

SW _____ Manager (Initial)



Notice of Intent to Award

Solicitation Number	RFQ GG000055	Award Date	5/3/2026 5:59 PM CDT
Solicitation Title	In-person On site Emergency and Non Emergency Interpretation Services		
Buyer Name	Von L Bell	Buyer Email	von.bell@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 (1)	Sign Language Studios, LLC
Company Name (2)	Language Training Center, Inc. dba LTC Language Solutions
Company Name (3)	
Company Name (4)	
Company Name (5)	
Company Name (6)	

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.

Dennis Rowland

Dennis Rowland

Purchasing Agent & Chief Procurement Officer

JK (Initial)

Zak Kelley



RFQ GG000055 – In-person/onsite emergency & non-emergency interpretation services

Company Name	Qualifications & Experience (30 Points)	Methodology & Approach (30 Points)	Cost Criteria (40 Points)	Financial Offer	Contract Exceptions (Y/N)	Total Points (100)
Sign Language Studios LLC	23	27	40.00	1,412,901.11	No	90.00
Language Training Center dba LTC Language Solutions	27	25	36.07	1,567,028.74	No	88.07

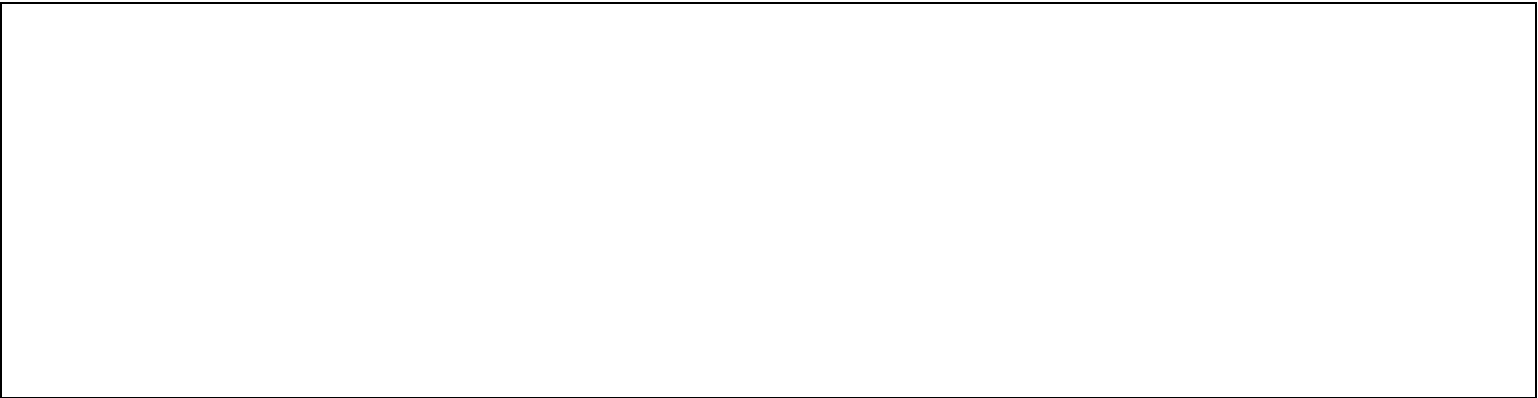
Sign Language Studios LLC	
Strengths	Weaknesses
Demonstration of firm’s qualifications overview and knowledge in the provision of the volume of interpreting services included thirty combined years of experience across diverse industries/environments is significantly above expectations in this regard. Demonstration of firm’s staff capacity to perform interpretating services included a detailed organizational structure of skilled competent language proficient staff that are pre-screened, 50% certified interpreters who are trained in compliance is significantly above expectations in this regard. Details of firm’s experience of three similar projects of similar scope included company name, dates of project, type of project, description of services, dollar value and contact person is significantly above expectations in this regard. Demonstration of methodology management details utilized in the provision of the scope of services included explanation of service delivery, interpreter assignments, scheduling and coordination process is significantly above expectations in this regard. Demonstration of approach to process controls in place to include emergency and after-hours response, quality assurance is significantly above expectations in this regard. Demonstration of efficiency included details of manpower utilization, material resources, and technology with communication and reporting to achieve requirements necessary to provide interpreter services is above expectations in this regard.	Details of the firm’s interpretation services is limited to American Sign Language (ASL) lacks all languages needed in scope and is below expectations in this regard. Certification for interpreters is not included and is below expectations in this regard. Demonstration of methodology in management of day-to-day problems lacks substantive response somewhat below expectations in this regard.

Language Training Center dba LTC Language Solutions	
Strengths	Weaknesses
Demonstration of firm’s qualifications overview and knowledge in the provision of the volume of interpreting services includes more than thirty years of experience in government, healthcare, and community organizations is significantly above expectations. Demonstration of firm’s staff qualifications to include a large network of professional interpreters vetted with language proficiency evaluations, experience verification, training in ethics, confidentiality and standards is significantly above expectations in this regard. Demonstration of firm’s capacity to provide interpreter services include 24/7/365 availability for emergency and non-emergency request, fulfil in-person interpreter within 48 hours or less, rapid response, scalable interpreter coverage across multiple languages and centralized coordination is significantly above expectations in this regard.	Certification for interpreters is not included and is below expectations in this regard. Demonstration of methodology to manage day-to-day problems and documentation and configuration lacked in-depth details and is somewhat below expectations in this regard.

Demonstration of firm’s management methodology include centralized on demand driven support designed for high-volume services, ensuring responsiveness, consistency and accountability for interpretation services is significantly above expectations in this regard.

Demonstration of firm’s approach to managing project includes monitoring incoming request continuously, prioritizing urgent and same day needs for rapid fulfillment and response is significantly above expectations in this regard.

Demonstration of efficiency in use of manpower and process control includes nationwide network of regionally available interpreters and standardized intake procedures, accurate recordkeeping for consistency in service delivery is significantly above expectations in this regard.



Enter Solicitation Title & Number Below			
In person On site Emergency and Non Emergency Interpretation Services RFQ GG000055 (Human Relations)		Lowest Bid \$1,412,901.11	40
		Evaluation Amount	RFP Cost Points
Offeror's Name	Bids		
Sign Language Studios LLC	\$1,412,901.11	\$ 1,412,901.11	40.00
Language Training Center dba LTC Language Solutions	\$1,567,028.74	\$ 1,567,028.74	36.07