**RFP 20-1311**

**BUSINESS PROPOSAL**

**ATTACHMENT E**

**Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.**

***Business Proposal***

* + 1. **General (optional) -** Please introduce or summarize any information the Respondent deems relevant or important to the State’s successful acquisition of the products and/or services requested in this RFP.

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| Ad Astra, Inc. has a history of successfully providing comprehensive language services to federal, state, and local Government agencies across a wide spectrum of mission/subject areas; healthcare and medical organizations; educational institutions; court/legal settings; and a variety of commercial clients. Our company’s core competencies are interpretation and translation, and we provide support in more than 200 foreign languages as well as American Sign Language (ASL). These languages include the Indiana Department of Administration’s designated core languages, as well as any non-core languages (as listed below in 1.5). Furthermore, we perform our interpretation and translation services over every possible medium to support our customers’ needs, including On-Site Interpreting, Virtual Online Interpreting, Over-the-Phone (OPI) Interpreting, Video Remote Interpreting (VRI), Communication Access Real-Time Translation (CART) and Remote CART services. |

* + 1. **Respondent’s Company Structure** - Please include in this section the legal form of the Respondent’s business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

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| Ad Astra has a robust program management framework that incorporates industry best practices, such as the Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK) methodology practices for schedule, cost, and quality control. Our approach ensures risk mitigation, quality, collaboration, and timely and thorough account management and reporting. Ad Astra’s account management includes quality and task management controls to ensure timely performance and corrective actions to address any problems. We have the corporate infrastructure in place to ensure high-quality, cost-effective performance, including a technological platform that ensures confidentiality of language services and related documentation.  Ad Astra’s account management for the State of Indiana will be led by our corporate team, including our CEO, COO, Director of Language Services, and Contracts Manager. Our team will work together to ensure services are implemented smoothly and without interruption and are efficient and effective throughout the period of performance. From the contract start, we ensure account reporting system and processes are followed by our project management and account team. Our streamlined, rigorous processes and robust technology ensure we are providing financial reporting and invoicing and contract administration, following disciplined processes for consistent quality support. We will use our account management system to track each assignment and billing details and incorporate this information into our reporting as well.  Our primary Account Manager will be Ms. Rayna Smith, Ad Astra’s Director of Language Services. She will be dedicated to the State of Indiana’s contract to ensure a response to service issues within 24 hours upon notification, and he/she will provide a resolution within 72 hours. In the event that she is unable to resolve any service-related issues, she will work with our COO, COO, project management team, and others to ensure swift resolution.  [www.ad-astrainc.com/orgchart](http://www.ad-astrainc.com/orgchart) |

* + 1. **Company Financial Information** - This section must include documents to demonstrate the Respondent’s financial stability. Examples of acceptable documents include: most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.

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| Ad Astra is in good standing. Ad Astra can release financial statements upon request from the State. |

* + 1. **Integrity of Company Structure and Financial Reporting** - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The particular areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

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| | **Team Member** | **Background/Role** | | --- | --- | | Ms. Yelena Petrova-Toolsie, CEO | Ms. Petrova-Toolsie is highly experienced in leading contract transitions; she has transitioned all of Ad Astra’s contracts since 2010, and will apply her breadth of experience to oversee all aspects of our team’s transition to the State. She will provide corporate support as needed throughout the period of performance, providing executive oversight on the contract. | | Mr. Ryan Foley, COO, | Mr. Foley will oversee knowledge transfer plans/activities, account set-up, and be directly available to the State of Indiana throughout the period of performance to handle any issues that may arise. In addition to his operational expertise, Mr. Foley is a certified ASL interpreter and language services trainer, and applies this knowledge to his support. He will work closely with our Training Manager and project management team to ensure smooth contract implementation. | | Rayna Smith, Director of Language Services | Ms. Rayna Smith will serve as the primary Account Manager and will provide account management, project management leadership, and support for all linguistic services we provide to the State of Indiana. She will create/update reports and work with our Accounting Team to ensure proper invoicing. She also oversees our Project Managers (who track linguistic activity and billing/invoicing information for assignments) and monitors quality assurance checklists, communicates proactively with the client to relay progress and resolve linguistic issues and technical problems, and documents individual project history to ensure compliant provision of linguistic services. | | Keith Perera, Contracts Manager | Mr. Perera, who has managed contracts and provides client solutions as part of Ad Astra’s transitions for the past three years, will lead all matters related to contracts and subcontracts requirements. He will also perform client satisfaction activities and assist in coordination across the corporate team as needed to ensure support. | | Gbenga Adeleye, Accounting Manager | Mr. Adeleye oversees all finance and accounting activities involved in transitioning contracts. He will transition all activities related to accounting and invoicing requirements. Additionally, Mr. Jason Miller, Ad Astra’s Chief Financial Officer (CFO), will provide oversight. | | Jose Guzman, Director of Recruiting | With three years’ experience leading recruiting for Ad Astra transitions, Mr. Guzman will recruit and source resumes as needed to fill any staffing gaps. He also will oversee and initiate any security/background check requirements. | | Scott Cook, Director of Information Technology | As Ad Astra’s Director of Information Technology, Mr. Cook is an IT systems administrator and certified security professional with 25 years’ experience. He will oversee all IT system integration, provisioning, and set-up for systems that will be used by the State so that each complies with regulations and is tailored for Requester needs. | | Brian Thornton, Training Manager | Mr. Thornton will apply his 15 years’ experience in teaching and training to work with MedStar Health personnel to develop our Cultured Interpreter training, which will outline the varying focus areas and policies and procedures of each hospital facility to better ensure our interpreters serve each facility’s unique needs. Mr. Thornton will assist in preparing and testing interpreters prior to their work on the contract. | |

* + 1. **Contract Terms/Clauses** - Please provide the requested information in RFP Section 2.3.5.

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| Ad Astra agrees with attachment B |

* + 1. **References** - The Respondent must include a list of at least three (3) clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services they are proposing to provide in their response to this RFP. The Respondent shall only provide references for the services they are bidding on - for example, if a Respondent is proposing to provide only telephonic interpretation services, all references shall be from clients who the Respondent provided telephonic interpretation services. The Respondent does not need to submit references for each region they are bidding on. A State of Indiana agency cannot be used as a reference. Reference information is captured on Attachment H. Respondent should complete the reference information portion of the Attachment H which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of Attachment H should be completed by the reference and emailed DIRECTLY to the State. The State should receive one Attachment H from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services they are proposing to provide in their response to this RFP. Attachment H should be submitted to idoareferences@idoa.in.gov. Attachment H should be submitted no more than 5 (5) business days after the proposal submission due date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

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| **Customer 1** |  |
| Legal Name of Company or Governmental Entity | State of Maryland |
| Company Mailing Address | 45 Calvert Street |
| Company City, State, Zip | Annapolis, Maryland 21401 |
| Company Website Address | Maryland.gov |
| Contact Person | Andrea R. Simmons |
| Company Telephone Number | 410) 260-7374 |
| Company Fax Number | N/A |
| Contact E-mail | Andrea.Simmons@maryland.gov |
| Industry of Company | State Government |
| **Customer 2** |  |
| Legal Name of Company or Governmental Entity | State of Georgia |
| Company Mailing Address | 200 Piedmont Avenue, S.E.  Suite 1308, West Tower |
| Company City, State, Zip | Atlanta, Georgia 30334-9010 |
| Company Website Address | Doas.ga.gov |
| Contact Person | Latrice Njee |
| Company Telephone Number | (404) 656-5452 |
| Company Fax Number | N/A |
| Contact E-mail | latrice.njee@doas.ga.gov |
| Industry of Company | State Government |
| **Customer 3** |  |
| Legal Name of Company or Governmental Entity | Court Services and Offender Supervision Agency (CSOSA) |
| Company Mailing Address | 601 Indiana Avenue Ste. 720D |
| Company City, State, Zip | NW Washington, DC 20004 |
| Company Website Address | Csosa.gov |
| Contact Person | Cedric L. Johnson |
| Company Telephone Number | 202-585-7315 |
| Company Fax Number | 202-220-5354 |
| Contact E-mail | Cedric.Johnson@csosa.gov |
| Industry of Company | Federal government |

**2.3.7 Registration to do Business -** Selected out-of-state Respondents providing the products and/or services required by this RFP must be registered to do business within the State by the Indiana Secretary of State and the Indiana Department of Administration, Procurement Division. The address contact information for this office may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent’s responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

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| Ad Astra is in good standing. Ad Astra will register in the State of Indiana prior to contract award. |

* + 1. **Authorizing Document -** Respondent personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

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| Lena Petrova-Toolsie is authorized by the organization to commit the organization contractually according the bylaws.  A screenshot of a cell phone  Description automatically generated  A screenshot of a cell phone  Description automatically generated |

* + 1. **Subcontractors -** The Respondent is responsible for the performance of any obligations that may result from this RFP and shall not be relieved by the non-performance of any subcontractor. Any Respondent’s proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.  
         
       Any subcontracts entered into by the Respondent must be in compliance with all State statutes, and will be subject to the provisions thereof. For each portion of the proposed products and services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor’s related qualifications and experience. The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State’s evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.  
         
       The Respondent must list any subcontractor’s name, address, and the state in which formed that are proposed to be used in providing the required products and/or services. The subcontractor’s responsibilities under the proposal, anticipated dollar amount for subcontract, form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority Business Enterprises or Women’s Business Enterprises under IC 4-13-16.5-1. See Section 1.21 and Attachment A for Minority and Women’s Business Enterprises information. Please enter your response below and indicate if any attachments are included.

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| Ad Astra will provide names of the Indiana sub-contractors during the negotiations. Ad Astra takes full responsibility and make sure there will be no non-performance of any service. |

* + 1. **Evidence of Financial Responsibility** - This section will indicate the ability to provide the mandatory evidence of financial responsibility. See Section 1.25 of RFP for details.

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| Ad Astra is in good standing. Ad Astra can release financial statements upon request from the State. |

* + 1. **General Information** - Each Respondent must enter your company’s general information including contact information.

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| **Business Information** |  |
| Legal Name of Company | Ad Astra, Inc. |
| Contact Name | Keith Perera |
| Contact Title | Business Development |
| Contact E-mail Address | keith@ad-astrainc.com |
| Company Mailing Address | 8701 Georgia Ave, #800 |
| Company City, State, Zip | Silver Spring MD 20910 |
| Company Telephone Number | 301-408-4242 Ext. 131 |
| Company Fax Number | 240-398-3798 |
| Company Website Address | www.ad-astrainc.com |
| Federal Tax Identification Number (FTIN) | 27-2842146 |
| Number of Employees (company) | 35 |
| Years of Experience | 10 |
| Number of U.S. Offices | 1 |
| Year Indiana Office Established (if applicable) | N/A |
| Parent Company (if applicable) | N/A |
| Revenues ($MM, previous year) | $9 million |
| Revenues ($MM, 2 years prior) | $8 million |
| % Of Revenue from Indiana customers | 0 as of today, but we will hire from the State of Indiana for this contract. |

* 1. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

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| We do not, but we can form a disaster recovery plan for the contract post award or during negotiations |

* 1. What is your company’s technology and process for securing any State information that is maintained within your company?

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| Ad Astra uses state of the art latest technology with maximum security to State’s information. We have gone in to details about technology used per each service in Attachment F sections 3.1 through 3.4.5. |

* + 1. **Experience Serving State Governments -** Please provide a brief description of your company’s experience in serving state governments and/or quasi-governmental accounts for each service line that you are bidding on.

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| Through statewide interpretation and translation contracts in Maryland, Georgia, and Delaware, we are accustomed to performing services across states in support of all state agencies, supplying skilled, qualified, and certified personnel with the requisite subject matter expertise to fulfill any particular request. Ad Astra’s personnel skills as well as business model are proven in many high-level engagements, which include interpretation and translation of technical conversations and documents for a wide variety of judicial, health, customer service, government, business, employment, financial services, agriculture, psychological, scientific, and other subject areas needed to help facilitate our customers’ mission-critical business processes. |

* + 1. **Experience Serving Similar Clients -** Please describe your company’s experience in providing customers of a similar size to the State with similar in-person language interpretation services, telephonic language interpretation services, written language translation services, and American Sign Language interpretation services. . Please provide specific clients and detailed examples for each service line described in this RFP.

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| Ad Astra has a history of successfully providing comprehensive language services to federal, state, and local Government agencies across a wide spectrum of mission/subject areas; healthcare and medical organizations; educational institutions; court/legal settings; and a variety of commercial clients. Our company’s core competencies are interpretation and translation, and we provide support in more than 200 foreign languages as well as American Sign Language (ASL). These languages include the Indiana Department of Administration’s designated core languages, as well as any non-core languages. Furthermore, we perform our interpretation and translation services over every possible medium to support our customers’ needs, including On-Site Interpreting, Virtual Online Interpreting, Over-the-Phone (OPI) Interpreting, Video Remote Interpreting (VRI), Communication Access Real-Time Translation (CART) and Remote CART services.  As a woman-owned small business established in 2010 as an off-shoot of a 25-year-old language services firm, Ad Astra has extensive, proven experience providing comprehensive interpretation and translation services. We draw from 35 years of experience delivering interpretation and translation and related linguistic services that meet or exceed our customers’ requirements.  Our depth of relevant experience includes performing such services for Federal and state government agencies, including the State of Maryland, State of Georgia, State of Delaware, Government of the District of Columbia, Commonwealth of Delaware, Department of State, United States Agency for International Development, National Institutes of Health, National Oceanic and Atmospheric Administration, the U.S. Federal Elections Commission, Environmental Protection Agency, U.S. Navy Fleet Readiness Center – East, U.S. Navy Camp Lejeune, Court Services and Offender Supervision Agency, Department of Veterans Affairs, Johns Hopkins Medicine International, Adventist Health, and Fairfax County, Virginia, and many others. |

* + 1. **Indiana Preferences -** Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this RFP, this limitation to claiming one (1) preference applies to Respondent’s ability to claim eligibility for Buy Indiana points. **Respondent must clearly indicate which preference(s) they intend to claim. Additionally, the Respondent’s Buy Indiana status must be finalized when the RFP response is submitted to the State.**

**Additionally, Respondents that wish to claim the Buy Indiana preference (for any criteria listed below) must have an email confirmation of their Buy Indiana status provided by** [**buyindianainvest@idoa.in.gov**](mailto:buyindianainvest@idoa.in.gov) **included in the proposal response. The email confirmation must have been provided from within one year prior to the proposal due date.**

Buy Indiana

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| N/A |

Refer to Section 2.7 for additional information.

* + 1. **Payment -** Please provide the requested information in RFP Section 2.3.15.

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| Ad Astra can accept payment via credit card as an optional form of payment or only form of payment and agree to accept any credit card-user handling fees associated. |