**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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| **Indianapolis Interpreters d/b/a** **LUNA Language Services (LUNA) is well positioned to fulfill the requirements set forth in** RFP 20-1311, to provide Interpretation and Translation Services for the State of Indiana. A well-established, Indiana-based company providing coordination and direct interpreting services as well as translation services for nearly twenty years across all sectors and regions of the State of Indiana, LUNA’s brand is known for its professionalism and high quality of service. The company's direct and recent experience as a vendor for interpreting and coordinating services for the State and other government entities; its wide base of qualified and court certified spoken language interpreters and certified American Sign Language interpreters (staff interpreters, certified subcontractors, and network of statewide ASL agencies and CART providers);its extensive translation work with government agencies; and its location, which acts as a centralized hub for interpreters across the state, are notable qualities setting LUNA apart from competitive vendors.  **LUNA’s mission** is to promote language access for people who are Deaf, hard of hearing or do not speak English. LUNA is especially proud to have obtained ISO 9001:2015 Certification for its Company Wide Quality Management System and ISO 17100:2015 for its Translation Services see **Addendum R** “Quality Assurance Certification (ISO) & Assurances,”for more information about ISO Certification**,** and to have received awards for their contributions to the community, especially in the areas of diversity and inclusion, including the Mayoral Award for Diversity in the Workplace.  **PRIMARY OBJECTIVES:** This proposal seeks to demonstrate the ability and desire of LUNA Language Services to provide all language services throughout all regions of the State of Indiana through three objectives which will be demonstrated throughout this proposal: 1) LUNA will work to efficiently provide **cost containment** for the State, focusing on the expansion of Phone Interpreting, Virtual Online Interpreting, VRI, and Remote CART services whenever possible, 2) LUNA **will service local needs with local service providers** to reduce travel costs and to economically partner and support individual Hoosiers and smaller partner agencies and 3) LUNA willincrease efficiencies and decrease errors through the **utilization of technologies and applications** optimized for client reporting and quality management oversight. **Experience Servicing Local Needs with Local Talent in over 100 Languages:** LUNA has proven experience as the single vendor for some of the largest agencies and entities in the State requiring language services including:IU Health (all languages on-site, over the phone interpreting, and translation),The State of Indiana Deaf and Hard of Hearing Services andMarion Superior Court (all languages on-site and translation)LUNA provides primary vendor or shared vendor services to all other major, and countless smaller, medical facilities across the state. Its longstanding relationships with all these clients have established LUNA’s in-house operations, its solid reputation, and its ability to provide high quality services and reporting to its clients in a way that is leaner- something more dispersed agencies cannot always offer.**Nuanced Experience with Combining Spoken and ASL Interpreting Services:** LUNA is known across the nation as one of the first companies to successfully merge and manage both spoken language and American Sign Language interpreting. Its success rests upon direct participation from the Deaf and LEP communities served to ensure quality services are provided.**Translation for Local & National Organizations:** For the State’s translation requests, a team comprising of an Account Manager, Project Manager, and Staff Burmese and Karen Translator will be provided. Una Hartzell-Baird, LUNA’s Director of Translation, will serve as the Account Manager for the State. Her seven years at LUNA have provided her with the opportunity to work in multiple departments, design and implement processes, and service a broad spectrum of clients to provide quality, effective, and efficient translation services. Zach Zeunik will serve as the State’s Project Manager and brings both his educational background and three years of experience with LUNA, including servicing governmental and quasi-governmental clients daily. Neminoo Sakuthay, LUNA’s exclusive, in-house Burmese and Karen Translator, will provide high quality translations with a focus on how the Burmese and Karen languages are utilized in the State of Indiana. The entire team is based in Indianapolis, which provides them with the advantage of understanding the dialects, clients, and State of Indiana key stakeholders. LUNA’s internal team’s deep understanding of their community also allows them to provide extensive background and cultural information to their subcontractors to ensure the most impactful translation services. Additionally, LUNA’s ISO 9001:2015 and 17100:2015 standards certifications provide further evidence and assurance that the processes used in managing translation will provide superior results. For more information regarding LUNA’s ISO certifications, please see **Addendum R** “Quality Assurance Certification (ISO) & Assurances” and its translation processes, please see **Addendum R.2** “Translation Process ISO 17100:2015.” **Commitment to MBE/WBE/VCE Program:** Notably, LUNA will set aside **19%** of contract amount to minority, women and veteran run businesses. See **Addendum G** “Subcontractors.”    For a full Company Profile, please see **Addendum A** “Company Profile.” |

* + 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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| Indianapolis Interpreters d/b/a LUNA Language Services is an **“S” corporation** and was **incorporated in Indiana** in 2001. See **Addendum B** “Certificate of Authority.”    **BUSINESS VENTURES:** Indianapolis Interpreters d/b/a LUNA Language Services provides a full range of language services, including: 1) coordination of language services; 2) on-site and remote American Sign Language and foreign (spoken) language interpretation; 3) translation of documents, videos, websites and other written materials; 4) language access planning and Title VI compliance monitoring; 5) diversity training; and 6) language education. (Notably, their largest service line is on-site and remote interpretation.) Clients include both public and private organizations primarily in the medical, legal, business, and educational sectors. Examples of LUNA’s largest clients, to name a few, are IU Health, Community Health Network, the Office of Disability Adjudication and Review/Social Security Administration (ODAR/SSA), Marion Superior Court, Supreme Court of Indiana, IVY Tech Community College, Franciscan Health Network, Wal-Mart, Tyson Foods, Indianapolis Public Schools, Gary Schools, and the Rehabilitation Hospital of Indiana. See **Addendum H** “Relevant Client List,” for additional information.    **ORGANIZATIONAL CHART:** LUNA’s organizational chart can be found in **Addendum C** “Organizational Chart.” |

* + 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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| Indianapolis Interpreters Inc. d/b/a LUNA Language Services is a financially secure and stable company with no debt or claims against it. Financial statements for 2018 and 2019 can be found in **Addendum D** “Company Financial Information.”    (LUNA Language Services is claiming statutory exemption to the Access to Public Records Act (APRA) IC 5-14-3-4 (4) (trade secrets), IC 5-14-3-4 (5) (financial information), and therefore has marked these records, "Confidential”, see **Addendum D** “Company Financial Information.” |

* + 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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| Chris Waters is the owner and CEO of Indianapolis Interpreters d/b/a LUNA Language Services and, as indicated by his signature and statement in the transmittal letter for this RFP, takes full personal responsibility for the thoroughness and correctness of any and all financial information supplied within this proposal.    **Sound Financial Reporting and Segregation of Duties:** Segregation of duties is carefully coordinated throughout the company to ensure internal controls and limit risk.  **Financial Segregation and Review:** Indianapolis Interpreters d/b/a LUNA Language Services contracts with a reputable licensed accounting firm, La Rosa & Co., LLC, to compile its annual financial statements and prepare corporate income tax returns. Internally, financial controls are separated between two distinct internal teams (payable and receivable). Further, LUNA Language Services has a co-employment agreement with Servant HR to jointly oversee all the human resource requirements and responsibilities to its employees, including payroll functions. Finally, LUNA relies on the professional monthly review of its financial statements by David Clegg of the consulting firm, CEO Partners.  **Data Security and Analysis:** Internal data management is led by the Head of Operations, Kelly Wright, and her team. Additional data security is provided by Metric IT, LUNA’s longstanding partner for all IT services and security monitoring. LUNA’s Operations Department reviews data analytics from workflow software in the form of regular weekly KPI reporting. Finally, HIPAA Secure Now, Inc. provides an annual third-party audit of LUNA’s HIPAA processes, procedures, and security measures.  **Legal Authorizations:** LUNA’s President, Marina Hadjioannou Waters, formerly an attorney, overseas all contracting for the company. She works alongside the Head of Operations, Kelly Wright, and LUNA’s Law & Policy Associate, Leonela Sauve, to review all internal policies and procedures. Additional human resource support is supplied by Servant HR, which includes annual review of policies and procedures by an employment lawyer. Also, relevant operations and annual board notes are reviewed by Carol Adinamis of the law firm Adinamis & Saunders. |

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

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| LUNA Language Services has reviewed the sample contract and agrees to all the mandatory terms of the contract as presented, *but* LUNA provides suggested changes for consideration inside the 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).  **Sample Contract Section 1.B.3. Services Provided [Additional Party]**  In the event the State finds it necessary to include an additional person for language provision beyond the State, the limited English proficiency (LEP) individual and interpreter, the Contractor shall accommodate this request at no additional cost to the State and for no minimal or maximum time allotments.  **Rationale:**  LUNA will be able to accommodate a request to send more than one interpreter to an assignment. There are several situations, especially involving the Deaf community, when it might be necessary to do so; for example, when using a Certified Deaf Interpreter for a Deaf individual who does not use American Sign Language. Another example might be a lengthy meeting, court hearing or conference which requires more than one interpreter to avoid fatigue error. Because LUNA will need to pay a second language provider at the same rate as the first, and because of the variability of this hypothetical situation, LUNA also needs to charge the State for these services and proposes to do so at the same rate as negotiated in the Cost Proposal. If this clause is intended to reference someone who is not providing language services, LUNA requests this clause specify the function of the additional person.  **Alternative Language to Sample Contract Section 1.B.3. Services Provided**  In the event the State finds it necessary to include an additional person for communication purposes beyond the State, the limited English proficiency (LEP) individual and interpreter, the Contractor shall accommodate this request for an additional language provider at the standard rates to the State as indicated inside Exhibit D, attached hereto.  **Sample Contract Section 1.K.2. Timesheets**  The Interpreter and State or designated on-site employee shall complete a timesheet attesting to the precise length of the provided service, to the minute, or any cancellation for which an interpreter arrives at a job site before learning of that appointment’s cancellation. Timesheets must be completed entirely in ink, as prominently stated in the directions on the sheet.  **Rationale:**  In lieu of paper timesheets for on-site interpreting, LUNA requests the substitution of digital signatures and eTimesheets through a secured, real-time smartphone application associated with the company’s on-site scheduling software platform, Atrium. The State will enjoy numerous benefits and efficiencies from this method. The application allows interpreters to digitally record the start and end time of each interpreting session in real time. Before leaving the premises, a representative from the State can visually review the digital timesheet and is asked to submit a digital signature to indicate verification of the ETimesheet. See **Addendum T** “Client Portals and Workflow Systems” on Atrium Mobile App Digital Timesheet Entryfor a visual example of the workflow that LUNA’s interpreters use to enter and submit their eTimesheet. State agencies can also elect to receive an eReceipt for each completed on-site interpreting appointment which allows the state to dispute the timesheet records, if needed, prior to the appointment being invoiced. See **Addendum T** "Client Portals and Workflow Systems" to see Atrium eReceipt.  **Alternative Language to Sample Contract Section 1.K.2. Timesheets**  The Interpreter and State or designated on-site employee shall complete a timesheet attesting to the precise length of the provided service, to the minute. or any cancellation for which an interpreter arrives at a job site before learning of that appointment’s cancellation. ~~Timesheets must be completed entirely in ink, as prominently stated in the directions on the sheet…~~  **Sample Contract Section 5. Assignment; Successors**  B. The Contractor shall not assign or subcontract the whole or any part of this Contract without the State’s prior written consent. Additionally, the Contractor shall provide prompt written notice to the State of any change in the Contractor’s legal name or legal status so that the changes may be documented and payments to the successor entity may be made.  **Rationale:**  Please note that utilizing subcontractors on a regular basis (often daily or several times a day) will be necessary to fulfill the requirement of the RFP. The current language would require the State to provide written permission each and every time the Contractor uses a subcontractor and would likely place a large administrative burden on the State office as well as create a step that could potentially delay the coordination work of the Contractor. In order to meet the expectation of the RFP in an efficient manner, LUNA Language Services suggests the following alternative underlined language:  **Alternative Language to Sample Contract Section 5. Assignment; Successors**  B. The Contractor shall not assign or subcontract the whole or any part of this Contract without the State’s prior written consent but for the use of subcontracted language providers in the delivery of language services. The Contractor is not required to obtain the State’s permission prior to engaging such subcontractors. Additionally, the Contractor shall provide prompt written notice to the State of any change in the Contractor’s legal name or legal status so that the changes may be documented and payments to the successor entity may be made.  **Sample Contract Section 12. Confidentiality of State Information.** The Contractor covenants that data, material, and information gathered, based upon or disclosed to the Contractor for the purpose of this Contract will only be disclosed or discussed with qualified communication providers and subcontracted agencies to the extent that is minimally necessary to perform the interpretation and communication assistance requested by the State, and will not be disclosed to or discussed with any other third parties without the prior written consent of the State.  **Rationale:**  Confidentiality of State information will be implicated for the same purpose as Section 5 above, with respect to the expectation that the Contractor will frequently utilize freelance communication providers to fulfill the requests from the State. Obtaining approval from the State each time may delay the coordination work and place a heavy administrative burden on the State.  **Alternative Language to Sample Contract Section 12.** Confidentiality of State Information. The Contractor covenants that data, material, and information gathered, based upon or disclosed to the Contractor for the purpose of this Contract will only be disclosed or discussed with qualified communication providers and subcontracted agencies to the extent that is minimally necessary to perform the interpretation and communication assistance requested by the State, and will not be disclosed to or discussed with any other third parties without the prior written consent of the State. |

* + 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 | |  | | --- | | Marion Superior Court | |
| Company Mailing Address | 200 E. Washington Street, T-1221 |
| Company City, State, Zip | Indianapolis, IN 46204 |
| Company Website Address | <https://www.indy.gov/agency/marion-superior-court> |
| Contact Person | Paige G. Bova |
| Company Telephone Number | 317-327-4747 |
| Company Fax Number | 317-327-3844 |
| Contact E-mail | Paige.Bova@indy.gov |
| Industry of Company | Civil, Criminal, Juvenile Law |
| **Customer 2** |  |
| Legal Name of Company or Governmental Entity | Indiana University Health |
| Company Mailing Address | 1633 N Capitol Ave. |
| Company City, State, Zip | Indianapolis, IN 46202 |
| Company Website Address | http://iuhealth.org/ |
| Contact Person | Erin Chávez |
| Company Telephone Number | 317-962-2725 |
| Company Fax Number | 317-962-2953 |
| Contact E-mail | [EChavez@iuhealth.org](mailto:EChavez@iuhealth.org) |
| Industry of Company | Hospital-based physician practices, Outpatient centers, Pharmacy and Home Care services, Business Solutions |
| **Customer 3** |  |
| Legal Name of Company or Governmental Entity | Project Lead The Way, Inc. |
| Company Mailing Address | 3939 Priority Way South Drive, Suite 400 |
| Company City, State, Zip | Indianapolis, IN 46240 |
| Company Website Address | <https://www.pltw.org/> |
| Contact Person | Samuel F. Cox |
| Company Telephone Number | Toll free:(877)335-PLWT, p:317.669.0830, m: 518.944.3762 |
| Company Fax Number | N/A |
| Contact E-mail | scox@pltw.org |
| Industry of Company | Education |

**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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| Indianapolis Interpreters, Inc. d/b/a LUNA Language Services is registered in Indiana with the Indiana Secretary of State as follows. See **Addendum C** “Certificate of Authority”:  **Indianapolis Interpreters, Inc.**  8935 North Meridian Street, Suite 250  Indianapolis, IN 46260  Status: Active  Entity Type: For-Profit Domestic Corporation  Entity Creation Date: 2/1/2001  Bidder ID: 0000011232  Secretary of State Control #: 2001020100272 |

* + 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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| Christopher Waters, CEO of Indianapolis Interpreters Inc. d/b/a LUNA Language Services and signatory to the transmittal letter is **legally authorized** to commit the organization contractually. A copy of LUNA’s by-laws is attached in **Addendum E** "Company By-Laws.” |

* + 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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| LUNA is prepared to make sure its employees and subcontractors meet or exceed the State’s quality and qualification standards outlined in Attachment I, “Scope of Work.” LUNA’s recent acquisition of ISO Certifications 9001-2015 and 17100:2015 attests to LUNA’s exacting level of care in the provision of language services. To further assure consistency and excellence, LUNA will coordinate all work under the State contract from its central office - a setup that allows oversight of services provided by LUNA’s employees and its subcontractors.    **1 Stop Asia** (ISO 9001:2015 and 17100:2015 certified).  46 E. Peninsula Center Drive,  Rolling Hills Estates, CA 90274   * *State of Incorporation:* California * *Organization:* Limited Liability Corporation * *Responsibilities:* English to Vietnamese and Chinese (traditional and simplified) translation. * *Anticipated dollar amount for the subcontract:* $807.00 for the two-year contract term. * *Willingness to carry out responsibilities, contractual relationship to Indianapolis Interpreters d/b/a LUNA Language Services and qualifications:* see **Addendum G.2** “Industry Partnering Agencies and Letters of Intent.”   **Boostlingo, LLC**  85 Second Street, Suite 125  San Francisco, CA 94105   * *State of Incorporation:* California * *Organization:* Limited Liability Corporation * *Responsibilities:* Video Remote Interpretation Services. * *Anticipated dollar amount for the subcontract:* $10,200.00 for the two-year contract term. * *Willingness to carry out responsibilities, contractual relationship to Indianapolis Interpreters d/b/a LUNA Language Services and qualifications:* see **Addendum G.2** “Industry Partnering Agencies and Letters of Intent.”   **Bright Ideas in Broad Ripple**  7425 Westfield Blvd.  Indianapolis, IN 46240   * *State of Incorporation:* Indiana * *Organization:* S Corporation, **WBE** * *Responsibilities:***80141605**promotional merchandise and materials (to provide PPE for staff and subcontractors, IPAD stands for VRI, and additional promotional materials to further language access). * *Anticipated dollar amount for the subcontract:* $46,840.00 for the two-year contract term. * *Willingness to carry out responsibilities, contractual relationship to Indianapolis Interpreters d/b/a LUNA Language Services and qualifications:* see **Addendum G.1** “MBE/WBE/IVOSB Documents.”   **Certified Languages International**  4800 S. Macadam Avenue, Suite 400  Portland, OR 97239   * *State of Incorporation:* Oregon * *Organization:* Domestic LLC * *Responsibilities:* Telephonic Language Interpretation Services. * *Anticipated dollar amount for the subcontract:* $1,027,759.50 for the two-year contract term. * *Willingness to carry out responsibilities, contractual relationship to Indianapolis Interpreters d/b/a LUNA Language Services and qualifications:* see **Addendum G.2** “Industry Partnering Agencies and Letters of Intent.”   **Escholwood Corporation d/b/a Terry’s Transcripts**  6457 Glenway Avenue, Suite 125  Cincinnati, OH 45211   * *State of Incorporation:* Ohio * *Organization:* S Corporation, **WBE** * *Responsibilities:* **90121703** Interpreters (CART Services). * *Anticipated dollar amount for the subcontract:* $38,666.00 for the two-year contract term. * *Willingness to carry out responsibilities, contractual relationship to Indianapolis Interpreters d/b/a LUNA Language Services and qualifications:* see **Addendum G.1** “MBE/WBE/IVOSB Documents.”   **Fineline Laminates, Inc. d/b/a Fineline Furniture**  7868 Zionsville Road  Indianapolis, IN 46268   * *State of Incorporation:* Indiana * *Organization:* S Corporation, **WBE** * *Responsibilities:* **56101700**Provide office furniture, supplies. * *Anticipated dollar amount for the subcontract:* $15,206.00 for the two-year contract term. * *Willingness to carry out responsibilities, contractual relationship to Indianapolis Interpreters d/b/a LUNA Language Services and qualifications:* see **Addendum G.1** “MBE/WBE/IVOSB Documents.”   **LSP Ware**  6457 Glenway Avenue, Suite 125  Cincinnati, OH 45211   * *State of Incorporation:* Ohio * *Organization:* Limited Liability Corporation * *Responsibilities:* Lease and manage scheduling/invoicing software, Atrium. Customized reporting. * *Anticipated dollar amount for the subcontract:* $10,982.00 for the two-year contract term. * *Willingness to carry our responsibilities, contractual relationship to Indianapolis Interpreters and qualifications: Willingness to carry out responsibilities, contractual relationship to Indianapolis Interpreters d/b/a LUNA Language Services and qualifications:* see **Addendum G.3** “Operations Subcontractors.”   **Spartan Technology Services, LLC d/b/a Metric**  8071 Knue Road  Indianapolis, IN 46250   * *State of Incorporation:* Indiana * *Organization:* Limited Liability Corporation * *Responsibilities:* Provide continuous 24-hour IT support to LUNA. * *Anticipated dollar amount for the subcontract:* $435/month. * *Willingness to carry our responsibilities, contractual relationship to Indianapolis Interpreters and qualifications: Willingness to carry out responsibilities, contractual relationship to Indianapolis Interpreters d/b/a LUNA Language Services and qualifications:* see **Addendum G.3** “Operations Subcontractors.”   **Morales Group**  5628 W. 74th Street  Indianapolis, IN 46278   * *State of Incorporation:* Indiana * *Organization:* Limited Liability Corporation, **MBE** * *Responsibilities:* **80111600** Temporary personnel services * *Anticipated dollar amount for the subcontract:* M/WBE Program $101,852.00 for the two-year contract term. * *Willingness to carry our responsibilities, contractual relationship to Indianapolis Interpreters and qualifications: Willingness to carry out responsibilities, contractual relationship to Indianapolis Interpreters d/b/a LUNA Language Services and qualifications:* **Addendum G.1** “MBE/WBE/IVOSB Documents.”   **Perpetual Technologies, Inc.**  5649 Lee Road  Indianapolis, IN 46216   * *State of Incorporation*: Indiana * *Organization:* S Corporation, **Veteran Owned** * Responsibilities: Provision of computer equipment. * *Anticipated dollar amount for the subcontract:* $46,714.00 for the two-year contract term. * *Willingness to carry our responsibilities, contractual relationship to Indianapolis Interpreters and qualifications: Willingness to carry out responsibilities, contractual relationship to Indianapolis Interpreters d/b/a LUNA Language Services and qualifications:* **Addendum G.1** “MBE/WBE/IVOSB Documents.”   **Spanish ASAP, LLC**  **PO Box 22440**  **Houston, TX 77227**   * *State of Incorporation:* Texas * *Organization:* Limited Liability Corporation * *Responsibilities:* English to Spanish translation * *Anticipated dollar amount for the subcontract*: $11,793.60 for the two-year contract term. * *Willingness to carry our responsibilities, contractual relationship to Indianapolis Interpreters and qualifications: Willingness to carry out responsibilities, contractual relationship to Indianapolis Interpreters d/b/a LUNA Language Services and qualifications:* see **Addendum G.2** “Industry Partnering Agencies and Letters of Intent.”   **Terra Translations, LLC** (ISO 9001 and 17100 certified, **WBE**)  301 S. Bedford Street, Suite 1  Madison, WI 53703   * *State of Incorporation:* Wisconsin * *Organization:* Limited Liability Corporation * *Responsibilities:* English to Spanish translation * *Anticipated dollar amount for the subcontract*: $3,369.60 for the two-year contract term. * *Willingness to carry our responsibilities, contractual relationship to Indianapolis Interpreters and qualifications: Willingness to carry out responsibilities, contractual relationship to Indianapolis Interpreters d/b/a LUNA Language Services and qualifications:* see **Addendum G.2** “Industry Partnering Agencies and Letters of Intent.”   In addition to the subcontractors listed above, LUNA has relationships with a number of industry partner organizations across the state that it has worked with to fill ASL assignments, especially in areas outside of Central Indiana. Because these agencies are a backup, they have not listed them inside the Business Proposal with an anticipated dollar amount for this subcontract, and they are listed in **Addendum G.2** “Industry Partnering Agencies and Letters of Intent” demonstrating their willingness to support LUNA if awarded this contract. |

* + 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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| LUNA Language Services is a financially secure and stable company with no debt or claims against it. Financial statements for 2018 and 2019 can be found in **Addendum D** “Company Financial Information.”  (LUNA Language Services is claiming statutory exemption to the Access to Public Records Act (APRA) IC 5-14-3-4 (4) (trade secrets), IC 5-14-3-4 (5) (financial information), and therefore has marked these records, "Confidential”, see **Addendum D** “Company Financial Information.” |

* + 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 | Indianapolis Interpreters Inc. d/b/a LUNA Language Services |
| Contact Name | Christopher E. Waters |
| Contact Title | CEO |
| Contact E-mail Address | chris@LUNA360.com |
| Company Mailing Address | 8935 North Meridian Street, Suite 250 |
| Company City, State, Zip | Indianapolis, IN 46260 |
| Company Telephone Number | 317-341-4137 |
| Company Fax Number | 317-550-2468 |
| Company Website Address | <https://luna360.com/> |
| Federal Tax Identification Number (FTIN) | 35-2151943 |
| Number of Employees (company) | 46 |
| Years of Experience | 19 |
| Number of U.S. Offices | 1 |
| Year Indiana Office Established (if applicable) | 2001 |
| Parent Company (if applicable) |  |
| Revenues ($MM, previous year) | $11,996,611 |
| Revenues ($MM, 2 years prior) | $10,405,423 |
| % Of Revenue from Indiana customers | 98% |

* 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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| Yes.  LUNA Language Services is claiming statutory exemption to the Access to Public Records Act (APRA) 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) and therefore and therefore has marked these records, "Confidential”, see **Addendum N** “Business Continuity & Disaster Recovery Plan.” |

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

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| LUNA continually seeks to ensure the confidentiality, integrity, and availability of sensitive client data. To best serve clients who require a high level of regulatory compliance and data security assurance, LUNA has implemented appropriate technical and organizational security methods to protect Personal Health Information (PHI) and Personal Identifiable Information (PII) against accidental or unlawful destruction or loss, alteration, or unauthorized access.  LUNA and all key subcontracting agencies and partners are subject to HIPAA and GDPR compliances, and LUNA demonstrates its commitment to data security by conducting regular network health audits with an experienced IT partner, conducting both internal and external audits of its business processes and information management, and regularly reviewing updates to the software platforms used to store client information. See **Addendum Q.4** “LUNA- Client HIPAA Agreement” and **Addendum P. 5** “GDPR Agreement” for more information on Client General Data Protection Regulation (GDPR) Agreement.  State information may be stored in one of six places:   1. Plunet (Translation Management Platform) 2. Atrium (On-site, Phone, & CART Scheduling Platform) 3. Boostlingo (VRI scheduling platform) 4. Quickbooks (Accounting Software) 5. Email 6. LUNA Physical Server   The technology and processes for securing State information in each place is detailed below.   1. **Plunet:** The Translation Department at LUNA provides all clients direct access to their own credentials for its project management system, Plunet. The system is currently hosted on a private server at the Indianapolis-based office of LUNA Language Services with secure access via a website portal.   Plunet Business Manager supports security systems like Reverse Proxy, Reverse Proxy + Security certificate, VPN, SSL-VPN, HTTPS, Security Gateways, Citrix Access Gateway, SonicWall Remote Access, Juniper Junos Pulse, Special Firewall systems, and many more.  **Plunet also employs multiple other security measures, such as:**   * Web application penetration testing (blackbox/greybox test). * Daily testing of database consistency. * Automated filtering and validation of user input. * Integrated session management layers which allow only one active session per user at a time. * Cookie vulnerability protection. * Encryption of sensitive data. * Configuration rights management system to limit data access.   See **Addendum P.1** “Plunet Security and Capabilities.”   1. **Atrium**: Inside LUNA’s on-site and telephonic interpreting scheduling platform, Atrium, each consumer is assigned a number which can be used as a reference point in billing and reporting. This same number can be displayed on invoices or reports across other LUNA service management platforms in lieu of the consumer’s legal name in order to minimize the display of Personal Identifiable Information (PII).   **Key security attributes of the Atrium Scheduling System include:**   * Double password protection and coded encryption of data that meets HIPAA standards. * Atrium sends emails via third-party email service provider utilizing HTTPS encrypting technology. At the email service provider, the emails are sent out utilizing TLS encrypting technology when it is supported by the receiving mail server. In the exchange, the email service provider also checks the validity and legitimacy of the mail server’s certificate. * Atrium houses data for multiple language service provider companies. Each company’s data is stored physically on separate databases so that at no time is any of the data co-mingled. All passwords are stored as unreadable symbols so that only the user will know their password. * All communications from the browser to the Atrium server are secured as all communications happen over HTTPS protocol. This is a secure TLS connection that uses strong protocol version and cipher suite. This guarantees bidirectional (from browser to server and from server to browser) encryption of all communications. The data is encrypted using an AES 256 bit encryption algorithm. This is currently the “gold standard” encryption technique. * Back-ups of the data are made daily. The back-ups take place only on the internal network of the data center so that there is no risk of interception outside of the network.   See **Addendum P.2** “LSPWare – Atrium Security,” for information on data security inside the Atrium platform.   1. **Boostlingo:** Boostlingo is LUNA’s scheduling platform for Video Remote Interpreting (VRI).     **Key security attributes of the Boostlingo Scheduling System include:**   * Transparent Data Encryption encrypts data at the file level and protects the encryption keys with certificates to prevent exposure of stored data. * 256-bit version of SHA encrypts database fields including e-mail address, address information, phone numbers, and personal patient identifiers. * All endpoints for communication are fully encrypted with TSL/SSL Access. Security Access to stored data is granted on a “need to know” basis and uses the principle of “least privilege” through appropriate roles. * Server infrastructure is only available through secure VPN. * The platform is in alignment with HIPAA and the Cloud Security Alliance.   See **Addendum Q.2** “Boostlingo HIPAA Compliance Matrix” and **Addendum P.3** “Boostlingo Security,” for Boostlingo’s security summary.   1. **Quickbooks**  * State information inside Quickbooks can only be accessed by authorized LUNA employees. * Invoice information generated from Quickbooks can be sent as an encrypted e-mail, by request.  1. **Email**  * By request, encrypted e-mails can be sent and received for all State correspondence for extra security. * LUNA uses Microsoft Outlook via Microsoft Exchange. See **Addendum S** “LUNA’s Email Security Measures.” * LUNA utilizes two-factor authentication for all e-mail account logins to provide further protection against unauthorized access of sensitive information.  1. **LUNA Physical Server**  * LUNA’s physical server may be used to store additional data needed for Plunet and Quickbooks platforms. |

* + 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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| Indianapolis Interpreters Inc. d/b/a LUNA Language Services has extensive experience with serving a variety of governmental and quasi-governmental accounts including the Family and Social Services Administration, United States Navy, Indiana Department of Child Services, the State of Indiana’s Deaf and Hard of Hearing Services, Marion County Courts, Marion County Community Corrections, Indiana State Department of Health, The City of Indianapolis, IndyGo, Highline Public Schools (WA), Washington Township Schools, Wayne Township Schools, Westfield Washington Schools and Gary Community Schools.  These clients present unique requirements and challenges which LUNA has successfully met. LUNA's experience is broad with a vast network of qualified, educated translators meeting the needs for subject matter expertise, confidentiality, and language skills.   1. **Family & Social Services Administration (FSSA)/Division of Disability & Rehabilitation Services (DDRS)/Bureau of Rehabilitation (BRS)/Deaf and Hard of Hearing Services(DHHS).** LUNA has successfully served as the Coordinating Unit for Interpreting Services for the FSSA from 2014-2018, coordinating communication accommodations for interpreting, video remote interpreting (VRI), and Communication Access Real Time Translation (CART) for the DDRS/BRS/DHHS. During that time, LUNA coordinated thousands of assignments across the State of Indiana using an approach that harnessed and helped build the capacity of small interpreting agencies, which allowed them to use a large network of locally based interpreters for on-site and remote services. LUNA has customized a workflow software and invoicing system through a series of trials with DHHS, all according to the requirements of this contract. The successful program was audited by DHHS and by State financial auditors in 2016. While LUNA has successfully fulfilled its current obligations under this contract, it aims to continue to refine its processes and efficiencies to be an even better representative of the State.      1. **Office of Disability and Adjudication Review/Social Security Administration (ODAR/SSA)**. LUNA Language Services has serviced the ODAR/SSA since 2009 and has provided on-site interpreters - ASL and spoken language – in over 25 cities throughout the State of Indiana for over 100 requests a month. It has been an excellent test of LUNA’s ability to coordinate a vast array of subcontracted interpreters residing in various parts of the state. In order to meet the need not only for ASL interpreters but for requests in over 20 languages, LUNA designed a referral system for senior interpreters to help them locate other qualified interpreters outside the central region, (a feat more challenging because of the lack of centralized listing for spoken language interpreters). Furthermore, to respond to administrative needs of the client, LUNA’s Coordinators have been able to guarantee a confirmation with the interpreter name *within two hours* of receipt of request. This account demonstrates LUNA’s ability to provide the most experienced and qualified interpreters. Additionally, LUNA has also provided important experience in meeting extensive reporting and invoicing needs (requiring careful tracking of authorizations and record keeping) and specialized coordination requests of individual clients. 2. **Gary Community School Corporation.** Beginning in August of 2016, LUNA became the sole provider of ASL services to Gary Schools, the most challenged school district in the state and one of the more financially challenged in the nation. LUNA worked with the school to assess the needs of their Deaf and hard of hearing students and provide those students and families with interpreters who are uniquely qualified for educational interpreting. For the 2017-2018 academic year, LUNA had three full-time interpreters at the district serving the needs of those students and exemplifying the company’s capacity to provide these services to the northwest corner of the state to a high-risk, challenging interpreting environment. 3. **FSSA Division of Family Resources.** LUNA’s Translation Department began working closely with FSSA Division of Family Resources to provide flexible, fast, and reliable translations for notifications regarding Medicare, Medicaid, SNAP, and TANF benefits. The projects require understanding of the programs as well as the ability to work within existing translations. 4. **Indiana Department of Child Services.** In2019, LUNA completed nearly 200,000 words of translation for the Indiana Department of Child Services. The requester uses credentials to submit projects securely using LUNA’s project management system, Plunet. This allows the project managers to quickly assess scope of work and assign the right team to ensure quality and timely delivery. 5. **Marion County Juvenile Detention Center.** LUNA Language Services was integral in providing language access to incarcerated persons through translation of handbooks and associated revisions. The Translation Department worked quickly to secure the necessary resources, establish clear communication channels with the client to avoid delays, and provide competitive and quality final documents. 6. **IndyGo.** Since 2016, LUNA has served as a trusted translation partner to IndyGo. During the Red Line expansion, LUNA was integral in providing accurate and timely translations informing the community of public meetings, route changes, and weather drill notices, among other projects. The LUNA Translation Department is often called upon to provide not only translation services, but also desktop publishing services to ensure a camera-ready product in the requested target language. 7. **Various Education Clients.** The Translation Department at LUNA works with numerous school districts within and outside of the state of Indiana. The team services above and beyond the core languages requested by the State and is able to provide timely translation of Individualized Education Plans (IEPs), letters for school families, critical announcements, and curriculum materials. The team’s ability to quickly and effectively deliver critical translations during the COVID-19 pandemic is a hallmark of their ability to balance flexibility education clients need with the quality they expect.   All projects were completed following LUNA’s ISO certified processes for translation. See **Addendum R** “Quality Assurance Certification (ISO) & Assurances.” Projects included both large and small requests as well as urgent, rush requests. |

* + 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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| Indianapolis Interpreters d/b/a LUNA Language Services has had the opportunity to serve clients with a similar scope in type of services, quantity of appointments, volume of translation requests, and geographic reach. A full list of relevant Clients and detailed examples can be found in **Addendum H “**Relevant Client List.” The following highlighted accounts provide examples of clients with similar scope to this contract:     1. **Indiana University Health (IU Health).** Servicing IU Health since 2001, LUNA is the primary vendor for all on-site interpreting requests in all languages including ASL and over 80 others, all phone interpreting requests, and all document translation requests. One of the largest health care systems in the nation, LUNA manages thousands of requests per month and up to 30,000/year, demonstrating the coordinating unit’s capacity to manage high volume interpreting needs. LUNA coordinators respond 24 hours a day to last-minute and prescheduled requests (both short and long-term assignments) from the Indianapolis campus and many other IU hospitals across the state. For complicated cases, LUNA sends specialized ASL interpreters, including Certified Deaf Interpreters, tactile interpreters, oral interpreters, and team interpreters if warranted. Document translation requests from IU Health include patient education, consent forms, discharge instructions (often requested on a rush deadline), medical records, and signage for patients and visitors. LUNA also helps with sensitive cultural training when needed. IU Health is a state-wide network which has enabled LUNA to build a network of interpreters throughout every region of Indiana. Notably, LUNA’s 24/7 coordinating unit also serves as a back up to IU Health’s after-hour interpreter line responding directly to medical providers’ requests. 2. **Marion Superior Court (MSC).** Marion Superior Court is a county court system representing the largest county in the state. Inside MSC are 36 judges and 29 commissioners and magistrates in civil, criminal, juvenile, and probate courts. In all, the system facilitates close to 200,000 cases each year. LUNA began servicing Marion Superior Court in 2004 as a vendor for interpreting services and took over coordination of these services for all languages in 2014. With dedicated court coordinators, including two on-site at the City County Building, LUNA is well accustomed to “running” the courts, which involves a careful tracking of up to 100 cases a day and close to 5,000 each year, which notably can shift at the last minute requiring a nimble approach to coordination. While the coordinators and interpreters at the courts need to be flexible, the reporting and invoicing is quite the opposite. LUNA is well versed in the complex tracking required by court administrators, judges, and advocates in the courts. This relationship and responsibility require constant communication as the stakes of any error run high. The partnership with the Marion Superior Court has demonstrated that a coordinating unit can work hand in hand with a government agency to support one another in a way that not only meets the requirements for language access for consumers, but also in a way that promotes efficiencies and cost-savings for the client. 3. **Project Lead the Way (PLTW).** Project Lead The Way is a national nonprofit organization empowering students to thrive in an evolving world. It does this by providing STEM-based curriculums and training to schools across the United States. PLTW looked to LUNA to provide guidance on what to expect with a translation project, as well as for advice on the best and most cost-effective approaches to the project.   Many of the schools PLTW serves have limited English proficient and new English learner populations. PLTW realized students in the classrooms were not fully empowered because the language was a barrier to learning the information provided in the curriculum. The biggest challenge for PLTW was securing funding to make the project a reality. LUNA had a few other challenges to consider, including:   * + A vast amount of content to evaluate for the quoting process;   + Finding cost-effective solutions to work within PLTW’s budget;   + Working within a short deadline for 38 module translations;   + Issues such as how to handle non-editable images; and   + Managing the sheer amount of information involved in this project.   The LUNA team was prepared to work with PLTW’s needs and manage these issues.  Two project managers, seven translators, three editors, four desktop publishing artists, and six formatting assistants were part of the team that worked to:   * + Provide competitive pricing, expertise, and timely communication in the quoting process.   + Organize, review, and process over a million words to provide an accurate estimate of the time, effort, and skills needed to complete the work.   + Coordinate timelines in spreadsheets as well as master projects for each section of the work so that individual projects could easily be tracked based on the budget limitations.   + Implement the translation in Inkling, PLTW’s e-learning platform.   When PLTW announced that the content would be available in Spanish, they received a standing ovation at one of their conferences. LUNA also received teacher feedback that the content read as if it were written in Spanish, not translated from English. This is the highest compliment a translator can receive. |

Refer to Section 2.7 for additional information.

* + 1. **3.14 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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| Indianapolis Interpreters, Inc. d/b/a LUNA Language Services confirms it is “Approved” for Buy Indiana Status under, “A business whose principal place of business is located in Indiana.” Please see **Addendum F** “Buy Indiana Status,” for the e-mail confirmation from [gmisworkflow@iot.in.gov](mailto:gmisworkflow@iot.in.gov) confirming LUNA’s status. |

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

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| LUNA is willing to accept credit card payment from the State if that is the chosen payment method and will incur all processing fees. LUNA currently uses Transaction Express to process credit card payments from clients. |