



Notice of Intent to Award

Solicitation Number	397377	Award Date	9/22/2025 7:59 AM CDT
Solicitation Title	Communication Access Realtime Translation (CART) Captioning Services - Remote Services		
Buyer Name	Marissa Conklin	Buyer Email	Marissa.conklin@nashville.gov
BAO Rep	Christopher Wood	BAO Email	Christopher.wood@nashville.gov

Awarded Supplier(s)

In reference to the above solicitation and contingent upon successful contract negotiation, it is the intent of the Metropolitan Government of Nashville and Davidson County to award to the following supplier(s):

Company Name	Hardeman Realtime, Inc	Company Contact	Carmin Beardsley
Street Address	7901 42nd St., N.		
City	Pinellas Park	State	FL
		Zipcode	33781

Company Name	Partners Interpreting, LLC	Company Contact	T.J. DiGrazia
Street Address	11 Robert Toner Blvd. Suite 5 #316		
City	North Attleboro	State	MA
		Zipcode	02763

Company Name	Stuart B. Consultants dba Birnbaum Interpreting Services	Company Contact	Brian Birnbaum
Street Address	3509 Shepherd Street		
City	Chevy Chase	State	MD
		Zipcode	20815

Certificate of Insurance

The awarded supplier(s) must submit a certificate of insurance (COI) indicating all applicable coverage required by the referenced solicitation. The COI should be emailed to the referenced buyer no more than 15 days after the referenced award date.

Equal Business Opportunity Program

Where applicable, the awarded supplier(s) must submit a signed copy of the letter of intent to perform for any and all minority-owned (MBE) or woman-owned (WBE) subcontractors included in the solicitation response. The letter(s) should be emailed to the referenced business assistance office (BAO) rep no more than two business days after the referenced award date.

☐ Yes, the EBO Program is applicable.

☒ No, the EBO Program is not applicable.

Monthly Reporting

Where applicable, the awarded supplier(s) will be required monthly to submit evidence of participation and payment to all small (SBE), minority-owned (MBE), women-owned (WBE), LGBT-owned (LGBTBE), and service disabled veteran owned (SDV) subcontractors. Sufficient evidence may include, but is not necessarily limited to copies of subcontracts, purchase orders, applications for payment, invoices, and cancelled checks.

Questions related to contract compliance may be directed to the referenced BAO rep.

☐ Yes, monthly reporting is applicable.

☒ No, monthly reporting is not applicable.

Public Information and Records Retention

Solicitation and award documentation are available upon request. Please email the referenced buyer to arrange.

A copy of this notice will be placed in the solicitation file and sent to all offerors.

Right to Protest

Per MCL 4.36.010 – any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the purchasing agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

 Management (Initial)

Dennis Rowland
Dennis Rowland
Purchasing Agent & Chief Procurement Officer

RFQ 397377 - Communication Access Realtime Translation - (CART) - Captioning Services
Remote Services Portion
Scoring and Justification

Offeror/Evaluation Criteria	Cost (30)	Supplier Qualifications Requirements (40)	Supplier Experience Requirements (30)	Total Points (100)
Hardeman Realtime, Inc	28.60	40	28	96.60
National Captioning Institute Inc	23.62	35	25	83.62
Partners Interpreting, LLC	30.00	40	28	98.00
Stuart B Consultants, Inc dba Birnbaum Interpreting Services	24.96	40	30	94.96
T-Mobile USA Inc	22.19	35	25	82.19

Solicitation Title & Number		RFP Cost Points
RFQ 397377; Communication Access Realtime Translation (CART) Captioning Services - Remote Services		30
Offeror's Name	Total Bid Amount	RFP Cost Points
Hardeman Realtime, Inc	\$1,381,968.05	28.60
National Captioning Institute Inc	\$1,672,908.69	23.62
Partners Interpreting LLC	\$1,317,300.00	30.00
Stuart B Consultants, Inc dba Birnbaum Interpreting Services	\$1,583,184.30	24.96
T-Mobile USA Inc	\$1,781,000.00	22.19

Hardeman Realtime, Inc	
Strengths	Weaknesses
Proposed Qualifications with backup internet connection and described continue education provided and is above expectations in this regard.	Proposed Experience, the Steno CART Captioner pool available to pull from was missing specific details and somewhat below expectations.

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Remote Services Portion

Scoring and Justification

Proposed Experience with over 30 years of experience listed and provided a list of over 300 stenographers which is above expectations.	
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National Captioning Institute Inc	
Strengths	Weaknesses
Proposed Qualifications listed 98% and higher on accuracy according to standards while in a multi-speaker communication setting and meets expectations.	Proposed Qualifications, did not reply to the minimum of 180 WPM question, not correct header on section and is somewhat below expectations.
Proposed Experience was good and great certifications provided and meets expectations.	Proposed Experience, layout was hard to follow, not correct header on section, did not state the approximate size of the Steno CART Captioner pool available and is below expectations.

Partners Interpreting, LLC	
Strengths	Weaknesses
Proposed Qualifications with options to deliver captions to people via cellphones, computers, etc. and responded to all points and is above expectations in this regard.	Proposed Experience, stated the Steno CART Captioners to pull from however the size is not measured/listed and was in the wrong evaluation section and is below expectations.
Proposed Experience is great and responded to all bullets and meets expectations.	

Stuart B Consultants, Inc dba Birnbaum Interpreting Services	
Strengths	Weaknesses
Proposed Qualifications, responded to all bullets, easy to follow and meets expectations.	None
Proposed Experience is great and detailed and responded to all bullets which meets expectations.	

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Remote Services Portion
Scoring and Justification

T-Mobile USA Inc.	
Strengths	Weaknesses
Proposed Qualifications, responded to all bullets and meets expectations.	Proposed Qualifications, format hard to follow and lacked specifics on the references and is somewhat below expectations.
Proposed Experience is great and responded to all bullets and meets expectations.	Proposed Experience, subcontract listed, unclear if information provided is T-Mobile or the subcontractors'. Time restricted on service, not 24/7 provided and below expectations.