

July 15, 2020

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

Dear Ms. Davidson:

Please accept this letter and attached proposal in response to the **State of Indiana RFP Number 20-1311** for Indianapolis Interpreters, Inc. d/b/a LUNA Language Services (LUNA) to provide the State with Interpretation and Translation Services. With twenty years of experience providing statewide services to government agencies, county courts, Indiana's large and small healthcare networks, and countless not for profits and businesses across the region, the services in this proposal represent our core services, and LUNA was built to support Indiana's language access for all of its citizens.

LUNA seeks to provide all on-site and remote services to all regions of the State. As a locally known and respected provider based in Central Indiana, our proposal guarantees steady service that can easily adjust between on-site and remote if required by COVID-19 or other circumstances without disruption of services. Partnering with an OPI provider offering all U.S. based interpreters gives additional assurances of security.

2.2.1 Agreement with Requirements. LUNA Language Services understands and agrees to provide the requested services under the application requirements as set forth by the State of Indiana in the terms and conditions of the RFP (Sec. 1) including, but not limited to the State's mandatory contract clauses in the RFP (Sec. 2.3.5 and Attachment B, "Professional Services Contract"). However, LUNA provides suggested changes for consideration inside our Business Proposal (Attachment E) to Contract Sec. 1.B.3 (Services Provided-Additional Party), Sec. 1.K.2 (Timesheets), Sec. 5 (Assignments; Successors) and Sec. 12 (Confidentiality of State Information).

2.2.2 Summary of Ability and Desire to Supply the Required Services. LUNA Language Services is willing and fully qualified to successfully fulfill the requirements under RFP 20-1311. The company will aim to achieve several important objectives set forth in the RFP Scope of Work:

Objective 1: *LUNA will work to efficiently provide **cost containment** for the State, focusing on the expansion of Phone, Virtual, VRI, and Remote CART services whenever possible.*

Objective 2: *LUNA will **service local needs with local language providers** by partnering and subcontracting with agencies across the state thereby reducing need for travel.*

Objective 3: *LUNA will **increase efficiencies and decrease errors** through the utilization of technologies and innovative applications optimized for client reporting and quality management oversight by the State.*

2.3.15 Payment – LUNA Language Services can accept credit card payments as an optional form of payment and is able to accept other forms of payment as well. We agree to accept any credit card-user handling fees associated with acceptance of the State's Purchasing Card.

2.2.3-2.3.4 Signature of Authorization and Respondent Notification. As CEO of LUNA Language Services, I am the authorized representative and signatory to this proposal. I certify that the information offered in this proposal meets all general conditions, including information requested in Section 2.3.4. As the principal contact, I can receive correspondence at the



8935 North Meridian Street
Suite 250
Indianapolis, Indiana 46260
USA

317 341 4137
LUNA360.com



following address: LUNA Language Services, 8935 N. Meridian St, Suite 250, Indianapolis, IN 46260; Phone: 317-341-4137, Fax: 317-550-2468, or email: chris@LUNA360.com. A response will gladly be accepted via email notification.

2.2.5-2.2.6 Other Information & Confidential Information. Please note that this submission contains information LUNA is claiming statutory exception to under the Access to Public Records Act (APRA) and IC 5-22-9 (5) for the following documents, as release of these documents to the public could put the business at undue risk of harm:

- Financial Records, subject to IC 5-14-3 (4) (trade secrets) and IC 5-14-3-4 (5) (financial information), is private information that would put the company at risk from competitors use of the information; and
- Business Continuity and Disaster Plan, subject to IC 5-14-3-4 (4) (trade secrets) IC 5-14B (11) (computer codes and filing systems), and IC 5-14-3-4 (20) (personal information) as these documents relate to the security systems of LUNA and contain private contact information of LUNA staff and LUNA's vendors.

Therefore, LUNA has marked complete versions of these records as "Confidential" and also provided redacted versions.

As a company, LUNA staff collectively lives out our mission in all of our work- to provide language access 24 hours a day, 365 days a year. We have the benefit of working with several other government entities and large-scale clients allowing us to have the largest network of qualified and certified communication providers as subcontractors and on our staff. LUNA Language Services has held a contract as the Coordinating Unit for ASL Interpreting Services for the State of Indiana since 2013. During this time the company gained significant knowledge of and experience with the fiscal expectations and administrative requirements to successfully invoice, report, and manage government work. This contract aligns with the company's strengths and commitments to serve our community and our State.

Our commitment to celebrating diversity throughout Indiana has been recognized by others and will be prevalent in this proposal. We were proud to receive the Mayoral Award for Organizational Diversity in 2016, in part based on our inclusion of people with disabilities on our workforce, along with our representation of women and minorities in leadership roles and across the company. Whenever possible, we partner with agencies and individuals representing or protecting diversity.

If selected to serve any part or whole of this contract, LUNA will value this important work and recognize the responsibility it carries to all stakeholders involved. Thank you for the opportunity to showcase our work and to demonstrate our ability to meet the requirements as set forth in this proposal. We hope you enjoy learning about our vision to service the State's request.

Respectfully submitted,

Chris Waters, CEO
LUNA Language Services