COMMISSIONERS COURT COMMUNICATION

COURT ORDER NUMBER 145766



DATE: 8/19/2025

SUBJECT: **RFP NO. F2023183 - ANNUAL CONTRACT FOR ONSITE LANGUAGE INTERPRETATION SERVICES - PUBLIC HEALTH - VARIOUS VENDORS - EXERCISE SECOND AND FINAL OPTION FOR RENEWAL - SAME CONTRACT TERMS**

***** CONSENT AGENDA *****

## COMMISSIONERS COURT ACTION REQUESTED

It is requested that the Commissioners Court approve renewal of RFP No. F2023183, Annual Contract for Onsite Language Interpretation Services, for the second and final optional twelve (12) month period at the same contract terms.

## BACKGROUND

On September 19, 2023, the Commissioners Court, through Court Order #141776, awarded RFP No. F2023183, Annual Contract for Onsite Language Interpretation Services, to the following vendors:

| | |
|---|---|
| Primary | Lango LLC (f/k/a Translation & Interpretation Network, LLC) |
| Secondary | Universe Technical Translation, Inc. |
| Alternate 1 | MasterWord Services, Inc. |
| Alternate 2 | Language Line Services, Inc. |

The awards were based upon evaluation criteria set forth in the RFP specifications and contained options to renew for two (2) additional twelve (12) month periods.

On August 20, 2024, the Commissioners Court, through Court Order #143718, approved the first renewal option.

This contract is used primarily by Public Health to serve patients with limited English language proficiency. Title VI of the Civil Rights Act of 1964 requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities accessible by eligible persons with limited English proficiency.

The vendors notified Purchasing in writing that they will extend the same contract terms through September 30, 2026. Public Health notified Purchasing in writing that they are pleased with the vendors and want to renew.

| | | | |
|---|---|---|---|
| SUBMITTED BY | Purchasing | PREPARED BY: | Dallas Arter |
| | | APPROVED BY: | Christopher Lax, CPSM, CPSD, CPCP |

In addition, the Primary vendor notified Purchasing that their name changed from Translation & Interpretation Network, LLC to Lango LLC effective June 24, 2025. Additionally, in an attached letter dated July 23, 2025, the Primary vendor notified Purchasing of the acquisition and vendor name change from Translation & Interpretation Network to Lango LLC and that Lango LLC will honor all pricing and terms and conditions in the original contract.

Therefore, it is the joint recommendation of Public Health and Purchasing that the Commissioners Court approve renewal of RFP No. F2023183, Annual Contract for Onsite Language Interpretation Services, for another twelve (12) month period.

**FISCAL IMPACT**

Expenses for the last twelve (12) months were $222,051.00. Funding is available in account Various Funds/Various Cost Centers/585154 Interpreter Fees.

**TARRANT COUNTY PURCHASING DEPARTMENT**
100 E. Weatherford St. #303 • Fort Worth, TX 76196 • (817) 884-1414 • (817) 884-2629 (Fax)

**Melissa Lee, C.P.M., A.P.P.**
**Purchasing Agent**

**Chris Lax, CPSM, CPSD, CPCP**
**Assistant Purchasing Agent**

July 24, 2025

Lango, LLC
Meti Dibra
Chief Integration Officer
249 W. Thornill Drive
Fort Worth, TX 76115

Re: RFP No. F2023183 - Annual Contract for Onsite Language Interpretation Services

Meti Dibra,

Referenced RFP was for twelve (12) months with two (2) options to renew for additional twelve (12) months each. The original contract was for the period of October 1, 2023, through September 30, 2024. The first renewal will expire September 30, 2025. The effective dates for the second and final renewal option will be October 1, 2025, through September 30, 2026.

Tarrant County Purchasing Department hereby extends an invitation to Lango, LLC to accept the second and final renewal option for an additional one (1) year period as the primary vendor for this RFP. Please mark the appropriate response below and provide your signature above your printed name. All prices must remain firm for the optional renewal period through September 30, 2026.

☑ Yes, Lango, LLC will accept the offer to extend the same contract terms through September 30, 2026.

☐ No, Lango, LLC will not accept the offer to extend the same contract terms through September 30, 2026.

Are any other governmental entities currently utilizing this contract? ☐ Yes ☑ No
If yes, please return a listing of the participating entities with this letter.

In addition to the Renewal Letter, a completed 1295 must accompany your submission. You will find this at https://www.ethics.state.tx.us/filinginfo/1295/.

Please email your signed response.

Sincerely,

Dallas Arter

Dallas Arter
Senior Buyer
Tarrant County Purchasing

Meti Dibra
Chief Integration Officer
Lango, LLC

7/24/2025
Date

**From:** Lango <accountingticket@lango.co>
**Sent:** Wednesday, July 23, 2025 4:02 PM
**To:** AUD - SAP Invoices <SAP-Invoices@tarrantcountytx.gov>
**Subject:** Important Please Read: Notice of Change of Name

Dear Valued Customer,

Translation & Interpretation Network (TIN) has been part of Lango for some time — and now, we're unifying the TIN name with the Lango name.

We are writing to let you know that Translation & Interpretation Network, LLC, has changed its name to Lango LLC.

There will be no change in service. You'll continue working with the same trusted team, now backed by even more technology, resources, and language coverage to serve you better.

This change will not affect the rights or obligations of either party under the current agreement, (the "Contract"), between you and Translation & Interpretation Network, LLC. This email is merely intended to notify you of, and provide context for, the change of name from Translation & Interpretation Network, LLC to Lango LLC.

**Kindly note that our EIN will stay the same. You can find Lango's LLC W-9 Form here, as well as Lango's updated ACH information here.**

Should you have any questions about this email or the assignment, please contact accountingticket@lango.co or admin@lango.co.

We look forward to continuing to support your interpreting and translation needs!

Sincerely,

The Lango Team

**TARRANT COUNTY PURCHASING DEPARTMENT**
100 E. Weatherford St. #303 • Fort Worth, TX 76196 • (817) 884-1414 • (817) 884-2629 (Fax)

**Melissa Lee, C.P.M., A.P.P.**
**Purchasing Agent**

**Chris Lax, CPSM, CPSD, CPCP**
**Assistant Purchasing Agent**

April 10, 2025

Universe Technical Translation Inc.
Nicole Krasnov
9225 Katy Freeway, Suite 400
Houston, TX 77024

Re: RFP No. F2023183 - Annual Contract for Onsite Language Interpretation Services

Nicole Krasnov,

Referenced RFP was for twelve (12) months with two (2) options to renew for additional twelve (12) months each. The original contract was for the period of October 1, 2023, through September 30, 2024. The first renewal will expire on September 30, 2025. The effective dates for the second and final renewal option will be October 1, 2025, through September 30, 2026.

Tarrant County Purchasing Department hereby extends an invitation to Universe Technical Translation Inc. to accept the second and final renewal option for an additional one (1) year period as the secondary vendor for this RFP. Please mark the appropriate response below and provide your signature above your printed name. All prices must remain firm for the optional renewal period through September 30, 2026.

☒ Yes, Universe Technical Translation Inc. will accept the offer to extend the same contract terms through September 30, 2026.

☐ No, Universe Technical Translation Inc. will not accept the offer to extend the same contract terms through September 30, 2026.

Are any other governmental entities currently utilizing this contract? ☐ Yes ☒ No
If yes, please return a listing of the participating entities with this letter.

In addition to the Renewal Letter, a completed 1295 must accompany your submission. You will find this at https://www.ethics.state.tx.us/filinginfo/1295/.

Please email your signed response.

Sincerely,

Dallas Arter

Dallas Arter
Senior Buyer
Tarrant County Purchasing

Nicole Krasnov
Universe Technical Translation Inc.

4/21/2025
Date

**TARRANT COUNTY PURCHASING DEPARTMENT**
100 E. Weatherford St. #303 • Fort Worth, TX 76196 • (817) 884-1414 • (817) 884-2629 (Fax)

**Melissa Lee, C.P.M., A.P.P.**
**Purchasing Agent**

**Chris Lax, CPSM, CPSD, CPCP**
**Assistant Purchasing Agent**

April 10, 2025

MasterWord Services, Inc.
Ludmila Golovine
303 Stafford Street
Houston, TX 77079

Re: RFP No. F2023183 - Annual Contract for Onsite Language Interpretation Services

Ludmila Golovine,

Referenced RFP was for twelve (12) months with two (2) options to renew for additional twelve (12) months each. The original contract was for the period of October 1, 2023, through September 30, 2024. The first renewal will expire on September 30, 2025. The effective dates for the second and final renewal option will be October 1, 2025, through September 30, 2026.

Tarrant County Purchasing Department hereby extends an invitation to MasterWord Services, Inc. to accept the second and final renewal option for an additional one (1) year period as the Alternate 1 vendor for this RFP. Please mark the appropriate response below and provide your signature above your printed name. All prices must remain firm for the optional renewal period through September 30, 2026.

☒ Yes, MasterWord Services, Inc. will accept the offer to extend the same contract terms through September 30, 2026.

☐ No, MasterWord Services, Inc. will not accept the offer to extend the same contract terms through September 30, 2026.

Are any other governmental entities currently utilizing this contract? ☐ Yes ☒ No
If yes, please return a listing of the participating entities with this letter.

In addition to the Renewal Letter, a completed 1295 must accompany your submission. You will find this at https://www.ethics.state.tx.us/filinginfo/1295/.

Please email your signed response.

Sincerely,

Dallas Arter

Dallas Arter
Senior Buyer
Tarrant County Purchasing

Ludmila Golovine
President & CEO
MasterWord Services, Inc.

04 / 21 / 2025
Date

Doc ID: f9bae0a9173256a5a44b09809ae4ea84d69f135e

Docusign Envelope ID: D8641D2A-B30D-4F92-9DC4-2F7B332E3435

**TARRANT COUNTY PURCHASING DEPARTMENT**
100 E. Weatherford St. #303 • Fort Worth, TX 76196 • (817) 884-1414 • (817) 884-2629 (Fax)

Melissa Lee, C.P.M., A.P.P.
Purchasing Agent

Chris Lax, CPSM, CPSD, CPCP
Assistant Purchasing Agent

April 10, 2025

Language Line Services, Inc.
Bonaventura Cavaliere
CFO
3773 Commonwealth Blvd.
Tallahassee, FL 32303

Re: RFP No. F2023183 - Annual Contract for Onsite Language Interpretation Services

Bonaventura Cavaliere,

Referenced RFP was for twelve (12) months with two (2) options to renew for additional twelve (12) months each. The original contract was for the period of October 1, 2023, through September 30, 2024. The first renewal will expire on September 30, 2025. The effective dates for the second and final renewal option will be October 1, 2025, through September 30, 2026.

Tarrant County Purchasing Department hereby extends an invitation to Language Line Services, Inc. to accept the second and final renewal option for an additional one (1) year period as the Alternate 2 vendor for this RFP. Please mark the appropriate response below and provide your signature above your printed name. All prices must remain firm for the optional renewal period through September 30, 2026.

☒ Yes, Language Line Services, Inc. will accept the offer to extend the same contract terms through September 30, 2026.

☐ No, Language Line Services, Inc. will not accept the offer to extend the same contract terms through September 30, 2026.

Are any other governmental entities currently utilizing this contract? ☐ Yes ☒ No
If yes, please return a listing of the participating entities with this letter.

In addition to the Renewal Letter, a completed 1295 must accompany your submission. You will find this at https://www.ethics.state.tx.us/filinginfo/1295/.

Please email your signed response.

Sincerely,

Signed by:
Dallas D. Arter
AFE216C79E6F419...

DocuSigned by:
Bonaventura Cavaliere
BDC191FC317A43C...

April 14, 2025

| | | |
|---|---|---|
| Dallas Arter | Bonaventura Cavaliere | Date |
| Senior Buyer | CFO | |
| Tarrant County Purchasing | Language Line Services, Inc. | |

# Memorandum

**To:** Amanda Campbell
**Dept:** Public Health
**From:** Dallas Arter, Sr. Buyer, Purchasing Department
**Date:** 03/14/2025

**Re:** Renewal of RFP No. F2023183, Annual Contract for Onsite Language Interpretation Services

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The above referenced contract will expire on September 30, 2025. This contract included two (2) options to renew with the vendors for additional twelve (12) month terms. The first renewal term will expire September 30,2025, the second and final renewal would commence October 1, 2025, and would expire September 30, 2026.

If you wish to exercise this second and final option to renew and continue this contract with the vendors listed below for twelve more months, please check the appropriate item and email this form back to me by March 24, 2025:

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

✓ Yes, I wish to continue the current contract with the above-mentioned vendors for the second and final renewal term of the contract.

Funds to support this contract will be provided by the following accounts:

585154 / Funding is available in Various Funds and Various Cost Centers

_____No, I do not wish to continue the current contract with the above-mentioned vendor for the following reason(s).

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SIGNATURE: _____ DATE: 4/10/25

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

| | | **Primary Award** | *Secondary Award* | Alternate 1 Award | Alternate 2 Award |
|---|---|---|---|---|---|
| | | **Translation & Interpretation Network, LLC Fort Worth, TX HUB - No** | *Universe Technical Translation Inc. Houston, TX HUB - Yes* | MasterWord Services, Inc. Houston, TX HUB - Yes | Language Line Services, Inc. Monterey, CA 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 Performance | 25 | **18.87** | *18.47* | 18.43 | 15.90 |
| References | 10 | **5.34** | *4.67* | 5.00 | 3.00 |
| Price | 35 | **32.15** | *35.00* | 25.63 | 31.74 |
| Total Score | 100 | **81.09** | *80.34* | 73.13 | 72.57 |

RFP F2023183 Annual Contract for Onsite Language Interpretation Services
Initial Scores

| | | Translation & Interpretation Network, LLC Fort Worth, TX HUB - No | Universe Technical Translation Inc. Houston, TX HUB - Yes | MasterWord Services, Inc. Houston, TX HUB - Yes | Language Line Services, Inc. Monterey, CA 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 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.

RFP F2023183 Annual Contract for Onsite Language Interpretation Services
Initial Scores

| | | Visual Language Professionals, LLC Houston, TX HUB - No | Effectiff LLC Fort Lauderdale, FL HUB - No | GLOBO Language Solutions, LLC Philadelphia, PA HUB - Yes | Ready Made Staffing, Inc. Chicago, IL 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 |

RFP F2023183 Annual Contract for Onsite Language Interpretation Services
Initial Scores

| | | Homeland Language Services Dallas, TX HUB - Yes | DPTV Tango LLC d/b/a Business Operation Solutions Rockwall, TX 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 |

# TAKINGS IMPACT ASSESSMENT CHECKLIST

Complete this form for any county action that involves the adoption of a regulation, policy, guideline, court resolution, or order.

Project/Regulation Name: RFP No. F2023183 - Annual Contract for Onsite Language Interpretation Services - Public Health - Various Vendors - Exercise Second and Final Option for Renewal - Same Contract Terms

County Department: PURCHASING

Contact Person: Melissa Lee, C.P.M., A.P.P.

Phone Number for Contact Person: (817) 884-3245

Type of TIA Performed: (SHORT TIA) or FULL TIA. Circle one after answering the questions in Sections II and III below.

**********

## I. Stated Purpose

Attach to this checklist an explanation of the purpose of the regulation, policy, guideline, court resolution, or order.

**********

**Note: The remainder of this Takings Impact Assessment Checklist should be completed in consultation with the Criminal District Attorney's Office.**

## II. Potential Effect on Private Real Property

1. Does the county action require a physical invasion, occupation, or dedication of real property?

   Yes_____ No__√__

2. Does the county action limit or restrict a real property right, even partially, or temporarily?

   Yes_____ No__√__

If you answered yes to either question, go to Section III. If you answered no to both, STOP HERE and circle SHORT TIA at the top of the form.

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