiality, Accuracy, Completeness, Professionalism, interpreters have continued education, conflicts of interest, Impartiality, etc.</li> <li>• Provided a copy of the informational and instructional materials that will be provided to customers.</li> <li>• Provided a Quality Assurance Plan (QAP) that describes an acceptable method for monitoring, tracking and assessing the quality of services provided under the awarded Contract.</li> <li>• Provided services – has billing specialist and billing policies in place provide a sample invoice.</li> </ul>
<p><b>VRI:</b></p> <ul style="list-style-type: none"> <li>• Provides services directly by in-house interpreters</li> <li>• 24/7 staff available</li> <li>• Direct phone # for support as well as step by step instructions on suing readily available resources for VRI service needs</li> <li>• Customer Functionality – cloud based scheduling portal</li> <li>• Invoice – Sample invoice provided</li> </ul>

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 201905087**RFP TITLE:** PQVL for ASL & VRI**BIDDER:** Lango Deaf & HoH LLC**DATE:** 8/30/2023

**EVALUATION OF SECTION 4  
Cost Proposal**

**ASL: 28.50****VRI: 19.98**

**ASL**

	Lowest Submitted Cost Proposal	>	Cost Proposal Being Scored	x	Score Weight	=	Score
Standard	<b>\$49.00*</b>	>	<b>\$70.00</b>	x	<b>25 points</b>	=	<b>17.50</b>
Legal	<b>\$55.00*</b>	>	<b>\$125.00</b>	x	<b>25 points</b>	=	<b>11</b>
					<b>Total</b>		<b>28.50</b>

**VRI – On Demand**

	Lowest Submitted Cost Proposal	>	Cost Proposal Being Scored	x	Score Weight	=	Score
Community	<b>\$1.35*</b>	>	<b>\$2.95</b>	x	<b>25 points</b>	=	<b>11.44</b>
Legal	<b>\$1.35*</b>	>	<b>\$3.95</b>	x	<b>25 points</b>	=	<b>8.54</b>
					<b>Total</b>		<b>19.98</b>

**Evaluation Team Comments:**

\*Current lowest cost for all rounds of conditional awards

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 201905087  
**RFP TITLE:** PQVL for ASL & VRI  
**BIDDER:** Language Partners  
**DATE:** 8/30/2023

**SUMMARY PAGE**

**Department Name:** Administrative and Financial Services  
**Name of RFP Coordinator/Evaluator:** Kathy Paquette  
Bidder: Language Partners, LLC

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<b><u>Scoring Sections</u></b>	<b><u>Points Available</u></b>	<b><u>Points Awarded (ASL)</u></b>	<b><u>Points Awarded (VRI)</u></b>
Section I. Organization Qualifications and Experience	<b>35</b>	<b>35</b>	<b>15</b>
Section II. Proposed Services	<b>15</b>	<b>15</b>	<b>15</b>
Section III. Cost Proposal	<b>50</b>	<b>29.19</b>	<b>23.56</b>
<b><u>Total Points</u></b>	<b>100</b>	<b>79.19</b>	<b>73.56</b>

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 201905087

**RFP TITLE:** PQVL for ASL & VRI

**BIDDER:** Language Partners

**DATE:** 8/30/2023

**EVALUATION OF SECTION 2  
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section I. Organization Qualifications and Experience - ASL	<b>35</b>	<b>35</b>
Section I. Organization Qualifications and Experience - VRI	<b>35</b>	<b>35</b>

**Evaluation Team Comments:**

Appendix C

- Established in 1997
- Has dedicated interpretation services
- Has ASL along with 200+ languages
- Provides robust coverage of video remote ASL Interpreting
- Fully certified
- Does legal, healthcare, and education – along with wide array of sectors

Projects

- Martin's Point Health Care
- Spectrum Orthopedics
- Maine Behavioral Healthcare

Litigation

- None

Licensure & Certification

- RID and Health & Human Services Board for evaluation of interpreters

CIO

- Provided

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 201905087

**RFP TITLE:** PQVL for ASL & VRI

**BIDDER:** Language Partners

**DATE:** 8/30/2023

**EVALUATION OF SECTION II  
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Proposed Services - ASL	<b>15</b>	<b>15</b>
Section II. Proposed Services - VRI	<b>15</b>	<b>15</b>

**Evaluation Team Comments:**

<p>ASL:</p> <ul style="list-style-type: none"> <li>• Fully trained and HIPAA compliant</li> <li>• (In Judicial Branch services) addressed Confidentiality, Accuracy, Completeness, Professionalism, interpreters have continued education, conflicts of interest, Impartiality, etc.</li> <li>• Provided a copy of the informational and instructional materials that will be provided to customers.</li> <li>• Provided a Quality Assurance Plan (QAP) that describes an acceptable method for monitoring, tracking and assessing the quality of services provided under the awarded Contract.</li> <li>• Provided services – has billing specialist and billing policies in place provide a sample invoice.</li> </ul>
<p>VRI:</p> <ul style="list-style-type: none"> <li>• Provides services directly by in-house interpreters</li> <li>• 24/7 staff available</li> <li>• Direct phone # for support as well as step by step instructions on suing readily available resources for VRI service needs</li> <li>• Customer Functionality – cloud based scheduling portal</li> <li>• Invoice – Sample invoice provided</li> </ul>

**STATE OF MAINE  
TEAM CONSENSUS EVALUATION NOTES**

**RFP #:** 201905087  
**RFP TITLE:** PQVL for ASL & VRI  
**BIDDER:** Language Partners  
**DATE:** 8/30/2023

**EVALUATION OF SECTION II  
Cost Proposal**

**ASL: 29.19**  
**VRI: 23.56**

**ASL**

	Lowest Submitted Cost Proposal	>	Cost Proposal Being Scored	x	Score Weight	=	Score
Standard	<b>\$49.00*</b>	>	<b>\$68.00</b>	x	<b>25 points</b>	=	<b>18.01</b>
Legal	<b>\$55.00*</b>	>	<b>\$123.00</b>	x	<b>25 points</b>	=	<b>11.18</b>
					<b>Total</b>		<b>29.19</b>

**VRI – On Demand**

	Lowest Submitted Cost Proposal	>	Cost Proposal Being Scored	x	Score Weight	=	Score
Community	<b>\$1.35*</b>	>	<b>\$2.45</b>	x	<b>25 points</b>	=	<b>13.78</b>
Legal	<b>\$1.35*</b>	>	<b>\$3.45</b>	x	<b>25 points</b>	=	<b>9.78</b>
					<b>Total</b>		<b>23.56</b>

**Evaluation Team Comments:**

\*Current lowest cost for all rounds of conditional awards

STATE OF MAINE  
INDIVIDUAL EVALUATION NOTES

RFP #: 201905086 (new responses)

RFP TITLE: PQVL for ASL & VRI

BIDDER NAME: Lango

DATE: 8/30/2023

EVALUATOR NAME: Kathy Paquette

EVALUATOR DEPARTMENT: DAFS/Procurement Services

**Individual Evaluator Comments:**

<p><b>Section I - Organization Qualifications and Experience</b></p> <p>Appendix C</p> <ul style="list-style-type: none"> <li>• 30 + years experience</li> <li>• Has dedicated interpretation services</li> <li>• Fully certified</li> <li>• Does Employment Settings, medical settings and legal court settings</li> </ul> <p>Projects</p> <ul style="list-style-type: none"> <li>• University of North Texas</li> <li>• Texas Workforce Solutions for the Deaf and Hard of Hearing</li> <li>• Texas Woman's University</li> </ul> <p>Litigation</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Licensure &amp; Certification</p> <ul style="list-style-type: none"> <li>• RID</li> <li>• Health &amp; Human Services Board for evaluation of interpreters</li> </ul> <p>CIO</p> <ul style="list-style-type: none"> <li>• Provided</li> </ul>
<p><b>Section II – Proposed Services</b></p>
<p>ASL:</p> <ol style="list-style-type: none"> <li>a. Fully trained and HIPAA compliant</li> <li>b. (In Judicial Branch services) addressed Confidentiality, Accuracy, Completeness, Professionalism, interpreters have continued education, conflicts of interest, Impartiality, etc.</li> <li>c. Provided a copy of the informational and instructional materials that will be provided to customers.</li> <li>d. Provided a Quality Assurance Plan (QAP) that describes an acceptable method for monitoring, tracking and assessing the quality of services provided under the awarded Contract.</li> <li>e. Provided services – has billing specialist and billing policies in place provide a sample invoice.</li> </ol>
<p>VRI:</p> <ul style="list-style-type: none"> <li>• Provides services directly by in-house interpreters</li> <li>• 24/7 staff available</li> <li>• Direct phone # for support as well as step by step instructions on suing readily available resources for VRI service needs</li> <li>• Customer Functionality – cloud based scheduling portal</li> <li>• Invoice – Sample invoice provided</li> </ul>

RFP #: 201905086 (new responses)  
 RFP TITLE: PQVL for ASL & VRI  
 BIDDER NAME: Language Partners  
 DATE: 8/30/2023  
 EVALUATOR NAME: Kathy Paquette  
 EVALUATOR DEPARTMENT: DAFS/Procurement Services

**Individual Evaluator Comments:**

Section I - Organization Qualifications and Experience
<p>Appendix C</p> <ul style="list-style-type: none"> <li>• Established in 1997</li> <li>• Has dedicated interpretation services</li> <li>• Has ASL along with 200+ languages</li> <li>• Provides robust coverage of video remote ASL Interpreting</li> <li>• Fully certified</li> <li>• Does legal, healthcare, and education – along with wide array of sectors</li> </ul> <p>Projects</p> <ul style="list-style-type: none"> <li>• Martin's Point Health Care</li> <li>• Spectrum Orthopedics</li> <li>• Maine Behavioral Healthcare</li> </ul> <p>Litigation</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Licensure &amp; Certification</p> <ul style="list-style-type: none"> <li>• RID and Health &amp; Human Services Board for evaluation of interpreters</li> </ul> <p>CIO</p> <ul style="list-style-type: none"> <li>• Provided</li> </ul>

Section II – Proposed Services
<p>ASL:</p> <ol style="list-style-type: none"> <li>a. Fully trained and HIPPA compliant</li> <li>b. (In Judicial Branch services) addressed Confidentiality, Accuracy, Completeness, Professionalism, interpreters have continued education, conflicts of interest, Impartiality, etc.</li> <li>c. Provided a copy of the informational and instructional materials that will be provided to customers.</li> <li>d. Provided a Quality Assurance Plan (QAP) that describes an acceptable method for monitoring, tracking and assessing the quality of services provided under the awarded Contract.</li> <li>e. Provided services – has billing specialist and billing policies in place provide a sample invoice.</li> </ol>
<ul style="list-style-type: none"> <li>• VRI:</li> <li>• Provides services directly by in-house interpreters</li> <li>• 24/7 staff available</li> <li>• Direct phone # for support as well as step by step instructions on suing readily available resources for VRI service needs</li> <li>• Customer Functionality – cloud based scheduling portal</li> <li>• Invoice – Sample invoice provided</li> </ul>



**Janet T. Mills**  
Governor

**STATE OF MAINE**  
**DEPARTMENT OF Administrative and Financial**  
**Services**

ADMINISTRATIVE & FINANCIAL  
SERVICES

KIRSTEN LC FIGUEROA  
COMMISSIONER

**AGREEMENT AND DISCLOSURE STATEMENT**  
**RFP #: 201905086**

**RFP TITLE:** Pre-Qualified Vendor List for  
American Sign Language Interpreter  
and Video Remote Interpreting Services

I, Kathy Paquette accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Administrative and Financial Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand that the evaluation process is to be conducted in an impartial manner. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

**I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the funding decision notices for public distribution.**

DocuSigned by:

*Kathy Paquette*

9/18/2023

41C2BA36FAE44CD...

**Signature**

**Date**