

Indiana Department of Administration  
Attn: Ms. Traci Davidson  
402 W. Washington St., Room W468  
Indianapolis, IN 46204

Dear Evaluation Committee

It is my pleasure to present to you Propio's response to RFP #20-1311 – Interpretation & Translation Services. Propio understands and accepts the rules, requirements, terms and conditions of this requisition, including those mentioned in Section 1 of the RFP document.

**Propio has been providing high-quality Telephonic Interpreting services to the State of Indiana for the past 5 years. In other words, we are the incumbent supplier for the existing contract.** The purpose of this response is to demonstrate why we believe Propio is the best alternative to continue coordinating telephonic interpretation and document translation services to the State of Indiana. Propio has experienced dramatic growth during its 22-year history because we are focused on providing access to high-quality language services at competitive prices. We offer you instant access to over 4,000+ professional interpreters that handle **over 200 languages**, 24 hours a day, 7 days a week, 365 days a year. We also offer document translation services in over 100 languages.

Representative authorized to represent and sign contract for Propio:

**Marco Assis, CEO**, (913) 307-6380, Marco@Propio-LS.com

We acknowledge that Propio's response is subject to the Access to Public Records Act ("APRA"). The only information we consider proprietary and confidential are the financial statements disclosed on page 13 of Attachment E. We will gladly provide a redacted copy of Attachment E upon request.

Propio accepts the terms of the sample contract (Attachment B), except that we are making three suggestions for minor modifications to the insurance requirements listed on page 19. For complete details of our suggestions, please see Attachment E (Business Proposal), page 3, item 2.3.5.

Our firm acknowledges and certifies we understand and will comply with all requirements. Please accept my personal commitment to continue to provide the State of Indiana with the highest level of support and resources to assure we meet all your agency's language service needs.

Thank you for your consideration of our proposal.

Regards,



**Marco Assis**  
CEO