



Metropolitan Washington
Council of Governments

REQUEST FOR PROPOSAL (RFP) NO. 25-006

**REAL TIME LANGUAGE TRANSLATION & COMMUNICATIONS
PLATFORM**

Submission Due Date: **March 12, 2025, 2:00 PM EDT**

Questions regarding the RFP shall be submitted via the Bonfire portal, as described in Section IX of this RFP.

Proposers shall submit an electronic copy of their proposal via the Bonfire portal, as per the submission instructions in Section XII of this RFP.

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I. SUMMARY

Services requested	Real-time language translation services for 911 systems
Contract type	Time & Materials
Number of contracts	Multiple awards expected
Duration of contract	One (1) year with four (4) options to renew for up to one (1) year each
Payment method	Net 30
Planned duration of RFP advertisement	Approximately 4 weeks
Start of advertisement period for RFP	February 12, 2025
Deadline for questions about RFP	February 26, 2025
Deadline for COG responses to questions	March 7, 2025
Deadline for proposals	March 12, 2025

II. INTRODUCTION

- A. The Metropolitan Washington Council of Governments (“COG”) is the regional organization of 24 of the Washington metropolitan area's major local governments and their governing officials, plus area members of the Maryland and Virginia legislatures and the U.S. Senate and House of Representatives. COG provides a focus for action on issues of regional concern, including coordinating public safety programs for the region. COG is supported by financial contributions from its participating local governments, federal and state government grants and contracts, and through donations from foundations and the private sector. More information on COG may be found at www.mwcog.org.
- B. The National Capital Region (NCR) is comprised of over a dozen Public Safety Access Points (PSAP) and Emergency Communication Centers (ECC), that include approximately 40-400 employees each.

The following jurisdictions comprise the NCR:

- District of Columbia
- Maryland
 - Town of Bladensburg
 - City of Bowie
 - Charles County
 - City of College Park
 - City of Frederick
 - Frederick County
 - City of Gaithersburg
 - Montgomery County
 - Prince George's County
 - City of Rockville
 - City of Hyattsville
 - City of Takoma Park
 - City of Greenbelt
 - City of Laurel

- Virginia
 - City of Alexandria
 - Arlington County
 - City of Fairfax
 - Fairfax County
 - Prince William County
 - City of Falls Church
 - Loudoun County
 - City of Manassas
 - City of Manassas Park

- C. Given the broad geographic footprint of the NCR and the number of personnel covered, it is possible that contracts shall be awarded to multiple vendors to facilitate maximum coverage across the region.

III. DEFINITIONS

- A. Throughout this RFP, the following definitions shall apply:

1. *Contracting Officer*. The Executive Director of the Metropolitan Washington Council of Governments or their designee.
2. *Contractor*. An individual or organization awarded a prime contract based on this solicitation.
3. *Electronic Payment*. The payment of money to a vendor by electronic means, including by means of a purchase card (P-card) or Automated Clearing House (ACH) funds transfer method.
4. *Participating Agency*. Public entities participating in this procurement and receiving services under these contracts.
5. *Proposer*. The party of interest submitting a proposal in response to this RFP.
6. *Subcontractor*. An individual or business firm contracted to perform part or all of a Contractor's contract.
7. *Technical Selection Committee*. The Committee established to review proposals received in response to this solicitation and which recommends selection of contractors to the COG Contracting Officer.

IV. STATEMENT OF WORK

- A. This RFP is seeking a Web-based application providing SMS/MMS, video and voice communications with automated language detection and translation leveraging multiple translation sources.
- B. **Communication Services**

1. SMS/MMS, Text-to-911, streaming video, and voice telephony with integrated language translation.
2. Embedded video service supporting multiple participants and live ASL interpretation.
3. Real-time closed-captioned transcriptions of all video participants.

C. Live Voice and Video Transcription

1. Live audio transcription for 911 trunk and Public Switched Telephone Network (PTSN) calls without on-premises hardware.
2. Real-time identification and notification of key terms through acoustic signature.
3. Workflow automation for categorized responses based on transcribed speech.

D. Integrated Language Services

1. On-demand over-the-phone language interpretation for non-English speaking callers during live 911 calls.
2. Multimodal conversational sentiment analysis for quality assurance.
3. Integrated language services for Text-to-911 that translate incoming messages and responses in real time.

E. User Interface and Accessibility

1. Simplified user interface accessible via web application and mobile app.
2. Unique logins for station and staff, with customizable access levels for supervisors, admins, and telecommunicators.

F. Data Management and Reporting

1. Unlimited storage of all communications, transcriptions, and media.
2. Supervisor views for filtering and flagging calls.
3. Comprehensive reporting capabilities and dashboard analytics.

G. Integration and Security

1. End-to-end encryption for all communications.
2. Ability to integrate with services like Rapid SOS and ESRI mapping.
3. Capability to transfer incidents to secondary PSAPs and share information with first responders.

H. Technical Requirements

1. Utilize multiple translation sources to enhance translation accuracy over time.
 2. Support bi-directional text translation for Text-to-911 services.
 3. All translated conversations must display both languages for court submissions.
- I. The application should provide an embedded video service capable of supporting multiple participants, including live ASL interpretation for hard of hearing callers with real-time closed-captioned transcriptions of all video participants.
- J. The application should provide live voice audio transcription without requiring on-premises hardware and direct physical connection to any on-premises equipment. Live voice transcription should provide real-time transcription and translation for 911 trunk lines as well as PTSN administrative lines for all connected parties. The service should provide real-time identification and notification of spoken terms and keywords through acoustic signature and provide a means to categorize and automate workflows when key terms are matched from a speech.
- K. The application should provide an integrated over-the-phone language service for accessing on-demand language interpretation to assist non-English speaking caller during a live 911 call event.
- L. Implementation and training must be completed within 60 days of notice to proceed following the contract award.
- M. Maintenance and support services are to be provided for a minimum of one (1) year.

V. PERIOD OF PERFORMANCE

- A. The Period of Performance for this work shall be one (1) year from the execution of the awarded contract, with the option to renew for up to four (4) additional one (1) year periods by mutual agreement.

VI. COOPERATIVE PURCHASING

- A. COG, as an agent to the Participating Agencies, reserves the right to extend all of the terms, conditions, specifications, and unit or other prices of any contract resulting from this RFP to other public and non-profit agencies. This is conditioned upon mutual agreement based on the attached Rider Clause of all parties pursuant to special requirements which may be appended thereto.
- B. Contractor(s) agrees to notify COG of the Participating Agencies that desire to use any contract resulting from this RFP within 30 days of receiving said requests and to provide reporting as required per this RFP (see Section VII below).
- C. All contracts resulting from this RFP shall be with the individual Participating Agencies. COG assumes no authority, liability or obligation on behalf of any Participating Agency using a contract resulting from this RFP, or any Contractor, or any other entity with respect to this procurement or any contract resulting from it.

- D. Participating Agencies may have other or additional terms and conditions that may need to be met by the Contractor before a separate contract can be entered into.
- E. All purchases and payment transactions will be made directly between the Contractor and the Participating Agency except where otherwise noted.

VII. PARTICIPATION, SALES REPORTING, AND ADMINISTRATIVE FEES

- A. Contractor shall provide summary information on the purchases by Participating Agencies, through the purchasing program associated with this RFP, to COG on a semi-annual basis to allow COG to monitor the program's use and benefit to its members.
- B. Semi-annual reporting Due Dates:
 - 1. November 30 of each year, covering the prior period of May 1 – October 31
 - 2. May 31 of each year, covering the prior period of November 1 – April 30
- C. The semi-annual report will provide sales data broken down by item, quantity, unit cost and total for each individual Participating Agency within the timeframe laid out above. Contractor is responsible for establishing an accounting system or process that will enable the tracking and reporting of sales to Participating Agencies under this RFP.
- D. The Proposal must include an administrative fee paid to COG equivalent to three percent (3.00%) of gross sales to Participating Agencies under this specification. The successful Proposer will be responsible for tracking and rebating this fee to COG semi-annually, based on gross sales for the periods described above and due on November 30th and May 31st of each year on all contracts made pursuant to this RFP.

VIII. PRICES/BILLING

- A. Unless stated otherwise below, all prices offered by Proposers shall be firm against any increase for the duration of the initial contract period. Proposers shall include price increases for the optional renewal periods given above as part of their Proposal.
- B. Delivery charges, fees, insurance, expenses, and/or overhead shall be included in the total price. Legal fees, of any type, are not allowable without prior written approval of COG.
- C. Travel costs will not be reimbursed at a rate above the then-current Federal Government Services Administration Privately Owned Vehicle mileage reimbursement rate (see <https://www.gsa.gov/travel/plan-book/transportation-airfare-pov-etc/privately-owned-vehicle-pov-mileage-reimbursement-rates>).
- D. Contractor shall set up its billing system to ensure that invoices do not include sales tax. COG, and any Participating Agencies, will provide certificates of exemption for sales tax upon request.
- E. For all transactions, a Contractor shall have a valid W-9 form on file with the Participating Agency prior to beginning work.

IX. QUESTIONS CONCERNING THIS RFP

- A. All questions concerning this RFP must be submitted in writing via the Bonfire platform, no later than 2:00pm Eastern Time, ten (10) business days before due date of the proposals.
- B. Answers shall be provided no later than five (5) business days before the due date of the proposals.

X. DISADVANTAGED BUSINESS ENTERPRISE (DBE)

- A. Disadvantaged Business Enterprise ("DBE") participation shall be an integral component of the Contractor selection process for this RFP. COG's DBE Policy may be viewed on its website www.mwcog.org. Responding firms shall submit with their proposals a DBE Participation Plan to meet this goal. The plan shall identify any DBE (defined in 49 CFR Part 26) that shall be participating in the Contract, including the Proposer.

The plan shall include the name and address of the participating firm, a **copy of the firm's current DBE Certification** from any federal, state, or local government agency that certifies DBE ownership (please note only **DBE** certifications will be accepted by COG for this purpose). *Failure to provide DBE certification proof with the submission will result in no points being awarded for DBE. No exceptions.*

- B. COG, in accordance with Title VI of the Civil Rights Act of 1964 and 78 Stat. 252, 42 USC 2000 d – 42 and Title 49, Code of Federal Regulations, hereby notifies all proposers that it will affirmatively ensure that any contract entered pursuant to this advertisement will afford minority business enterprises full opportunity to submit bids in response to this invitation, and will not discriminate on the grounds of race, color, sex, or national origin in consideration for an award.
- C. **DBE Assurance** – The Contractor or Subcontractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The Contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of USDOT assisted contracts. Failure by the Contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as the recipient deems appropriate.
- D. A total of 15 possible points (out of a maximum of 100 points) may be awarded for DBE participation, as measured in dollars, either as the Contractor or "Subcontractor". In the event of a tie score between two (2) or more proposals, the proposal with the largest percentage of DBE participation, as measured in dollars, will be awarded the contract. DBE points are to be awarded as follows:

PARTICIPATION POINTS

10% to 14%	3
15% to 19%	6
20% to 24%	9
25% to 34%	12
35% or more	15

- E. Failure to have DBE participation does NOT disqualify a Proposer from being awarded a contract.

XI. EVALUATION AND SCORING CRITERIA

- A. The proposals will be evaluated by a Technical Selection Committee made up of subject matter experts.
- B. In evaluating the proposals, the following factors will be considered, with points awarded up to the maximum shown:

Scoring Factor Chart	
Factor	%
<i>File A: Technical Proposal</i>	
<i>Comprehensive Program Services:</i> Evaluation of Proposer's proposed technical approach to provide the services described in Section IV, above.	20
<i>Qualified Translator Capacity:</i> Evaluation of qualifications of Proposer's proposed system, as described above.	20
<i>Availability of Support Personnel:</i> Evaluation of the availability of Proposer's support and maintenance personnel to provide adequate coverage and support for the entire region and/or participating agencies at all hours.	15
<i>Experience:</i> Consideration of Proposer's depth and breadth of experience supporting call center personnel, particularly 911 Call Centers, especially in the National Capital Region.	10
<i>References:</i> Satisfactory review of Proposer's references.	10
<i>File B: DBE, Pricing Proposal, and Forms</i>	
DBE Participation	15
Cost Proposal	10
TOTAL	100

XII. PROPOSAL INSTRUCTIONS

- A. The written proposal shall be organized to match these headings. Proposals not following the prescribed format below may be deemed nonresponsive at the discretion of COG.

File 1: Narrative and Technical Proposal

1. Letter of Interest
2. Table of Contents
3. Executive Summary
4. Technical Proposal
 - a. The Technical Proposal shall address the stated evaluation criteria in such a manner as to enable the Technical Selection Committee to develop a thorough evaluation of its merit. It shall be specific, detailed, and complete, demonstrating a thorough knowledge of the specification's requirements. The Technical Proposal is not to include any pricing or cost information.
 - b. The Technical Proposal shall include a list of a minimum of three (3) professional references, within the last five (5) years, that can attest to the competencies indicated under Section V. References shall include complete contact information.
 - c. If Proposer wishes to propose additional or alternate services than those requested, please include as part of the Technical Proposal a description of those services.

File 2: Pricing Proposal and Forms

1. The Pricing Proposal shall include all requested costs as set forth above, as well as the following forms:
 - a. Proposal Form (Section XII) completed and signed.
 - b. Documents as required in Paragraph C, below.
 2. Any and all exceptions to the RFP, including the Terms and Conditions, must be included as part of File 2.
 3. Certification from any qualified DBE vendors referenced.
 4. A Certificate of Insurance demonstrating that the Proposer, as of the time of Proposal, maintains all insurances requested in Attachment A, Paragraph X.
- B. The requested Letter of Interest must be signed by an authorized principal or agent of the Proposer, and provide an overview of Proposer's offer, as well as a name, title, phone number, and email address of the person to whom questions may be directed concerning the proposal.

- C. Proposers must include in their RFP submission the additional documentation specified below or they may be determined to be non-responsive and disqualified.
1. Please complete attached PROPOSER REFERENCES, attached as described above.
 2. Each Proposal shall be accompanied by a NON-COLLUSION AFFIDAVIT regarding price fixing, gratuities, bribery, and discriminatory employment practices. When the Proposer is a corporation, a duly authorized representative shall execute the affidavit.
 3. Each Proposal shall be accompanied by a DBE PLAN GOALS SUBMISSION FORM, even if Proposer is not a DBE and does not intend to include DBE subcontractors.
- D. All Proposals must be completed by responsible company officials and submitted to COG's public purchasing portal at <https://mwcog.bonfirehub.com/opportunities> on or before the due date and time. The Bonfire portal can be accessed using Microsoft Edge, Google Chrome, or Mozilla Firefox browsers.
- E. Proposers shall submit an electronic copy of their submission to the Bonfire system at the URL given above. The maximum upload size for any file is 1000 MB. Uploading large files may take longer time, depending on the size of the files and connection speeds.
- F. Proposals will not be accepted if submitted through hard copy, mail, courier, fax, email, or any other electronic method except as described below. Proposals submitted through any method other than the public purchasing portal system will be rejected.
- G. To contact COG or to ask questions in relation to this RFP, Proposers must register with COG's public purchasing portal at the above URL and initiate the communication electronically through the Vendor Discussion or Ask a Question feature. COG will not accept any communications regarding this RFP via other means. Attempts to contact COG employees regarding this RFP through any other means than the above may result in disqualification of the Proposer.
- H. This RFP may be amended only by addendum issued in accordance with this section. If COG, for any reason, determines that it is necessary to provide additional information regarding this RFP, such information shall be communicated to all respondents via addendum posted on COG's public purchasing portal. Any addenda so issued form an integral part of the RFP, and may contain important information, including changes to the text of this RFP. All Proposers are responsible for obtaining all addenda, which shall be published at <https://mwcog.bonfirehub.com/opportunities>.
- I. Please do not wait until the last moment to register or submit. COG strongly recommends you give yourself sufficient time and proceed at least one business day before the deadline to begin the uploading process and to finalize your submission. If problems occur during registration or submission, please contact Bonfire at support@gobonfire.com, and cc purchasing@mwcog.org. You can also visit Bonfire's help forum at <https://vendorsupport.gobonfire.com/hc/en-us>.
- J. Proposal responses should indicate that Proposers have reviewed the latest addenda on the Proposal Form via the Proposal Form Checklist.

- K. Proposers must acknowledge their understanding of all terms listed in this RFP by signing the Proposal Form as part of their submission.
- L. Any variation to the solicitation specifications should be noted by the Proposer as an exception, with an explanation attached.
 - 1. Exceptions taken do not obligate COG to change the specifications.
 - 2. In some cases, exceptions may result in the Proposer being disqualified or result in a lower score in the evaluation process.
 - 3. Failure to report exceptions with the submission may result in withdrawal of award if exceptions to the RFP, including any Terms and Conditions given herein, are raised after award.

(Remainder of page intentionally left blank. Proposal form begins on following page.)

XIII. PROPOSAL FORM

TO: Metropolitan Washington Council of Governments

Date _____

Pricing Form

Proposers shall attach to this submission a breakout of pricing on a time and materials basis.

Service	Unit of Measure	Rate

If Proposer wishes to propose additional or alternate services than those above, please attach, as a separate sheet, pricing for those additional or alternate services.

Required Document Checklist

Items	Acknowledgment/Attached	
Technical Proposal	YES_____	NO_____
Pricing Proposal	YES_____	NO_____
Past Performance and References	YES_____	NO_____
Non-Collusion Affidavit	YES_____	NO_____
DBE Plan Goals Submission (With Pricing Proposal)	YES_____	NO_____

Required Acknowledgements

COG Standard Terms and Conditions (<i>acknowledged</i>)	YES_____	NO_____
Cooperative Purchasing Program Rider Clause (<i>acknowledged</i>)	YES_____	NO_____
Exceptions Taken*	YES_____	NO_____

If any exceptions are taken, including the Terms and Conditions, please attach them on separate sheet(s) at the end of the proposal submission. **It is imperative that exceptions be indicated with the submission in order to evaluate the responsiveness of the proposal.*

(form continues, over)

Addendums (if applicable)**Acknowledgement**

Addendum #1 (if applicable)

YES_____ NO_____

Addendum #2 (if applicable)

YES_____ NO_____

Others _____

YES_____ NO_____

Signature Section

I have read, understood, and agreed to the terms and conditions of all contents of this RFP. The undersigned agrees to furnish the commodity or service stipulated in this RFP as stated above.

SIGNATURE: _____

NAME: _____

COMPANY: _____

ADDRESS: _____

TELEPHONE: _____

EMAIL: _____