

RFP F2023183 Annual Contract for Onsite Language Interpretation Services  
Best and Final Offer Scores

|   |            | Primary Award  | Secondary Award  | Alternate 1 Award                                     | Alternate 2 Award  |
|---|------------|--|--|---|--|
|   |            | <b>Translation &amp; Interpretation Network, LLC<br/>Fort Worth, TX<br/>HUB - No</b> | <i>Universe Technical Translation Inc.<br/>Houston, TX<br/>HUB - Yes</i> | MasterWord Services, Inc.<br>Houston, TX<br>HUB - Yes | Language Line Services, Inc.<br>Monterey, CA<br>HUB - No |
| Evaluation Criteria                               | Max Points | Score  | Score  | Score   | Score  |
| Vendor Qualifications                             | 30         | <b>24.73</b>   | 22.20  | 24.07   | 21.93  |
| Staff Experience, Qualifications, and Performance | 25         | <b>18.87</b>   | 18.47  | 18.43   | 15.90  |
| References  | 10         | <b>5.34</b>  | 4.67   | 5.00  | 3.00   |
| Price   | 35         | <b>32.15</b>   | 35.00  | 25.63   | 31.74  |
| Total Score                                       | 100        | <b>81.09</b>   | 80.34  | 73.13   | 72.57  |

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|  |            | Translation &<br>Interpretation<br>Network, LLC<br>Fort Worth, TX<br>HUB - No | Universe Technical<br>Translation Inc.<br>Houston, TX<br>HUB - Yes | MasterWord<br>Services, Inc.<br>Houston, TX<br>HUB - Yes | Language Line<br>Services, Inc.<br>Monterey, CA<br>HUB - No |
|--|------------|---|--|--|---|
| Evaluation Criteria                                  | Max Points | Score   | Score  | Score  | Score   |
| Vendor Qualifications                                | 30         | 24.73   | 22.20  | 24.07  | 21.93   |
| Staff Experience, Qualifications, and<br>Performance | 25         | 18.87   | 18.47  | 18.43  | 15.90   |
| References   | 10         | 5.34  | 4.67   | 5.00   | 3.00  |
| Price  | 35         | 33.01   | 35.00  | 28.32  | 34.02   |
| Total Score  | 100        | 81.95   | 80.34  | 75.82  | 74.85   |

Notes: Worldwide Languages & Communication, LLC was deemed non-responsive for failure to bid on all required languages. A no-bid was received from CTU OF DFW.

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|   |            | Visual Language Professionals, LLC<br>Houston, TX<br>HUB - No | Effectiff LLC<br>Fort Lauderdale, FL<br>HUB - No | GLOBO Language Solutions, LLC<br>Philadelphia, PA<br>HUB - Yes | Ready Made Staffing, Inc.<br>Chicago, IL<br>HUB - No |
|---|------------|---|--|--|--|
| Evaluation Criteria                               | Max Points | Score   | Score  | Score  | Score  |
| Vendor Qualifications                             | 30         | 21.00   | 19.00  | 22.20  | 11.60  |
| Staff Experience, Qualifications, and Performance | 25         | 17.30   | 15.63  | 14.53  | 6.57   |
| References  | 10         | 6.33  | 2.34   | 4.33   | 7.00   |
| Price   | 35         | 24.05   | 24.01  | 13.97  | 25.31  |
| Total Score                                       | 100        | 68.68   | 60.98  | 55.03  | 50.48  |

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|   |            | Homeland Language Services<br>Dallas, TX<br>HUB - Yes | DPTV Tango LLC<br>d/b/a Business Operation Solutions<br>Rockwall, TX<br>HUB - Yes |
|---|------------|---|---|
| Evaluation Criteria                               | Max Points | Score   | Score   |
| Vendor Qualifications                             | 30         | 15.27   | 14.93   |
| Staff Experience, Qualifications, and Performance | 25         | 9.80  | 8.60  |
| References  | 10         | 0.00  | 1.67  |
| Price   | 35         | 20.83   | 3.89  |
| Total Score                                       | 100        | 45.90   | 29.09   |



**TARRANT COUNTY PUBLIC HEALTH**  
*Accountability · Quality · Innovation*

August 22, 2023

Brad Richards  
Sr. Buyer  
Tarrant County Purchasing Department

Re: RFP F2023183 Annual Contract for Onsite Language Interpretation Services

Brad,

After careful consideration and evaluation of the Vendor responses for the above RFP, the Public Health Department recommends that the following Vendors receive this award:

Primary – Translation & Interpretation Network, LLC  
Secondary – Universe Technical Translation Inc.  
Alternate 1 – MasterWord Services, Inc.  
Alternate 2 – Language Line Services, Inc.

Thank you for your guidance and assistance during this process.

*Millie Robbins*

Millie Robbins  
Contract Specialist  
Tarrant County Public Health



**Tarrant County Public Health**  
*Accountability. Quality. Innovation.*



*A healthier community through leadership in health strategy*

