



July 14, 2020

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

Dear Traci,

Deaf Community Services, a division of Easterseals Crossroads, has over 40 years' experience in providing American Sign Language interpreting services to the Deaf and Hard of Hearing community throughout the state of Indiana. Our staff interpreters are among the top preferred interpreters in the state. Their comprehensive knowledge of Deaf culture, fluency in American Sign Language, and competence in state government makes them highly sought-after interpreters. In addition to our staff interpreters, Deaf Community Services has a long list of contract interpreters that meet the minimum requirements to provide ASL interpreting services for the State of Indiana.

Also, our newly implemented scheduling and logistics management software, uSked, provides a competitive advantage. Born from a sign language interpreting agency, uSked, is intimately familiar with what it takes to serve people well. We have found this technology enables us to better coordinate service delivery, reduce duplication of effort, promote innovative practices, and serve the greatest number of individuals possible.

During this 2-year contract cycle, it is our intent to provide In-person Communication Accommodation Services (CAS) for individuals who are Deaf or Hard of Hearing interpretation services across Region 3. We acknowledge and understand the general information presented in Section 1 of RFP 20-1311, and we agree to the requirements and conditions listed in Section 1. We are confident in our ability to provide the highest quality services at the lowest price, and in the most efficient manner possible.

Thank you for your consideration and we look forward to the opportunity to continue to serve the Indiana Deaf and Hard of Hearing community together. If you have any questions, please contact:

Stephanie Ritchie – Director, Deaf Community Services
4740 Kingsway Drive, Indianapolis, IN 46205
317-479-3240 (office) | 317-466-2000 (fax)
sritchie@eastersealscrossroads.org

Sincerely,

A handwritten signature in blue ink, appearing to read "David Dreith".

David Dreith
President & CEO

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