



Traci Davidson, Sr. Strategic Sourcing Analyst  
Indiana Department of Administration  
Procurement Division  
402 W. Washington St., Room W468  
Indianapolis, Indiana 46204

July 15, 2020

Re: Request for Proposal 20-1311 – Interpretation and Translation Services

Dear Ms. Davidson,

Ad Astra, Inc. (Ad Astra) herein transmits our proposal for Request for Proposal 20-1311 – Interpretation and Translation Services. Ad Astra is an established, mature full-service language services firm that focuses on providing the full range of interpretation and translation services that align with the State of Indiana's requirements to serve its Limited English Proficient (LEP) and Deaf and Hard of Hearing communities.

We provide the requested transmittal letter information as follows:

**Agreement with Requirement listed in Section 1**

Ad Astra acknowledges our understanding of the general information presented in RFP Section 1 and agrees with all requirements/conditions listed in Section 1. As part of our agreement with all requirements/conditions, we accept the mandatory contract terms presented in Section 2.2.2

**Summary of Ability and Desire to Supply the Required Products or Services**

As a full service linguistic firm that provides the full range of services needed to help LEP as well as Deaf and Hard of Hearing individuals communicate, Ad Astra is able to supply all of the requested services as outlined in RFP Section 2.4. A woman-owned small business established in 2010 as an offshoot of a 25-year-old language services firm, Ad Astra has extensive, proven experience providing comprehensive interpretation and translation services in more than 250 spoken languages/dialects as well as signed languages to myriad Federal, state, and local organizations. As part of our depth and breadth of experience, we deliver interpretation and translation services across all modalities and as part of several statewide interpretation and translation contracts similar to the State of Indiana's requirements. Ad Astra's wide-ranging experience and successful record of leveraging our best practices-based language processes and tools and exceptionally qualified linguists includes performing language support services for organizations including the State of Maryland, State of Georgia, Government of the District of Columbia, Commonwealth of Delaware, Department of State, National Institutes of Health, National Oceanic and Atmospheric Administration, Environmental Protection Agency, Department of Veterans Affairs, U.S. Geological Survey, Johns Hopkins Medicine International, United States Agency for International Development, U.S. Department of State, Court Services and Offender Supervision Agency, U.S. Navy Fleet Readiness Center – East, U.S. Navy Camp Lejeune, U.S. Federal Elections Commission, Adventist Health, George Mason University, and many others.

Ad Astra's interpreters and translators are highly skilled, qualified, and certified to provide superior services to the State of Indiana. We maintain a proprietary database of more than 11,500 linguists and leverage these resources to rapidly provide qualified staff matching client requirements. Ad Astra has a pre-qualified, experienced talent pool of interpreters and translators dedicated to the State of Indiana to serve all regional and linguistic needs on a 24x7x365 basis in any requested language.

As an organization, we have certifications from the National Association of Judiciary Interpreters and Translators (NAJIT), American Translators Association (ATA), National Court Reporter Association (NCRA), International Association of Conference Interpreters (IACI), National Council on Interpreting in Healthcare (NCIHC), Registry of Interpreters for the Deaf (RID), National Association for the Deaf (NAD), Government and state agencies, and other equally recognized organizations. Our interpreters and translators have industry leading certifications and qualifications as well.

Ad Astra employs assistive technology for Americans with Disabilities Act (ADA) compliant programs 24x7x365 days a year in order to provide continuously available linguistic support services that are accurate and customizable for client needs. As a mature business with robust corporate support, Ad Astra's service model and future goals are focused on the provision of high quality service along with close attention to trends in demand for language services. In addition, by using advanced technology and robust infrastructure, our best practices-based processes and support are productive, efficient, and transparent.

Based on the strength of our core competencies in across the full spectrum of in-person and remote (telephone/video/virtual), translation, and Deaf and Hard of Hearing (video remote interpreting, Communication Access Real-Time, etc.) services, Ad Astra is well-positioned to meet and/or exceed all of the State of Indiana's requirements, as detailed in the Performance Work Statement. We are willing to provide the requested products and/or services subject to the terms and conditions set forth in the RFP including, but not limited to, the State's mandatory contract clauses.

### **Signature of Authorized Representative**

I am authorized to commit Ad Astra to our representations and certify that the information offered in our proposal meets all general conditions, including the information requested in RFP Section 2.3.4.

The principal contact for Ad Astra's proposal is as follows:

Name: Keith Perera

Address: 8701 Georgia Avenue, Suite #800, Silver Spring, MD 20910

Telephone: 301-408-4242 (Ext.131)

Fax: 240-398-3798

Email: [keith@ad-astrainc.com](mailto:keith@ad-astrainc.com).

### **Respondent Notification**

Ad Astra prefers notifications via email ([keith@ad-astrainc.com](mailto:keith@ad-astrainc.com)).

### **Confidential Information**

Ad Astra does not have confidential information other on the Business proposal – Attachment E.



We would be honored to perform interpretation and translation services for the State of Indiana. Please do not hesitate to reach out to me with any further questions.

Sincerely,

*Lena Petrova Toolsie*

Yelena Petrova-Toolsie, President & Chief Executive Officer (CEO)  
301-408-4242 Ext. 111 | [lena@ad-astrainc.com](mailto:lena@ad-astrainc.com)