

**0.3RFP 20-1311  
TECHNICAL PROPOSAL  
ATTACHMENT F**

**Instructions:** Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included to support your responses. Please review the requirements in Attachment I – Scope of Work carefully and address each section and requirement as prompted below. Please describe your relevant experience and explain how you propose to perform the work in its entirety. These technical proposal instructions are divided into three sections: an overview, general questions that are applicable to most or all service lines, and specific questions for each service line.

**1. Overview**

- 1.1 Please confirm your understanding and acceptance of the details listed in Attachment I - Scope of Work. If you have any exceptions to any aspect and/or requirement of Attachment I - Scope of Work, please indicate so here.

**A. Capabilities:** Indianapolis Interpreters, Inc. d/b/a LUNA Language Services, Inc. ("LUNA") is prepared and capable of meeting the requirements set forth in the Scope of Work (Attachment I) for RFP 20-1311 to provide Interpretation and Translation Services for the State of Indiana. The following list identifies the exceptions to the Scope of Work to be considered to support efficiency in the operations and costs associated with this contract.

**B. Exceptions to Attachment I- Scope of Work:**

**Paper Timesheets – Scope of Work Section 2.5 "Billing."**

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 and telephonic interpreting scheduling software platform, Atrium. The State can review the timekeeping data at any time through a client portal. See **Addendum T.1 "Atrium Client Portal and Benefits,"** and State agencies can generate an electronic PDF timesheet of every completed on-site interpreting appointment on demand, see **Addendum U.1** for Atrium eTimesheet sample.

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 U.1 "Timesheets and Appointment Logs"** for a visual example of the workflow that LUNA 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.2 “Atrium eReceipt.”**

**COVID eTimesheet Note:** If the interpreter is providing language services in an environment that does not allow agency employees to touch the interpreter’s phone, the interpreter can ask the on-site representative for verbal confirmation of their on-site interpreting times and can type the representative’s name into the mobile app for their eTimesheet verification.

#### **Limited Travel Time Authorizations – Sections 2.5 “Billing” and 5.5 “Billing.”**

- LUNA understands that travel will not be approved as the standard for on-site interpreting assignments and is mindful of the State’s budget. LUNA will make all efforts to minimize travel time for language providers by using on-site interpreters inside the regions where the request is made. In addition, LUNA will recommend remote language services (over-the-phone interpreting (OPI), video remote interpreting (VRI), virtual online interpreting, and Remote Communication Access Realtime Translation (CART) services). When appropriate, however, there may be cases when it is in the best interest of the Deaf, hard of hearing, or individuals who are Limited English Proficient (LEP) consumer to have an on-site interpreter travel from a different region.
- To meet the requirements of some specific requests there will be circumstances in which travel time may be necessary or unavoidable. An example of this is if there is a Deaf-Blind individual who requires a tactile interpreter, a rare skill, and the only trained interpreters require travel. Another example is when there is an emerging language used by LEP consumer where the existing community is very small with no local language providers available. A third example is where the individual requiring services is a child who is not able to use remote services and necessitates an on-site interpreter.
- In cases like the above when LUNA has exhausted all options, LUNA proposes an exception to the standard and the ability to request travel time at the state rate on top of the proposed hourly rate and mileage (**as mentioned in Sections 2.5, f, ii and 5.5, h. iii of the Scope of Work**). This system has been used successfully by the company’s active contract with Deaf and Hard of Hearing Services (DHHS) for American Sign Language (ASL) services. LUNA further requests that it not be penalized for failing to fill this type of request if the travel time is not approved.

### **No-Show Billing Policy for in-person ASL interpreting – Section 5.5 “Billing.”**

- LUNA proposes that if the consumer is a “no-show” for a scheduled in-person interpreting appointment, LUNA will make every effort to reassign the interpreter to other State interpreting needs during that time. If there are none, LUNA will invoice the entire scheduled time. Billing this way is not only industry standard, but also is in line with the current contract LUNA holds with DHHS.

### **Background Checks & Fingerprints - Section 3.2 “Certifications, Qualifications and Testing”; 4.2 “Certifications, Qualifications and Testing”; Section 5 “Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing.”**

- Background checks will be provided for all language providers who have direct tangible contact with a client under this contract and fingerprint checks will be issued for providers who have contact with Department of Children Services clients. LUNA requests exemption for these requirements for **remote language providers** including translators, over the phone interpreters, and video remote interpreters who have no direct contact with individuals. Upon request, arrangements can be made for background checks and fingerprints to be conducted for remote providers.

### **Working definitions of Video Remote Interpreting and Virtual Online Interpreting.**

- LUNA proposes the following definitions for video remote interpreting (VRI) and virtual online interpreting. The distinction is an important one to make as it directly impacts pricing, the interpreting skills required of the language provider as well as the technology used for the interpreting event.

#### **Video Remote Interpreting (VRI):**

Used when both the English speaker and LEP/Deaf/Hard of Hearing consumers are in the same physical space.

**Virtual Online Interpreting:** Used when all parties are in different remote locations.



LUNA staff in a VRI demo.

See **Addendum V.1** “Virtual Interpreting vs. VRI.” For the benefits, requirements and additional information on of both types of remote video language provision, see **Addendum V** “Background Resources for Provision of Language Services.”

1.2 Please describe your past experience conducting Interpretation and Translation Services.

**Past Experience in Sum:** Established in 2001, LUNA has responded to the evolving language access needs across Indiana for nearly two decades. The company services businesses, local, state and federal courts, large and small hospital networks, schools (K-12 and statewide college systems), local and national organizations, and federal, state, and local government agencies by providing wraparound coverage of all language services requested in the RFP and in over 100 locally used languages. Notable to LUNA's breadth of experience is the company's knowledge of and relationship with locally based interpreters in languages of lesser diffusion (rare dialects and languages) and ASL



LUNA Burmese Court Interpreter Andrew Phan.

**A. Interpretation:** 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 onsite, phone interpreting, and translation for over 10 years), the State of Indiana Deaf and Hard of Hearing Services (ASL on-site, video remote interpreting, and CART), Marion

Superior Court (all languages on-site, phone, and virtual interpreting for past five years), and provides primary vendor or shared vendor services to all other major and countless smaller medical facilities and educational institutions across the state. Based on LUNA's work with the State of Indiana DHHS over the past seven years, the company has deep knowledge of the local Deaf community's needs, and has earned their confidence. LUNA's longstanding relationships with all these clients have honed the in-house operations, the company's reputation and ability to provide high quality services and reporting to clients in a way that is leaner or that a more dispersed agency cannot. See **Addendum H** "Relevant Client List" for full list of relevant clients.

**B. Translation:** LUNA's ISO 17100:2015 certified Translation Department has served clients including IU Health (2001), Project Lead the Way (2018), Brooks Life Science (2015), Indiana Department of Child Services (2015), Family and Social Services Administration (2017), the United States Navy (2020), The City of Indianapolis (2019), various school systems in Indiana and Washington (2017), social services nonprofits, educational organizations, and state universities including Indiana University and Ball State. The company's valued partnerships with its oldest clients extend back to the incorporation of LUNA. Please see **Addendum H** "Relevant Client List" for a representative list of relevant clients. The areas in which LUNA has managed translation projects include:

- Training;
- Benefits information;
- Human resources;
- Course curriculum;
- Medical records;
- Discharge instructions;
- Legal filings;
- Websites; and
- General communications.



Nemino Sakuthay, LUNA Burmese Translator at work.

With each of its projects, LUNA has successfully provided translation services and desktop publishing (formatting) services as needed in a variety of file formats. Recently LUNA's success with translation quality management and processes has earned it the International Organization for Standardization (ISO) 9001:2015 and the (ISO) 17100:2015 standard certifications. Please see **Addendum R** "Quality Assurance Certification (ISO) & Assurances" for more information about ISO and relevant certificates.

1.3 Please describe your ability to provide language interpretation and written translation services for the Core Languages listed in Section 1 of Attachment I - Scope of Work.

To coordinate the volume of requests in the core languages outlined in this RFP Scope of Work, LUNA will employ several strategies for an efficient and streamlined approach:

**A. Interpretation:** Over the past 20 years, LUNA has built a vast network of staff interpreters, partnering agencies, and contractors that cover the entire state of Indiana. While these language providers interpret over 100 offered languages, the core languages outlined in this RFP are among the company's most frequently requested. In short, LUNA can assure the State of Indiana of its ability to provide language interpretation and written translation services will exceed expectations.

- **Quality Control:** LUNA currently holds ISO 9001:2015 certification for the Quality Management Systems which applies to the interpreting services provided. This accreditation exhibits LUNA's commitment to the accuracy, quality, and timely delivery of interpreting services. See **Addendum R** "Quality Assurance Certification (ISO) & Assurances" for more information on ISO.
- **Expertise:** The collective years of experience and technical expertise in the language access business is one of LUNA's most distinguishing assets. The

coordinating team is strategically comprised of individuals representing over a dozen different cultures and languages and is what ensures an appropriate resource match.

Additionally, LUNA has cultivated a strong reputation and positive **relationship with Indiana's Deaf and hard of hearing communities**. This collaborative relationship with Deaf community organizations, such as the Indiana School for the Deaf, the Indiana Association of the Deaf, Deaf Community Services, and the State of Indiana's Deaf and Hard of Hearing Services division supports LUNA's ASL service provision to be expansive and well regarded across the state.



LUNA Senior ASL Interpreter, Andy Rork, interprets for Governor Holcomb for his weekly COVID-19 press events. PHOTO CREDIT: Fox59

- **Industry Partnerships:** In order to meet the geographic on-site requirements of this contract, LUNA has established relationships with a vast national network of qualified and experienced telephonic and video interpreters and partnering agencies around the State willing to help source their local interpreting resources in order to increase the pool of providers and decrease driving and travel time for the requests outside of Central Indiana. For the OPI and VRI components, LUNA works with interpreters on a national level to make sure the needed languages are accessible See **Addendum G.2** "Industry Partnering Agencies and Letters of Intent."

**B. Translation:** LUNA's Translation Department is both ISO 9001:2015 (Quality Management System) and 17100:2015 (Translation Standard) certified. See **Addendum R.2** "Translation Services- ISO 17100:2015 Certificate." For LUNA's translation processes see **Addendum R.7** "P-IEC Internal and External Communications," **Addendum R.8** "R.8 Translation Process ISO 17100:2015," and Addendum R.9 "Translation Process PDCA Cycle ISO 9001:2015 and 17100:2015." The certification attests to LUNA's dedication for meeting and exceeding industry best practices in translation. Specifics of LUNA's systems and processes include:

- **Quality Control:** LUNA's project management team is extensively trained on internal processes for communication, quoting, project implementation, project quality checks, and final delivery. The project management system



used, Plunet, allows the team to closely monitor the life cycle of a project, provide and receive feedback, and produce robust reports. See **Addendum P.1** “Plunet Security and Capabilities”, **Addendum T.4**, “Plunet Customer Service Guide”, and **T.5** “Plunet Business Manager Product Brochure” for more information on Plunet. Working in over 200 languages and translating nearly five million words in 2019, demonstrates LUNA's capacity for efficiency, quality, and timely delivery. See **Addendum R**, “Quality Assurance Certification (ISO) & Assurances.”

- **Expertise:** ISO 17100:2015 certification requires that all translators LUNA works with are knowledgeable in the subject area assigned, are fluent in the target language, have a combination of degrees and experience in translation, and have provided evidence of their qualifications and education.
- **Industry Partnerships:** LUNA nurtures an extensive network of translation partners and participates in industry organizations such as the American Translators Association, Globalization & Localization Association, and Midwest Association of Translators & Interpreters, and the Association of Language Companies. This provides LUNA with up to date information on the industry, best practices, and the highest quality translators available.

c. **Other Relevant Factors to LUNA’s Provision of Services**

- **24-Hour Accessibility:** LUNA’s experienced coordinators are available 24/7/365 via phone and email. If the requester, consumer, or provider prefers to contact the office using ASL, LUNA has a dedicated videophone that can receive calls M-F, 7a-6p monitored by a Deaf employee. For after-hours calls, a signmail message can be left and LUNA will be notified via email. LUNA's Coordinating Team is available during business and after hours to assist with language identification and other emergency or unique requests.



**LUNA’s entire Coordinating Team are multilingual, experienced, and truly caring in all ways.**

- **Operations:** LUNA's "Ops Team" has eight members who specialize in interpreter compliance, contracting, reporting, accounting, and overseeing the quality management system for the company.



LUNA's "Ops Team" led by Kelly Wright (back row on the left) will oversee reports and invoicing for the State.

- **Staff of Experts:** The leadership at LUNA Language Services is comprised of individuals with extensive experience and background in the language services field who stand behind the company's prior, current, and future work with the State of Indiana. See **Addendum I** "Resumes of Company Staff."

1.4 Please provide a list of all core language dialects that you agree to provide language interpretation and written translation services for.

**A. Core Languages:** LUNA agrees to provide language interpretation and written translation in the following core languages:

- Spanish;
- Burmese;
- Chin (all dialects);
- Arabic;
- French;
- Karen;
- Vietnamese;
- Swahili;
- Chinese Simplified and Traditional (Mandarin); and
- Kinyarwanda.



**B. Language modalities for the Deaf and hard of hearing:** In addition, LUNA will provide language interpretation and other communication assistance for the Deaf and hard of hearing in the following languages and modalities:

- American Sign Language;
- Tactile interpreting (For Deaf/Blind);
- Atypical language interpreting performed by certified hearing and Deaf interpreters **Addendum V.2** “Use of Certified Deaf Interpreters;” and
- Communication Access Realtime Translation (CART) services.

1.5 Please provide a list of all non-core languages (and dialects) that you agree to provide language interpretation and written translation services for.

LUNA can provide interpretation and translation services to the State of Indiana in over 100 non-core languages in addition to those core languages listed in 1.4. A full list of those languages can be found in **Addendum J** “Available Languages List”.

The following list highlights some of the notable non-core languages and resources used in Indiana:

- Korean;
- Punjabi;
- Russian;
- Creole;
- Japanese;
- Hindi;
- Somali;
- Yoruba; and
- Gujarati.

Burmese dialects in order (top to bottom) of most frequently requested:

- Hakha Chin;
- Falam Chin;
- Burmese;
- Mizo Chin;
- Tedim/Zomi Chin/Zo Chin;
- Karen;
- Matu Chin;
- Zophei Chin; and
- Karenni.

1.6 Please explain how you will locate qualified interpreters who are experienced or familiar in subject matters **not** listed in Section 1 of Attachment I - Scope of Work and in non-core languages that you have **not** listed in your response to Question 1.3.

**Recruitment Initiatives for Language Providers:** LUNA Language Services currently provides on-site interpretation in over 100 languages with an established network of Indiana-based language providers who represent various multilingual and multicultural communities across the state. The business built its reputation on recruiting, training, and maintaining relationships with these providers based on respect and a common mission to service the community:

- LUNA staff recruits within the communities in which they live and work.
- The company also has established relationships with Universities and teachers across the region who refer talent to LUNA.
- LUNA is very active in local and national interpreting organizations, as well as in the LEP communities who are served. LUNA's level of involvement is one of the pillars on which the business was established and flourishes today. Many of our staff have board involvement and partnerships with several cultural and stakeholder groups across the company, including Exodus Refugee & Immigration, Catholic Charities, Immigrant Welcome Center and the State of Indiana's Board of Interpreting Services. These relationships provide LUNA with insight about emerging and future language needs across the state.
- Steeped in the business of language access, LUNA is acutely aware of the nationwide interpreter/translator shortages. To strategically face this challenge, LUNA offers unique opportunities for emerging language providers. Along with various modes of mentoring for interpreters and translators, the company provides both internship (Translation) and Fellowship (Interpreting and Translation) opportunities across the company.
- Additionally, LUNA has several professional development initiatives that help the company to grow and nurture new interpreters into the field of language provision. Through LUNAcademy, the company's training and professional development arm, interpreters and translators can access dozens of skill building trainings every year. See **Addendum M.2 "LUNAcademy Trainings."**

In short, the professional relationships and community collaborations that LUNA curates are the avenues used when recruiting language providers.

**Qualifications of Language Providers:** To ensure quality control and client satisfaction, LUNA has minimum requirements for language providers regardless of service line (interpretation or translation) or language. Please see Section 2.2 below for more specific information.

**Identification and Service in Languages of Lesser Diffusion:** The use of remote services such as OPI, VRI, and remote CART opens up LUNA's interpreting/writing pool exponentially since these services are not limited to one geographic area.

Salient to the unique needs of Indiana's refugee population, LUNA specializes in the provision of Burmese languages and dialects. The company's provision of Burmese language needs outside of the State of Indiana (ex. Maricopa County Courts, AZ) is an example of LUNA's notoriety of language provision in lesser defused languages.

1.6 Please provide the number of interpreters, by region (see Attachment J) for each core language (including ASL) listed in Section 1.4.

Interpretation - In Person	Northwest	Northeast	Central	Southwest	Southeast
Spanish	20	23	200	10	19
Burmese	10	17	130	5	6
Chin	10	10	130	5	6
Arabic	5	7	50	*	4
French	5	6	30	*	3
Karen	5	12	9	*	*
Vietnamese	6	5	19	*	2
Swahili	6	6	14	*	3
Mandarin	7	4	20	*	2
Kinyarwanda	4	5	10	*	2
ASL	25	37	163	15	13

“\*” Denotes languages and regions of the State where interpreters may not reside but are able to reach for on-site assignments if needed. In the case when there is an immediate need for on-site work and a language provider does not reside in a region in a certain language group, LUNA plans to offer remote services to the state, including telephonic, VRI, or virtual interpreting services, or as a last resort, request travel exceptions from the State. See **Technical Proposal, Question 1.1 and Attachment 2.5.2 Cost Proposal Assumptions.**

LUNA is constantly recruiting and training new providers and if there is a specific language need in a certain region of the state LUNA will work to provide on-site services there. Upon the award of this contract, LUNA will immediately focus interpreter recruiting strategies to prepare for the potential of requests in all areas of the state.

## 2. General Questions for all Service Lines

### 2.1 Overview

2.1.1 Please describe how you will ensure that necessary and appropriate interpreters and translators will be available in after-hours, emergency, and/or expedited situations

**Commitment to 24-hour service:** With long-term clients whose doors are open to the public day and night, LUNA built its brand and reputation by establishing its role as a first responder in Indiana. From the day it was established in 2001 to the present it has staffed Coordinators and interpreters 24 hours a day/7 days a week at no extra cost to clients. Proudly, the teams have nearly 20 years of experience attending to emergency requests for hospitals, prisons, courthouses, social workers, and by government authorities. In the private sector, the company services facilities that operate around the clock with language support for staff. The office is staffed with humans (rather than computer automation) who are dedicated to the community and clients in order to provide last-minute and prescheduled services, via the following methods:

- Telephone calls (24 hours);
- Videophone calls (M-F, 7a-6p);
- Faxes monitored (7a-6p);
- Emails monitored (24 hours); and
- Requests made in person at our office or on-site during office hours (variable with COVID, but normally 7am-6pm).



The LUNA office is staffed seven days a week and ready to take client calls 24 hours a day. Coordinators are fluent in the state's most common languages and can help client's identify language needs.

### **After Hours Availability and Protocols for Service Lines:**

- A. In Person Interpretation (includes American Sign Language/CAS):** LUNA's Coordinating Team can be contacted any time of day or night by simply calling the office number or sending an email for last minute or emergency requests. LUNA has an established on-call protocol for staff and contracted interpreters to ensure availability for all after hours requests by clients in a timely matter.
- B. Telephonic Interpretation:** LUNA's over-the-phone spoken language interpreters are available on demand 24/7/365. Telephonic **interpreters are located within the U.S.** and are familiar with languages and dialects local to Indiana. Requesters will be able to access a self-service online portal or call the LUNA office for assistance.
- C. Translation:** LUNA's vast network of translators who work in a variety of time zones allows for flexible and timely translation service provision. The team is available via the 24-hour customer service line for urgent requests outside the standard office hours of 8am-6pm EST. During standard office hours, LUNA's team will be responsive via phone, email, and fax. A project management team can be assigned to assist with ongoing after-hours requests.
- D. Video Remote/Virtual Interpreting:** LUNA's video remote interpreters for VRI and virtual Interpreting are available on demand 24/7/365. Requesters will be able to access a VRI portal themselves or by calling the office any time of day or night.
- E. CAS - CART:** LUNA works closely with WBE Terry's Transcripts and A La CARTe, LUNA's CART partnering agencies, to provide CART services after hours and on the weekends. CART is not typically a service that is requested in an emergency because of the required equipment and set-up. That being said, LUNA can provide a remote CART writer within an hour of receiving the request.

## **2.2 Certifications, Qualifications and Testing**

- 2.2.1 Please describe how you will ensure that interpreters are licensed, pre-qualified, and trained for industry standard terminology.

LUNA maintains a strict compliance program for its staff and subcontracted language providers. The program has been designed around quality management processes, industry standards, and certified by an independent auditor. See **Addendum R "Quality Assurance Certification (ISO) & Assurances"** regarding ISO certification. While licenses are not standard in the language services industry, LUNA requires minimum qualifications for skills, education, and experience, and for certain languages and sectors, certifications. Fluency, terminology, and language proficiency are tested at LUNA across service lines.



**A. Qualifications for In-Person Interpreters.** Interpreters for the State Contract will meet LUNA's standard qualifications for interpreters, reflected below:

- Passage of proficiency exam by third party evaluators in English and second language with an emphasis on vocabulary and ability to work in various settings;
- Completion of Bridging the Gap--a nationally recognized 40-60-hour training for all spoken language in-person interpreters--or higher education program (such as a college or graduate degree in interpreting).;
- Passage of test on interpreting technique, HIPAA/privacy laws, cultural brokering; vocabulary and industry standard ethics;
- College degree or completion of high school plus at least two years of experience;
- Resume with professional recommendations;
- Attend a two-hour meeting with LUNA staff (LUNALaunch) to exchange and assess additional information about client specific expectations for the professional behavior and local logistics;
- Professional development and continuing education completion certificates kept on file;
- Credentials in the areas of medical and legal interpreting for languages where those credentials exist; and
- Background checks or fingerprinting (when applicable for assignments).



LUNA offers Bridging The Gap training at LUNAcademy, a training center located in Central Indiana, and at Washington Township Adult Education Center as a means to recruit new interpreters.

## **B. Qualifications for Telephonic Interpreters.**

To recruit qualified telephonic interpreters, Certified Languages International (LUNA's subcontracting partner for OPI) prioritizes the following minimum qualifications:

- 40 hours of formal interpreter training;
- Two years of professional interpreting experience;
- "Level 4 – Full Professional Proficiency" on the Interagency Language Roundtable (IRL) scale (a language proficiency exam);
- A passing score on an interpreter exam that assesses candidates on terminology, memory skills, accuracy, neutrality, cultural competence, and HIPAA compliance;
- National certifications such as the Certification Commission for Healthcare Interpreters (medical) and state-granted court certifications (legal) are not required but are prioritized, and these interpreters can be arranged for prescheduled assignments, especially in the areas of legal and mental health assignments.; and
- **SPECIAL NOTE: Telephonic interpreters are based in the United States.**

In addition to the abovementioned qualifications for telephonic interpreters, the following training is expected for professional development:

- Customer service training;
- Training on Medicaid Fraud;
- Training on Waste and Abuse Prevention; and
- Additional professional development training related to terminology, technology, and cultural brokering.

See **Addendum T.9** on CLI's Professional Interpreters.

## **C. Qualifications for Translators.**

Based on LUNA's ISO 17100:2015 certification, all translators meet at least one of the following requirements as a baseline for qualification:

- Hold a recognized graduate qualification in translation from an institution of higher education;
- Hold a recognized graduate qualification in any other field from an institution of higher education plus two years of full-time professional experience in translating; and
- Have completed five years of full-time professional experience in translating.

All translators used for the state will have a minimum of two years of experience. All translators will also demonstrate the following competencies:

- Translation competence;
- Linguistic and textual competence in source and target languages;
- Competence in research, information acquisition, and processing;
- Cultural competence;
- Technical competence; and
- Domain competence.

LUNA collects samples of work, references, CVs, and tests in addition to copies of diplomas, certificates, and other evidence of competence and qualifications. All editors are required to meet the same levels of competence in all areas as translators.

Our subcontractor partners are also required to follow these qualifications for experience and education and provide quarterly evidence to LUNA of compliance. Additionally, both Terra Translation, LLC and 1-Stop Asia are ISO 9001:2015 and 17100:2015 certified companies.

- D. Qualifications for CAS – ASL In Person Interpreters.** ASL interpreters used for this contract will have a minimum of an Indiana Interpreting Certificate as a credential. Approximately 50% of LUNA's total number of ASL interpreters are nationally certified with the Registry of Interpreters for the Deaf or meet the state expectation of a score of 3.5 or higher on the Educational Interpreter Performance Assessment. Requirements for attaining and maintaining these ASL interpreting credentials are as follows:

**Provisional Indiana Interpreting Certificate (State of Indiana)**

- Four-year degree in ASL interpreting;
- Letter of recommendation from program chair;
- Successfully passed the Registry of the Deaf's (RID) Knowledge exam;
- 20 hours per year of professional development; and
- Must become nationally certified within five years.

**Educational Interpreter Permit (State of Indiana)**

- Proof of high school diploma;
- Scored 3.5 (out of 5) or higher on EIPA Performance Assessment;
- Successfully passed EIPA Written Exam; and
- 36 Professional Growth Points annually.

### National Interpreter Certification (RID)

- Four-year degree;
- Successfully passed RID's Knowledge Exam;
- Successfully passed RID's Performance Exam;
- 80 hours of professional development every four years; and
- Qualifies for full Indiana Interpreting Certificate.

In addition to prioritizing these credentials, on-site ASL interpreters may be given an additional language skill screening test that evaluates the interpreter's:

- Knowledge of interpreting ethics;
- ASL to English interpreting skills; and
- English to ASL interpreting skills.



LUNA has Deaf and hard of hearing staff available to help with ASL interpreting assessments and everyday practice for staff.

**E. Qualifications for CAS-VRI.** All ASL video remote interpreters have their Indiana Interpreting Certificate and/or their national certification through the Registry of Interpreters for the Deaf (**details of these credentials are listed above**). In addition to these qualifications, all ASL VRI interpreters have gone through the following:

- A technology specifications check;
- A quality assurance check to ensure the interpreter's set up meets industry standards;
- Test calls with LUNA's VRI Manager; and
- HIPAA compliance training.

Furthermore, because the nature of ASL VRI work is predominantly government, education and medical, the interpreters are well-versed in the needed vocabulary to successfully process calls for the State of Indiana.

**F. Qualifications for CAS – CART.** LUNA's CART writers, primarily provided through Terry's Transcripts, has the following skills, qualifications, and/or credentials:

- A minimum of a certificate of graduation from an accredited court reporting school;
- Successfully passed an online skills test (180 wpm minimum);
- Successfully passed the written knowledge exam;
- National Certified Realtime Captioner (NCRA); and
- Nationally Certified Realtime Reporter (NCRA).

See **Addendum G.1.2** "Letter of Commitment."

**G. Interpreter Compliance Documentation.** In addition to LUNA's on-site interpreters (spoken language and ASL) holding the expected credentials, extensive compliance documentation is kept on file. This documentation includes, but is not limited to:

- Background checks;
- List of childhood immunizations;
- Documentation of an annual flu shot;
- HIPAA training documentation;
- LUNA Language Services Code of Ethics. See **Addendum K** "Company Code of Ethics"; and
- Letters of recommendation.

**H. Non-credentialed interpreters:** While all efforts will be made to fill assignments with credentialed providers, LUNA Language Services is aware that it may need to call on non-credentialed interpreters to fill certain assignments, especially in languages of lesser diffusion or in far reaching areas. Following the protocol set forth by this RFP if those interpreters are not currently registered with the State or have not taken Bridging the Gap, LUNA will require a skills assessment and then request special permission from the State to use that provider's services. Elements of the Non-credentialed Interpreter Assessment include:

- Application process for interpreters;
- Must provide two letters of recommendation;
- Interview based on professionalism and ethics scenarios;
- Recorded skills-based evaluation to be reviewed by Program Director; and
- Video upload available to those not located in Central Indiana.

2.2.2 Please describe how you will conduct background checks for interpreters and translators.

**A. Background Checks for In-Person Interpreters.** LUNA's on-site interpreting staff and independent contractors have a substantial background check performed before jobs are assigned. This background check is repeated at regular intervals and contains the following standard searches:

- SSN Trace/Address History;
- County Criminal Search;
- Office of Foreign Assets Control;
- Nationwide Criminal/Sex Offender Search; and
- Fraud and Control Information System (level 3).



**B. Background Checks for Remote Interpreters and Translators:** Translators without any direct contact with clients will not be given a background check, but those with direct contact with individuals or involved in a tangible way with cases will be given a background check. See answer above for **Exceptions Sec. 1.1.A.2.**

## **2.3 Customer Support**

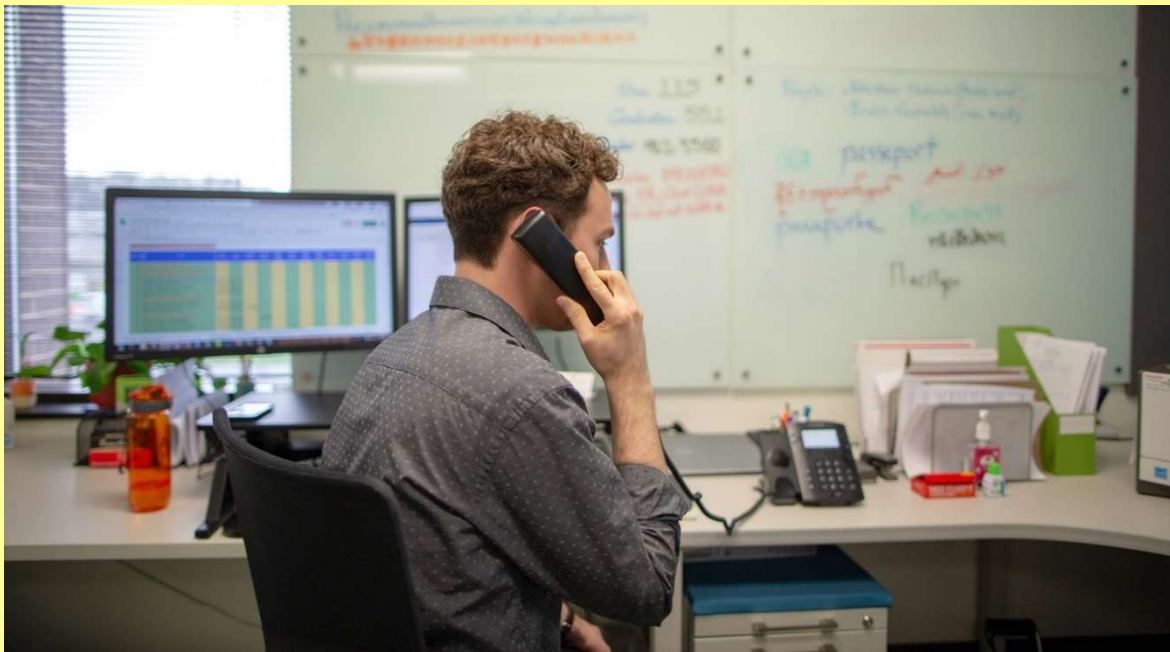
2.3.1 Please describe the electronic tools you will provide to the State to help State personnel determine the needed language for a requested interpretation.

LUNA is available 24/7/365 for live customer support to provide State personnel assistance determining the language needed for interpreting/translation services. Because of LUNA's years of experience in the language access field, the coordinators are adept at recognizing the language needs based on contextual information such as full name of the individual needing services, location of services needed or the geographic location from where the LEP originates. In addition, several tools will be available.

- 1) Point to Your Language Guide:** LUNA will distribute this document containing a statement in the top 20 languages in Indiana to state agencies, as well as make it easily accessible on the LUNA website. The guide allows the non-English speaker to point to their needed language and can be customized with additional instructions related to this contract. See **Addendum L** "Point to Your Language Guide."
- 2) LSP Ware/Atrium:** LUNA's scheduling software will allow the coordinators to search the name of an individual for which services have been previously provided under this contract and other State contracts. Given the length and breadth of LUNA's service provision, a majority of LEP and Deaf individuals who have previously sought language access are available within LUNA's HIPAA secured system.
- 3) Training on Specific Cultures and Languages:** As part of LUNA's proposed training for state agencies, there will be training materials (written, online videos, and webinars) with information about certain cultures and languages. These include Burmese culture and related dialects, Deaf culture and use of American Sign Language, lists of the most common names associated with specific languages, and cultural and linguistic information about emerging refugee and immigrant groups who arrive during the course of this contract. See **Addendum M.2** "LUNAcademy Trainings."

2.3.2 Please describe your approach to and experience with customer support, technical support, and dispute resolutions programs. In your answer, please include average response and resolution times.

- A. **Customer Support:** LUNA has a team of 14 language coordinators who are front-line customer service experts. Specifically trained in customer satisfaction/de-escalation techniques, HIPAA compliance and general problem-solving skills, LUNA's coordinators are trained to address the needs of callers. The Coordinating Team is equipped to answer immediate questions and/or connect callers **within three minutes** to other people within the company who can answer more in-depth inquiries. Coordinators are available by phone and by email, 24/7/365.



While assistance is available through email and client portals, LUNA believes in a human touch. Live customer support is available by phone 24 hours a day, 7 days a week. Pictured here is a Translation Project Manager.

**B. Technical Support:**

- **LSP Ware/Atrium:** Primary technical support for Atrium is provided via e-mail by LUNA's in-house Operations Team, along with LSPWare's software engineers when necessary. LUNA's website and LSPWare's website also provide user tutorials, videos, and troubleshooting materials. **Average response time is less than 24 hours.** See **Addendum T.1** on "Atrium Client Portals and Benefits."
- **VRI:** LUNA has a thorough onboarding process to make sure clients have the technological capabilities for VRI services. Specifications and recommendations for types of devices (desktop/Android/iOS), internet services and hard/remote wiring protocol are effectively outlined with

LUNA's client's end-users for optimization. In most cases, technical issues with VRI are due to the consumer's own internet connection and can be resolved by contacting their internet provider. **Regardless, technical issues with the actual VRI platform will be responded to in less than 30 minutes during business hours. For after-hours issues, the average response time from a LUNA coordinator is less than one hour. See Addendum T.7 "VRI Minimum Tech Requirements."**

- **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. The system is available 24/7/365 for submission of new requests. It also has robust reporting features and allows clients to review past project submissions, track progress of current requests, and retrieve source and target documents in one place. For technical support on use of this system, **LUNA staff can receive requests for support 24/7/365 via email and phone, and the LUNA translation project management team is available during business hours M-F 8am-6pm to respond. See Addendum P.1 "Plunet Security and Capabilities"** for more information about Plunet security and features.

**C. Dispute Resolutions:** LUNA's ISO 9001:2015 Quality Management standard is the pillar on which dispute resolutions and quality assurance are built. Steeped in the requirements for customer satisfaction, LUNA wholeheartedly commits and is held accountable to the following Quality Management Systems principles for all service lines:

- Customer focus;
- Leadership involvement;
- Engagement of people;
- Process approach;
- Improvement through corrective actions;
- Evidence-based decision making use risk analysis; and
- Relationship management.

LUNA's Translation and Interpretation Quality Management System (TIQMS) is based on an internal and external feedback mechanism that focuses on planning, risk analysis, implementation, monitoring and improvement.

#### **1. Dispute Resolution Protocol.**

**The process for dispute resolution is as follows:**

- Receipt of interpretation/translation assignment;
- Information regarding specific needs meets LUNA's standards of policies and processes;
- Service/product rendered;
- Dispute received;
- Internal audit of needed corrective action;
- Management review;
- Improvements put in place; and
- Resolution with client.

The timing for resolution of disputes is variable by the type of dispute and is addressed below. See **Addendum R.5 "P-CA Corrective Actions"** for details on LUNA's process for addressing disputes and client grievances and Figure 1, below charting out the flow of how a dispute is managed at LUNA.

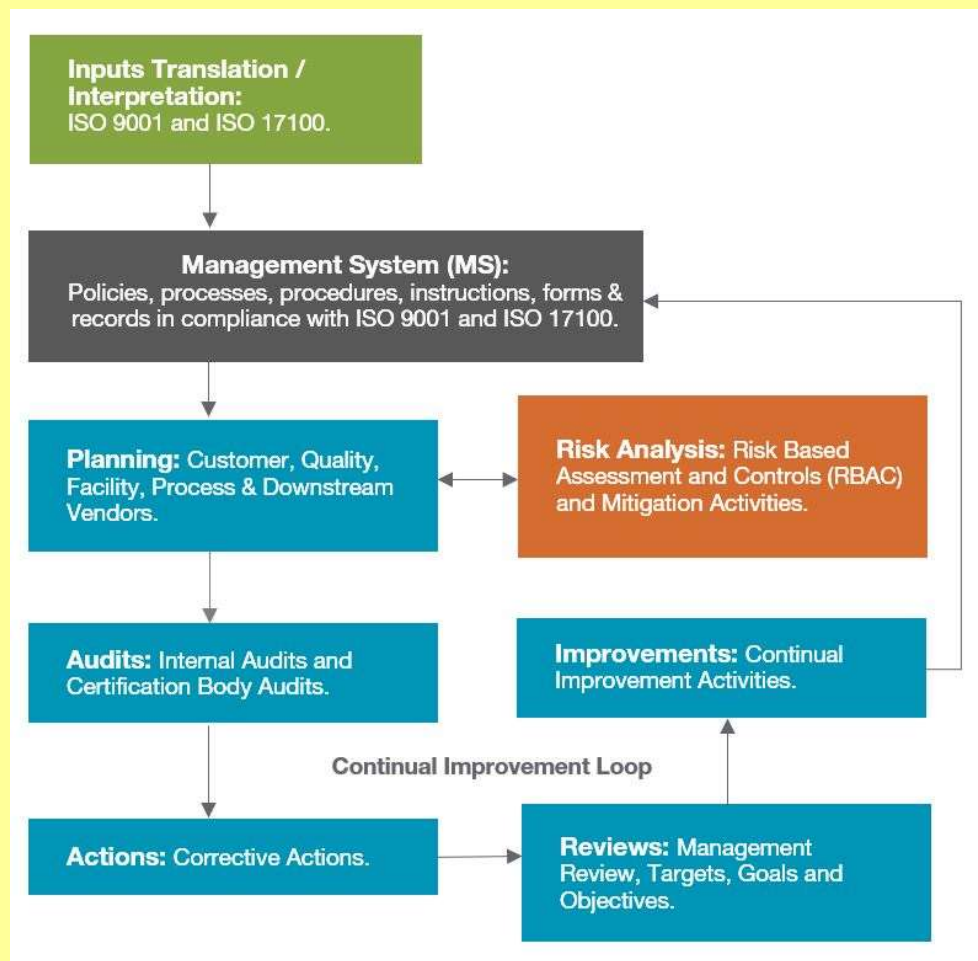


Figure 1: LUNA's dispute resolution protocol is part of a Quality Management System and integrates into the company's commitment to corrective action and continual improvement.

**2. Financial Disputes:** LUNA is committed to accurate and timely invoicing and billing. In the event a concern regarding the accounting is raised,

complainants can contact the Accounting Department immediately via email or phone (business hours 8a-6p, M-F). All attempts will be made to provide appropriate documentation so the complaint can be addressed and resolved **as swiftly as possible and no later than 14 days of dispute receipt.**

**3. Service Dispute response time:** LUNA takes consumer and client satisfaction extremely seriously because relationships are at the core of its business. **A LUNA representative will respond to a dispute in less than one business day, many times within the hour of receipt.**

**4. Service Dispute resolution time:** While resolution times will vary depending on the details and nature of the dispute, LUNA commits to conducting all investigations and seeking resolution as soon as is possible and **no more than two business days of receiving the dispute.** In addition to this, LUNA will stay in constant contact with the individual/organization who submitted the dispute so that processes are transparent to the involved parties.

#### **2.4 Confidentiality, and Accountability, and Disclosure of Conflict**

2.4.1 Please describe your approach to and experience with Emergency Business Continuity and Disaster Recovery Plans.

As part of LUNA's commitment to quality and accountability, the company has conducted several internal audits to measure efficiency, efficacy, and overall success. In addition to the internal audits, LUNA has participated in various external audits based on professional contracts held. These audits have been conducted by entities from or related to:

- Program audits by state of Indiana agencies,
- ISO;
- Third party audits by clients and consultants; and
- HIPAA compliance audits.

Audits were comprised of assessments of LUNA's Emergency Business Continuity and Disaster Recovery plans, which has evolved as the company has grown. Elements of the plan include but is not limited to: natural disasters; public health crisis; security; private health information (HIPAA) breach; the GDPR, information and file retention solutions; and cyberspace/internet vulnerability.

See **Addendum N** "Business Continuity & Disaster Recovery Plan." 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."

2.4.2 Please describe your approach to and experience with Quality Assurance Programs.



LUNA's approach to quality assurance is shaped by its adherence to international standards of quality management and quality assurance. LUNA created a custom quality management system specifically designed to meet the quality assurance needs of clients while also following quality management system best practices as laid out in two international quality standards: ISO 9001:2015 and ISO 17100:2015.

LUNA was awarded the ISO 9001:2015 and ISO 17100:2015 certification in 2020 when the company's Translation & Interpretation Quality Management System was audited against these international standards of excellence by an independent third-party evaluator.

As part of LUNA's TIQMS, senior leadership at LUNA established a Quality Policy, see **Addendum R.4** "ISO Quality Policy." This policy is a brief statement that provides a framework for quality objectives and includes a commitment to adhere to the requirements outlined in ISO 9001:2015 and ISO 17100:2015.

LUNA's TIQMS is a robust system that assists senior leadership with or by:

- Identifying and tracking quality objectives and targets;
- Providing a set of protocols for identifying;
- Evaluating business, legal, and quality risks;
- Documenting the company's efforts to correct deviations from established quality standards.

See **Addendum R.5** "P-CA Corrective Actions" documenting the company's efforts to improve internal operations through Quality Assurance initiatives. See **Addendum R.6** "P-CI Continual Improvements."

LUNA provides a framework for setting translation and interpretation quality objectives through its Management Reviews. LUNA has determined through standard management reviews with senior leadership that this Quality Policy is appropriate to the purpose and context of LUNA and supports its strategic direction.

LUNA is committed to satisfying all the applicable requirements, including the current versions of ISO 9001:2015 and ISO 17100:2015. Further, it will provide continual improvement of the Translation and Interpretation Quality Management System through internal audits, Management Reviews and Continual Improvement Projects.

This Quality Policy is available and maintained as documented information per P-DC Documentation Control and P-IEC Internal and External Communications;  
This Quality Policy is communicated, understood and applied within LUNA Language Services. This Quality Policy is available to relevant interested parties, as appropriate per P-IEC Internal and External Communications and will be included in **Addendum R**, "Quality Assurance Certification (ISO) & Assurances."

## **2.5 Billing**

2.5.1 Please describe and attach the template and format of a monthly invoice that, if

awarded this contract, would be used to detail individual services and overall monthly utilization to state agencies requesting the service.

LUNA uses three separate invoicing templates based on the service provided and the platform used to schedule language services:

1. QuickBooks invoices from LUNA's Scheduling Platform, Atrium (CART, on-site interpretation, virtual online interpreting);
2. VRI/OPI invoices from multiple scheduling platforms (phone interpreting, video remote interpreting); and
3. QuickBooks invoices from Plunet (Translation).

Each invoice template displays slightly different information, depending on the services rendered. **Customization of invoice formats is available to meet invoicing requirements.** All projects and interpretation assignments are itemized. Any requested information that is not captured on LUNA custom invoices can be included in the monthly utilization report or quarterly account management report.

See **Addendums U.2 "Sample Translation Invoice", U.3 "Sample VRI Invoice", and U.4 "Sample Interpreting Invoice."** Invoice templates will be adjusted per the State's needs and the format will be approved by the State before being implemented.

- 2.5.2 Please describe how you will share billing information that can help the State link services to individuals without including Personal Identifiable Information (PII).

LUNA Language Services uses three complementary scheduling systems which all have elements that can assist the State with linking services to individuals without compromising individual privacy.

In every platform, an LEP/Deaf/hard of hearing individual can be assigned an ID number. This number can be displayed on monthly Excel utilization reports and on invoices in lieu of the individual's name. One ID number will be assigned to an LEP individual across all LUNA platforms so that there is consistency in reporting services rendered to a specific individual.

In some cases, it may be necessary for state agencies to provide the LEP/Deaf/hard of hearing individual's ID number when requesting services to increase the accuracy of service tracking.

## **2.6 Account Management and Reporting**

- 2.6.1 Please describe your proposed account management approach and structure. When applicable, please provide names, roles, contact information, and resumes.

**LUNA has assembled an experienced and caring team with personnel who are uniquely qualified to implement this contract to its fullest capacity. The Lead Account Manager**

and back-up Account Managers are listed below:



**Marina Hadjioannou Waters (President)**, a first generation Greek American, provides leadership to the LUNA staff and operational oversight to government clients focusing on compliance with state policies. With a legal background she oversees all contractual agreements with subcontractors and works with the Ops Team to create efficiency processes, quality control, and auditing programs. Marina has dedicated over 25 years of her career and academic interests advocating for the civil, political and cultural rights of communities facing discrimination. She has worked for the State of Arizona Office of Civil Rights, was a staff attorney at the University of Arizona, and trained in Public Health. Marina worked tirelessly alongside Chris Waters to build LUNA Language Services from the ground up. Awarded for her public and community service, she has served on Language Access Tasks Forces for the City of Indianapolis and the Supreme Court of Indiana and acts as a Title VI consultant to government agencies and commercial organizations. ***Marina Waters will serve as lead account manager for this contract.*** Email: [Marina@LUNA360.com](mailto:Marina@LUNA360.com). Phone: 317-341-4137.



**Kelly Wright (Head of Operations)** brings over 20 years of experience in the operations world to the implementation of this contract. The Operations Department at LUNA focuses on the internal workings of the organization to ensure that LUNA's services are delivered seamlessly to LUNA clients. Kelly oversees the Accounting Department as well as our growing Operations Team. Her talent for assessing systemic organization structure and needs ensures LUNA's consistent and efficient workflow, both internally and externally. ***Kelly Wright will serve as a back-up Account Manager for this contract.*** Email: [Kelly@LUNA360.com](mailto:Kelly@LUNA360.com). Phone: 317-341-4137.

**Additional LUNA leadership and personnel will be integral to the successful daily service provision and implementation of this contact:**



**Naw Eh Phaw (Director of Language Services)** was born in the southern part of Burma and is fluent in Burmese, Falam Chin, and Karen. As LUNA's Director of Language Services, Naw utilizes her language and cultural skills to not only bridge language gaps, but also cultural barriers between interpreters, clients, and the surrounding communities. She also works diligently mentoring interpreters and continuously improving their skills, as well as with community and service providers to train them about Burmese culture and best practices for using interpreters. Prior to joining LUNA in 2008, Naw was

a Resettlement Coordinator at Exodus Refugee Immigration, Inc. She is considered a leader in her cultural community based on her role both at LUNA as well as her involvement in Falam Baptist Church of Indiana, the largest Chin Baptist church in the nation, where her husband serves as Senior Pastor. While Naw is one of the humblest humans on the planet, she is also one of the most respected Burmese/Karen/Chin medical interpreters in the nation. Email: [Naw@LUNA360.com](mailto:Naw@LUNA360.com).



**Rebecca Buchan (Director of ASL Services and Education)** has over two decades of ASL interpreting experience. She supervises the company's current pool of ASL interpreters and assists in the coordination of their assignments. In 2013, Rebecca earned her master's degree in Organization and Professional Communication and Development from Ball State University. In addition, she holds a Certificate of Interpretation and Certificate of Transliteration from the Registry of Interpreters for the Deaf, the highest national certification for ASL interpreters. Rebecca was proudly in the first group of ASL interpreters to be qualified by the Indiana Supreme Court. Also, of note is her state appointed position on the Board of Interpreting Standards, a Division of Disability and Rehabilitation Services group that oversees the necessary competency and proficiency standards for ASL interpreters. Email: [Rebecca@LUNA360.com](mailto:Rebecca@LUNA360.com).



**Una Hartzell-Baird, MPA (Director of Translation)**, originally from Bosnia, brings her expertise in organization and systems management along with her broad experience in customer service, sales, and operations to serve as the Director of Translation for this contract. Her seven years of experience at LUNA cover accounting, sales, operations, and Translation Department management. Under her guidance, the translation department has expanded both in volume of clients served as well as expertise and translation capacity. Email: [Una@LUNA360.com](mailto:Una@LUNA360.com).



**Zachary (Zach) Zeunik (Translation Project Manager)**, a graduate of IUPUI holds a Bachelor of Arts in Arabic, French, and Translation Studies. He started his career at LUNA as an intern three years ago. His excellent customer service skills, fluency of the Arabic language and knowledge of its culture, and his educational background are the cornerstones of his success as a project manager. Email: [Zach@LUNA360.com](mailto:Zach@LUNA360.com).



**Neminoo (Nemin) Sakuthay (Staff Burmese and Karen Translator)** is a dedicated Burmese and Karen translator with 20 years of experience. His native knowledge of the Burmese and Karen languages along with his expertise in desktop publishing allow him to overcome many common and complex challenges of working with these languages. His previous work with Exodus Refugee Immigration provided him with an understanding of social services he utilizes when translating for government and social services nonprofits. Email: [Nemin@LUNA360.com](mailto:Nemin@LUNA360.com).



**Victor Castillo (Coordinator Manager)** works as LUNA's Coordinator Manager. He was born in San Luis Potosi, Mexico and then immigrated to the US at the age of five. Victor is now truly bilingual. It was his passion for health care that started him down the path to become a Spanish medical interpreter. Shortly thereafter, Victor joined the LUNA team. As the manager of LUNA's diverse Coordinator Team, Victor oversees the coordinators and services as the initial point of contact for LUNA's spoken language staff and contract interpreters. Victor has used his skills and interest to develop LUNA's on-site quality assurance efforts as a means of gathering real-time feedback from both clients and interpreters. Email: [Victor@LUNA360.com](mailto:Victor@LUNA360.com).



**Wes Bremer (Video Remote Interpreting Manager)**, a former educator, French interpreter, and former coordinator, now serves as LUNA's VRI Manager. Wes also oversees LUNAcademy, the arm of LUNA that provides training, including the nationally recognized Bridging the Gap course. Using his educational credentials, passion for language, and organization skills, Wes serves as the Point of Contact for LUNA's clients who currently use LUNA's VRI services. Email: [Wes@LUNA360.com](mailto:Wes@LUNA360.com).



**Ricardo Gomez (Finance Operations Manager)** was born in Bogota, Colombia. He joined LUNA's Accounting Department in 2015 after working as a contractor for LUNA. Learning the procedures of the Accounting Department from the execution point of view, Ricardo has worked over this period on making the procedures more efficient and accurate. Ricardo oversees the Accounting Department's daily tasks and communicates with clients and contractors often to help accommodate their needs. Email: [Ricardo@LUNA360.com](mailto:Ricardo@LUNA360.com).





**Chris Waters (CEO)** provides top-level oversight in the finance and administration of the contract and provides levity and leadership to his staff at LUNA. Chris reviews weekly Key Performance Indicators (KPI) from the Director of Language Services, Director of Translation, and the Director of the ASL Services. Additionally, he leads all members of the finance team in relation to invoicing to all State representatives. A native Hoosier, Chris founded Indianapolis Interpreters, Inc. in 2001 after returning from the Dominican Republic where he served in the Peace Corps. Upon his return to the US, Chris began interpreting for Spanish speaking patients in local hospitals. He quickly saw a need for reliable interpreting services in Indiana and began recruiting a team of interpreters and dedicated staff who shared his vision. He holds an undergraduate degree in business and finance from Oklahoma Baptist University. ***Chris Waters will be the primary signatory to the contract.*** Email: [Chris@LUNA360.com](mailto:Chris@LUNA360.com). Phone: 317-341-4137.

See **Addendum I** for current resumes for all staff mentioned above.

- 2.6.2 Please describe and attach the template and format of a usage report that, if awarded this contract, would be used to detail the data listed in a. through s. of Section 2.6 of Attachment I - Scope of Work.

Monthly utilization reports for interpretation will be provided in a simple Excel file, which easily allows for additional data analysis by the State, if desired. The monthly utilization report for interpreting services will consist of 21 columns of data on a single worksheet covering each of the requirements listed in a. through s. of Section 2.6 of the Attachment I – Scope of Work. See **Addendum U.5** “Sample Monthly Utilization Report –Interpreting.”

Monthly utilization reports for translation services will also be provided in an Excel file. The report will consist of 4 tabs: Agency Projects, On-Time Delivery Stats, Languages by Agency, and Project Word Counts. See **Addendum U.6** “Sample Monthly Utilization Report – Translation”.

The monthly utilization reports will reflect some information that is also gathered for LUNA’s quarterly reports. Please note that the report samples included in this proposal are prototypes and will be refined and submitted to the State for format approval before official implementation.

- 2.6.3 Please describe, attach, and provide a list of your company's standard reports.

LUNA runs a weekly internal Key Performance Indicator (KPI) report for interpreting services, which identifies potential quality issues, such as unfilled assignments and late arrivals. These reports contain confidential client information and protected health information of consumers, so they are not distributed externally. See **Addendum U.7** “Sample KPI Report” for a visual example of the report layout.

Additional monthly utilization reports are provided to select high-volume healthcare clients upon request. These utilization reports cover the type of language services used (ex. OPI, VRI, etc.), the number of appointments, the type of appointment (ex. ASAP, same day, pre-scheduled), interpreter punctuality, fill rate, top languages requested, and the turn-around time for last minute requests. See **Addendum U.8** "Sample Healthcare Utilization Report."

#### 2.6.4 Please describe your customized and ad hoc reporting capabilities.

##### **Self-Service Reporting via Online Client Portals**

In addition to the LUNA team responding to ad hoc reporting requests, self-service ad hoc reporting will also be available to the State. The State can easily access a digital client portal for **on-site and telephonic interpreting assignments** using the Atrium scheduling platform through which information about completed jobs can be accessed on demand by state agencies. For **VRI services**, a digital client portal using the Boostlingo VRI scheduling platform will be available which automatically records the start time and end time of every VRI call. The State will also be able to run reports on translation projects within the Plunet platform.

**LUNA proposes that whenever possible, self-service reporting via client portal will be utilized in place of manual reporting requests. This will allow state agencies to have on-demand access to their utilization data.**

LUNA will also create additional custom reports for the Quarterly Business Review (QBR), as referenced in the Scope of Work (Attachment I) and in Exhibit C of the Draft State Contract, (Performance Metrics). These reports will be delivered in Excel or PDF format, per the State's preference.

#### 2.6.5 Please describe how you will establish and provide an online survey or other survey tool that can be sent to agencies utilizing the Contractor's service.

Several methods will be used to gather critical information regarding LUNA's service provision. These practices will include the following:

- Online survey tool sent via secured email;
- Online survey tool embedded on LUNA's website;
- Distributed through designated state channels; and
- On-site quality checks.

Information gathered from these tools will be captured, analyzed and distributed to the appropriate state personnel on a quarterly basis for review.

- 2.6.6 Does your company provide online Account Management Services that enables the State Vendor Management team to monitor activity? If so, please provide a list of all functions of online capabilities including reporting.

All LUNA scheduling platforms include online client portal access that allows State personnel to access and manage their accounts on demand. This access allows the State Vendor Management team to request services, view scheduled language service appointments/projects, view digital timesheets (when applicable), view invoices, and run reports.

Information on digital Account Management services inside of Plunet, LUNA's translation portal, **Addendum T.4** "Plunet Customer Portal Guide." Details on reporting functionality begin on page 111.

Information on digital Account Management Services inside of Atrium, LUNA's interpreting portal see **Addendum T.1** "Atrium Client Portal." Reports inside of Atrium's client portal will be custom built accounting to State requirements.

Information on digital Account Management Services inside of Boostlingo, please see **Addendum T.3** "Boostlingo Client Portal."

## 2.7 Implementation

- 2.7.1 What is your company's proposed implementation plan? In your answer, please cite specific tasks, dates, and milestones.

The company's depth and breadth of services in existing contracts (equal or greater in volume to this RFP) uniquely qualifies LUNA to **immediately** meet the on-site spoken language and ASL interpreting, telephonic, translation and CAS needs throughout the entire state of Indiana.

A proposed timeline of implementation is listed below:

### Fall 2020 – December 2020

- Award and public announcement of contract;
- Communication between LUNA and State personnel to ensure alignment in specific expectations and processes, such as process to request and approve requests for services, record keeping for language providers, invoices across service lines, and reporting mechanisms;
- Communication between LUNA and former contract holders for exchange of any necessary information to avoid any disruption of services;
- Identify key contacts and set up of any new client information into LUNA workflow software;
- Training for LUNA staff on State procedures that are unique to this contract;

- Information and training distributed to all subcontractors involved in the provision of services under the Scope of Work;
- Communication with the MWBE/IVOB partners to set up requests for services and products related to the first year of this contract;
- Distribution of LUNA-related online trainings to educate state personnel on making requests, points of contact and dispute mechanisms; (See **Addendum M.1** “Trainings for State Personnel List”; and
- Test run of all service lines with key state users.



Training for State agencies can be done virtually if needed due to COVID-19 and will remain available in recorded segments. All trainings can be made accessible for Deaf/hard of hearing participants.

### **December 1, 2020**

- LUNA launches all service lines to state users.

### **December 2020 – End of First Quarter 2021**

- In-person and/or online orientation for all state users across regions with opportunity to participate in a question and answer session;
- Monthly meetings with key State users to address any recommendations or potential issues;
- Monthly invoicing;
- Monthly utilization reporting;
- Internal audit to ensure compliance with State expectations; and
- End-of-quarter and year-to-date reporting.

**Quarterly Thereafter**

- Reporting on contract metrics;
- Internal auditing on compliance with contract;
- Training available for all state users for optimizing the contract (provided virtually); and
- Quarterly Business Review with contract personnel (see Exhibit C – Performance Metrics).

**Ongoing**

- LUNA personnel available to meet or present services for new added state users;
- Access to online virtual training on all service lines for any added state users; and
- Introduction and educational sessions to promote the use of VRI.

2.7.2 Please identify specific tasks and milestones which require State involvement and collaboration during contract implementation.

**Fall 2020 – December 2020**

- Communication between LUNA and State personnel to ensure alignment with specific expectations and processes, such as process to request and approve requests for services, record keeping for language providers, invoices across service lines, and reporting mechanisms;
- Distribution of LUNA-related online trainings to educate State personnel on making requests, points of contact and dispute mechanisms; and
- Test run of all service lines with key State users.

**December 2020 – End of First Quarter 2021**

- In-person and/or online orientation for all State users across regions with opportunity to participate in a question and answer session; and
- Monthly meetings with key State users to address any recommendations or potential issues.

**Ongoing**

- LUNA personnel available to meet or present services for new added State users;
- Training available for all active State users for optimizing the contract (provided virtually);
- Access to online virtual training on all service lines for any added State users; and
- Introduction and educational sessions to promote the use of VRI and Virtual online interpreting.

2.7.3 Please identify any innovative solutions your company would offer in order to drive contract compliance and savings.

LUNA has developed several creative solutions that allows the company to work across the state while also helping to meet specific client requests and looking for cost-savings initiatives. LUNA has been keenly agile and responsive to its clients' unique needs during COVID using many of these solutions mentioned below. See **Addendum O** "Continuity of Services (COVID-19)" for LUNA service provision assurance during COVID-19.

**Partnering Agencies:** LUNA has nurtured professional relationships with several grassroots language companies located around the state. By working collaboratively with these agencies, LUNA can tap into their staff interpreters and contract interpreting pool that may not otherwise be available. Sourcing local language providers is the number one way to help keep travel/mileage costs down for the state, while at the same time utilizing interpreters that the local communities know and trust.

**Remote Services:** LUNA's coordinators are trained to look for cost savings endeavors that would potentially benefit clients. Suggesting the use of remote services (OPI, VRI, virtual online interpreting and CART) in situations where the client may have to spend unexpected money on travel fees, or if the client is seeking an interpreter with a specific skill set are examples of the way the coordinating team seeks to benefit the client.

**Interpreter Training:** The Scope of Work for this RFP specifically requests that interpreters have knowledge of industry-related terms and vocabulary. To ensure LUNA's interpreters/translators are continually working to improve their skill, LUNA offers interpreter/translator trainings on a regular basis. Encouraging the professional development of the language providers is a necessary element in efforts to stay in compliance with the expectations proposed in this RFP. See **Addendum M.2** "LUNAcademy Trainings."

LUNAcademy is the training arm of LUNA. The facility invites interpreters of all levels to gather, share knowledge, and learn from local and national experts in a welcoming and accessible space.





**Plunet:** LUNA's translation project management system, Plunet, provides industry-leading features which will help LUNA and the State drive contract compliance and savings. Each request will be managed within the system, which is a critical part of ISO certificated processes. The data collected for each project will allow LUNA and any requester to access specific reports including:

- On-time delivery;
- Projects based on LEP;
- Languages requested; and
- Project status.

**Client Portals:** LUNA has three platforms that drive project management and workflow across the company's service lines. These platforms offer secure storage of client information and end user personal identifiers, which are available for real time receipt and viewing of data and are easily accessible by password on any device that is connected to the internet. Other features that will benefit the contract include:

- Self-reporting;
- Schedule requests;
- View status of requests;
- Search all assignments, export data, create own reporting; and
- View timesheets online.

LUNA staff will provide online training and continual customer support to the State users before the onset of the contract and as it onboards new users throughout the duration of the contract.

**Virtual Interpreting (when Deaf and Hearing consumers are in different remote locations):**

For ***virtual online interpreting*** requests, LUNA ASL interpreters can use the platform designated by the requester. Most clients use Zoom or WebEx, but any video conferencing program can be accommodated. Historically, most virtual requests from the State's own Deaf and Hard of Hearing Services are pre-scheduled. However, these requests can be filled from any State agency within five minutes of request.

**Remote CART Experience:** LUNA has been providing CART services as part of the current ASL Interpreting Contract with Deaf and Hard of Hearing Services for the past seven years. Throughout that time, LUNA has procured many helpful resources to aid in the coordination and provision of these services. Because there is an obvious need to increase providers LUNA will identify assignments which will be most appropriate for remote services, ensure equipment and internet is available for remote services, and work with the consumers and requesters to come up with the best solution to fulfill their requests.

## 2.8 Extension to Other Entities

2.8.1 Please detail how you will make this contract and its pricing available for use by other governmental bodies.

As measures to ensure the pricing of this contract is extended to other state government entities and upon award of this contract: LUNA will do the following:

- Designate at least one internal LUNA project manager(s) for the State of Indiana so that all inquiries from state agencies are consistently funneled through the same point(s) of contact;
- Create an information handout (available digitally) which summarizes the key services and rates; and
- Post information on the company's website to encourage clients to ask for State of Indiana pricing.

## 3. Specific Questions for Each Service Lines

### 3.1 In-Person Language Interpretation Services

3.1.1 Please describe your capabilities to provide Video Remote Interpreting (VRI) services for in-person language interpretation services or describe your plan to work with a VRI service provider if you are unfamiliar with VRI services.

LUNA offers both Video Remote Interpreting (two people in the same room connected by a video interpreter) and virtual online interpreting (the people in three locations) for spoken language interpreting needs. See **Addendum V.1** "Virtual Interpreting vs. VRI." The virtual online Interpreting option has been necessary for continuity of services during COVID-19 when meetings and appointments were conducted virtually. Many of our clients who were formerly using VRI. For virtual online interpreting requests, LUNA interpreters can use the platform designated by the requester. While the Scope of Work doesn't request information on this service, LUNA is able to provide it in addition to the standard VRI services, mentioned below. For the benefits, requirements and additional information on of both types of remote video language provision, see **Addendum V** "Background Resources for Provision of Language Services."

LUNA provides reliable and affordable VRI services through its subcontractor Boostlingo, LLC. Boostlingo has a well-established web and app-based platform that offers:

- On-demand and scheduled requests through user-friendly interfaces;
- HIPAA compliance;
- By-the-minute pricing;
- Transparent and streamlined tracking and invoicing of billable time; and
- Ability to use LUNA staff interpreters or preferred contractors for many VRI requests.

#### **On-Demand and Scheduled Requests through User-Friendly Interfaces**

Clients can request VRI interpreters at any time at [luna.interpretmanager.com](https://luna.interpretmanager.com) or with the InterpretManager app. After logging into their accounts, clients can make on-demand or scheduled requests for VRI interpreters in 200+ languages.

Clients can request a VRI interpreter in four simple steps.

- Log in at [luna.interpretmanager.com](https://luna.interpretmanager.com) or on the InterpretManager app;
- Select the desired source and target languages;
- Choose the needed service type (i.e. medical, business, etc.); and
- Choose between VRI and OPI.

Within seconds, clients will be connected to a VRI interpreter. See **Addendum T.6** “VRI Quick Start Guide for Requestor.”

### **HIPAA Compliance**

Every VRI interpreter taking medical calls is HIPAA compliant. As part of the interpreter onboarding process, a VRI interpreter must furnish proof of HIPAA training. In addition to the VRI administrator’s oversight, there is a technological safeguard. Without the proper language permissions, an interpreter is unable to receive a VRI or OPI call through the Boostlingo platform. Beyond the initial onboarding, LUNA performs periodic test calls to assure that VRI interpreters are HIPAA compliant. To report possible HIPAA breaches, VRI clients have access to the VRI interpreter’s basic contact information. At the beginning of a VRI call, the VRI interpreter introduces him or herself by first name and the last four digits of his or her interpreter ID number. Throughout the entire VRI call, clients see the interpreter’s first name and 8-digit interpreter ID number. Should a VRI client feel that the interpreter was not fully HIPAA compliant, the client can file a complaint with LUNA. If the VRI client does not remember the interpreter’s name and ID number, LUNA can reference the date, time, and language of the VRI call to help the client identify the interpreter in question or vice versa. See **Addendum Q.2** “Boostlingo HIPAA Compliance Matrix.”

### **By-the-Minute Pricing**

VRI clients pay for what they need and no more. The Boostlingo platform tracks call durations in minutes and seconds. For invoicing, VRI calls are rounded up to the nearest whole minute and billed according to the established pricing.

### **Tracking and Invoicing of Billable Time**

Boostlingo’s web and app-based platform is highly adaptable to a wide variety of invoicing needs and allows for transparent and streamlined reporting of billable time.

Through the Boostlingo platform, LUNA sends VRI invoices monthly. Invoices can be set up to meet a client’s specific needs and preferences. Invoices can be modified to reflect all the pertinent details a VRI client might desire, details such as a call’s: date, start and end time, duration in minutes and seconds, language, service type (medical, business...),

interpreter, reason for the interpreter request, and cost.

A client receives notification of a new invoice in both his/her email inbox or when logged into his/her account at [luna.interpretmanger.com](http://luna.interpretmanger.com). Terms of payment are Net 30.

Should a client desire a report of billable time or interpreter minutes outside of the monthly invoice, LUNA can run the desired report and share the findings in Excel or PDF format. For such requests, the client's point of contact is LUNA's Video Remote Interpreting Coordinator, Wes Bremer. Wes can be reached at [Wes@LUNA360.com](mailto:Wes@LUNA360.com).

**Ability to Use LUNA Staff Interpreters or Preferred Local Contractors:**

Boostlingo's VRI system will allow LUNA to prioritize call routing to a specific interpreter or to a specific group of interpreters. This feature is relevant for interpreting calls of a sensitive nature or when interpreter consistency, over time, is needed.

See **Addendum V** "Background Resources for Provision of Language Services" for Video Remote Interpreting and Virtual Interpreting Information and see **Addendum J** "Available Languages List" for Language List.

- 3.1.2 Please describe and attach the template and format of a timesheet that, if awarded this contract, would be used to verify precise lengths of provided services.

Paper timesheets can be utilized if the State requires it, however, LUNA recommends switching to digital timesheets for more efficient and accurate record keeping and ease of record access for all State agencies.

LUNA utilizes an on-site scheduling platform which allows the State to verify the lengths of provided on-site services through an optional eReceipt (see section 1.1.1), an online client portal, or a PDF eTimesheet which can be generated on demand through the client portal. The format of the timesheets varies by platform, but variations will include the requesting Agency, date of service, language, start time, and end time. Timesheets for on-site services will also include the client representative's printed name, digital signature, printed name, and the digital signature of the client representative. (The client representative is the person on-site who is representing the requesting agency and can verify that the interpreter was present for the timeframe listed on the eTimesheet.) See **Addendum U.1** "Timesheets and Appointment Log."

- 3.1.3 Please describe how you will determine the limited English proficient (LEP) individual's language within three (3) minutes for at least ninety-five (95) percent of all requested services

To determine the LEP's language within three minutes for at least 95 % of in-person interpreting requests, LUNA will leverage three resources: A) a comprehensive list of LUNA's interpreted languages in which each language is listed in English and the language itself; and B) a consumer data base with past and current LEPs needed for the State of

Indiana and C)the linguistic and cultural diversity and knowledge of LUNA’s staff.

#### **A. Comprehensive List of LUNA’s Interpreted Languages**

On LUNA’s website, there is a list of 200+ languages for which LUNA offers on-site and remote interpreting services. Should a LUNA client be onsite with an LEP who cannot communicate his or her language, the client could use a handout of or the webpage for a comprehensive language list. See **Addendum J** “Language List.”

#### **B. Consumer Database**

The scheduling software used by LUNA’s coordinators allow them to see the names and appointment details for past, current, and future interpreting needs with the State of Indiana. This information can be used to help isolate the specific language needs as well as the LEP’s preferred and/or banned interpreters.

#### **C. LUNA’s Linguistic and Cultural Diversity and Knowledge**

LUNA’s staff aligns well with six of the ten core languages: Spanish, Burmese, Chin, Karen, Arabic, and French. As of June 15,2020, LUNA’s staff includes:

- 11 native Spanish speakers;
- A native Tagalog speaker and trained interpreter;
- A native Bosnian speaker and trained interpreter,
- 5 native speakers of Burmese and Chin dialects;
- 2 native speakers and trained interpreters of Burmese and Karen;
- A renowned translator in three Burmese languages/dialects;
- 1 Arabic-English translator; and
- 1 professional French teacher and interpreter.

Beyond the six core languages above, LUNA’s staff is proficient in the following seven languages: ASL, Catalan, English, German, Greek, Japanese, and Tagalog.



LUNA staff members also have meaningful knowledge of the following 14 countries, regions, and cultures: Benin, Catalan, Colombia, Deaf culture, Dominican Republic, Greece, Japan, Panama, Philippines, Spain, the United States and Puerto Rico, Uruguay, and Venezuela.

For the languages that fall outside of the personal, professional or academic experience of LUNA staff members, LUNA's staff has collectively acquired professional familiarity with numerous languages over the company's 19 years of business. Should LUNA's 15 language coordinators be unable to identify an LEP's language, coordinators can refer to LUNA's leadership team, a team of leaders with long tenures in the language service industry.

- CEO / Owner – 19 years;
- President / Owner – 14 years;
- Director of Spoken Language Services – 11 years;
- Director of ASL Services – 25 years; and
- Director of Translation – 7 years.

3.1.4 Please describe how you will ensure that interpreters are available for at least ninety-eight (98) percent of all in-person interpretation service requests.

#### **Job Fill Rate**

LUNA Language Services currently has a documented fill rate of **99.6 percent** for spoken language, ASL interpreting and CART assignments.

#### **Staff Interpreters**

LUNA has strategically hired spoken language interpreter/coordinators on staff as a quality assurance measure for clients, with several of them holding legal certification/qualification through the Indiana Supreme Court. Having the ability to manipulate staff schedules in a way that is not permitted through an independent contracting agreement, LUNA can make swift accommodations for last minute and complex requests of some of the most frequently requested languages.

LUNA's ASL Department has the largest pool of staff interpreters in the region. With a total of nine interpreters who are either state or nationally certified and legally qualified through the Indiana Supreme Court, the company is positioned to fill a vast array of ASL interpreting requests for the Deaf and hard of hearing communities.

#### **Independent Contact Interpreters**

LUNA currently has a pool of over 800 independent contract interpreters located around the entire state of Indiana. Recruiting of contract interpreters is an ongoing process for LUNA so the company can maintain the stellar record of job fulfillment.



### **Partnering Agencies**

The relationships built with partnering agencies around the state of Indiana is yet another way that LUNA increases interpreter availability. See **Addendum G.2 “Industry Partnering Agency List and Letters of Commitment.”**

- 3.1.5 Please describe how you will provide a replacement interpreter within one (1) hour of an interpreter’s cancellation.

In the event of the need for a last-minute change of interpreters, LUNA will optimize the following measures to ensure a replacement interpreter is quickly dispatched:

- Coordinator availability 24/7/365;
- The convenience of requests being received via phone, video phone, email, and fax;
- After hours on-call protocols for core languages;
- Large network of independent contracted interpreters;
- Pliability of staff interpreter schedules; and
- Relationships with partnering agencies.

It is important to note that many of LUNA’s larger clients also have 24/7/365 operations and the company has decades of experience responding to last minute needs and changes from both the clients and interpreters.

### **3.2 Telephonic Language Interpretation Services**

- 3.2.1 Please describe how you will make a fourth port available at no additional cost to the State.

LUNA will subcontract its OPI services to Certified Languages International (CLI) and provide additional in office telephonic interpreting support and provision by LUNA staff. Notably, **CLI interpreters are all U.S. based**, as required by this contract. The only exception is for interpreters located in Canada when native French-Canadian is requested.

For OPI calls requiring a fourth port, a CLI operator will connect the State and the LEP to the fourth port through a simple dial-out procedure. LUNA and CLI will provide this feature at no additional cost to the State.

LUNA foresees two possible uses of fourth ports. LUNA’s dial-out procedure can accommodate both uses.

1. The State, LEP, and interpreter need a fourth port to join the call. In this scenario, the State employee informs the CLI operator that a dial-out is needed, and the CLI operator facilitates the dial-out to the fourth port.
2. The State, LEP, and interpreter need to connect to a conference call platform such

as GoToMeeting or Zoom. In this scenario, the State employee informs the CLI operator that a conference call dial-out is needed, and the CLI operator facilitates the dial-out to the conference call.

3.2.2 Please describe how you will track billable time through your telecommunications platform.

LUNA's OPI subcontractor is Certified Languages International (CLI).

Through live operators and a scheduling and invoicing platform known as LSP Ware Atrium, CLI and LUNA can assure that they track billable time for every OPI session.

Live operators ask for all the details related to an OPI session and enter them into LSP Ware Atrium. Details related to billable time include:

- Date of OPI session, session start and end time, duration of session in minutes;
- Client name;
- Requester name, reason for OPI request; and
- Language and LEP name.

At month's end, LUNA's Accounting Department uses LSP Ware Atrium to generate invoices for OPI clients. Invoices reflect all of the client's OPI sessions for the month. Invoices can also be customized to include OPI session details outside the ones outlined above.

See **Addendum T.8** "LUNA's OPI Provision" and **Addendum U.9** "Invoicing of OPI Services."

3.2.3 Please describe how you will determine the LEP's language within three (3) minutes for at least ninety-five (95) percent of all requested services. We recognize that this question is similar to question 3.1.3, but we would like this answer to be specific to telephonic interpretation services.

To determine the LEP's language within three minutes for at least 95 percent of OPI requests, LUNA will leverage two resources:

**Comprehensive List of LUNA's OPI Languages**

On LUNA's website, there is a list of 200+ languages for which LUNA offers telephonic interpreting services. Should a LUNA OPI client be onsite with an LEP who cannot communicate in their language, the OPI client could use a handout or the webpage for the list containing the company's language list. The webpage that the State will be able to access for this link is available both online or in paper format at <https://luna360.com/services/interpreting/language-list/>. See **Addendum J** "Available Language List."

**LUNA's Linguistic and Cultural Diversity and Knowledge**

A consideration of the OPI core languages and their portion of LUNA's total OPI calls reveals how well-equipped LUNA is to identify an LEP's language within three minutes. From June 1, 2019 to May 31, 2020, core languages represented 78 percent of LUNA's OPI requests - 1,867 of 2,388 requests.

LUNA's staff is proficient in six of the ten core languages: Spanish, Burmese, Chin, Karen, Arabic, and French. LUNA's staff also includes:

- 11 native Spanish speakers;
- A native Tagalog speaker and trained interpreter;
- A native Bosnian speaker and trained interpreter,
- 5 native speakers of Burmese and Chin dialects;
- 2 native speaker and trained interpreters of Burmese and Karen;
- A renowned translator in three Burmese languages/dialects;
- 1 Arabic-English translator; and
- 1 professional French teacher and interpreter.



LUNA Coordinating Staff are trained and experienced as interpreters providing them specialized skills in matching cultural needs of LEP with the right interpreter and providing nuanced support to clients.

3.2.4 Please describe how you will ensure that interpreters are available for at least ninety-nine (99) percent of all service calls. We recognize that this question is similar to question 3.1.4, but we would like this answer to be specific to telephonic language interpretation services.

CLI's current fill rate for OPI calls is 99.3 percent. An OPI request is said to be filled if CLI can secure an interpreter within four minutes. Furthermore, the 99.3% fill rate is an average of the 200+ languages for which CLI provides OPI services.

CLI's staffing solutions for 99.3 percent coverage include:

- Two call centers inside US borders;
- 3,455 telephonic interpreters;
- A proprietary technology platform for daily monitoring of key performance indicators (KPI's) such as average response time (ART) and on-call logs; and
- Proactive adjustments to staffing based on KPI's.

### 3.3 Written Language Translation Services

3.3.1 Please describe how you will make yourself capable of receiving documents in need of translation services via email or other electronic delivery methods, U.S. postal service or courier delivery, and fax.

LUNA's Translation Department can receive projects via the following methods:

- **Email:** [translation@LUNA360.com](mailto:translation@LUNA360.com);
- **Plunet:** using individual login credentials on a web-based portal;
- **U.S. Postal Service/Courier Delivery:** LUNA Language Services, 8935 N. Meridian Street, Suite 250, Indianapolis, IN 46260; and
- **Fax:** 317-550-2468.

3.3.2 Please describe how you will ensure ninety-eight (98) percent of documents meet the standard and expedited turnaround timeframes.

LUNA's translation team constantly monitors all project delivery methods in order to respond quickly. Translation project managers also thoroughly review the scope of the project to ensure that all aspects of the request are clear and unexpected problems do not cause delays. Once a project is assigned, the deadline is confirmed and monitored daily. LUNA's project management system, Plunet, ensures efficiency in managing projects to ensure turnaround timeframes are met. Please see **Addendum T.5 "Plunet Business Manager Product Brochure."**



**Project Managers provide support to clients from first inquiry to delivery.**

Additionally, regular communication with the translators and clients is established to avoid delays arising from clarifications needed or questions posed by the translators. Based on the State's proposed requirements regarding delivery schedules, LUNA anticipate no problems with meeting the timelines desired by the State.

- 3.3.3 Please describe how you will ensure that translators are available and able to translate at least ninety-nine (99) percent of all jobs. We recognize that this question is similar to question 3.1.4, but we would like this answer to be specific to written language translation services.

LUNA's Translation Department services a broad spectrum of clients including some with around the clock needs for translation. The translation work in over 100 languages world-wide positions LUNA to provide assurances that even rare language requests can be filled. Because LUNA's team is well connected in the translation industry, the company can secure any necessary translation teams quickly. Likewise, because regular opportunities for subcontractors are provided and relationships are fostered continuously, LUNA can ensure that the projects provided are not rejected by translators.

### **3.4 Communication Accommodation Services for Individuals who are Deaf or Hard of Hearing**

- 3.4.1 Please describe your capabilities to provide Video Remote Interpreting (VRI) services for American Sign Language interpretation services or describe your plan to work with a VRI service provider if you are unfamiliar with VRI services.



**VRI (when Deaf and Hearing consumers are in the same physical space):**

LUNA provides reliable ASL **video remote interpreting** services through a well-established web and app-based platform that offers:

- On-demand services through user-friendly interfaces;
- HIPAA compliance;
- By-the-minute pricing; and
- Transparent and streamlined tracking and invoicing of billable time.



Services through this platform are best used for on demand and after-hours needs. State agencies will need to be onboarded into LUNA's platform. Once onboarded, on-demand and after-hours requests can be made easily, and the interpreter response time is approximately thirty seconds.

**Virtual Interpreting (when Deaf and Hearing consumers are in different remote locations):**

For **virtual online interpreting** requests, LUNA ASL interpreters can use the platform designated by the requester. Most clients use Zoom or WebEx, but LUNA can accommodate any video conferencing program. Historically, the majority of virtual requests from the State's DHHS are pre-scheduled, however, these requests can be filled from any State agency within five minutes of request.

***LUNA's coordinating team will be able to help requesters discern which remote option is best suited for the needs of the assignment.***



- 3.4.2 Please describe your capabilities to provide Communication Access Realtime Translation (CART) services or describe your plan to work with CART transcribers and agencies if you are unfamiliar with CART services.

**REMOTE/ON-SITE CART SERVICES**

LUNA has been providing a wide array of Communication Access Realtime Translation services for the past seven years. CART services are coordinated through Terry's Transcripts, LUNA's selected Women's Business Enterprise. While remote CART is predominately used for college classes, LUNA has also coordinated CART services for trainings, meetings, and presentations where hard of hearing participants are expected. See **Addendum G.1. "MBE/WBE/IVOSB Documents."**

- 3.4.3 Please describe how you will hire interpreters who qualify per the guidelines listed in Paragraph 3 of Section 5.2 of Attachment I - Scope of Work.

**Interpreting In-Person:** LUNA's in-person spoken language interpreters have passed a language proficiency exam in English and the other languages into which they interpret. In addition to language proficiency, interpreters have training in the Bridging the Gap curriculum, additional HIPAA training, customer service and local interpreting information from the company's LUNA Launch program.

**Interpreting – Telephonic:** All over-the-phone interpreters have provided proof of Bridging the Gap or equivalent training, at least three years of interpreting experience, and HIPAA trainings. If a need arises for a legal telephonic interpreter, the interpreters used must also adhere to the National Association of Judicial Interpreters and Translators.

**CAS – In Person:** ASL interpreters used to fulfill this contract will hold their Indiana Interpreting Certificate (IIC) as a minimum requirement. Approximately 50 percent of LUNA's ASL interpreters also hold national certification through the Registry of Interpreters for the Deaf and/or a score of 3.5 (out of 5) on the Educational Interpreter Performance Assessment. All in-person ASL interpreters must have passed a skills assessment provided by an outside third party, or by the Director of ASL Services.

**CAS – Video Remote Interpreting:** All ASL video remote interpreters used to fulfill this contract will hold their Indiana Interpreting Certificate (IIC) as a minimum requirement and/or national certification. National certification is through the Registry of Interpreters for the Deaf and/or a score of 3.5 (out of 5) on the Educational Interpreter Performance Assessment.

**CAS – CART:** All CART writers used for this contract have a minimum of a graduating certificate from an accredited Court Reporting School. In addition, many CART writers have a national certification through the National Court Reporting Association

### **VERIFYING SKILL FOR LANGUAGE INTERPRETERS:**

While all efforts will be made to fill assignments with qualified providers, LUNA may need to call on non-credentialed interpreters to fill assignments (upon requester approval). LUNA takes the following measures to verify the professionalism of these providers:

#### **Elements of the Non-Certified Interpreter Assessment include:**

- Application process for interpreters;
- Must provide two letters of recommendation;
- Interview based on professional and ethical scenarios;
- Recorded skills-based evaluation to be reviewed by Program Director;
- Video Upload available to those not located in Central Indiana.

### **VERIFYING ETHICS**

The designated Program Director will conduct an interview with the non-credentialed interpreter. This interview will include questions directly related to the interpreters' understanding and knowledge of:

- The *Registry of Interpreters for the Deaf's Code of Professional Conduct*, the *National Council of Interpreters in Health Care's Code of Ethics* and/or the *National Association of Judicial Interpreters and Translators*; and
- The *LUNA Language Services Code of Ethics*. See **Addendum K** "Company Code of Ethics."

The interpreter must also sign acknowledgement forms that outline their commitment to following these codes.

### **VERIFYING PROFESSIONALISM**

LUNA Language Services presents a Provider Handbook to all language providers. This handbook gives information on the expectations that LUNA has for contract interpreters and writers, as well as what they can expect of LUNA. More specifically, this handbook contains information on:

- LUNA Language Services Company and Contact Information;
- Interpreter/CART Requirements;
- Procedures for Accepting Requests;
- Procedures for Invoicing;
- Pay Schedule; and
- LUNA Policies:
  - + Billing
  - + Communication
  - + Dress Code
  - + HIPAA
  - + Grievances and Complaints
  - + Drug Free Environment
  - + Safety and Accidents
  - + Arrests and Convictions

Each provider must submit a signed Acknowledgement Form that he or she has received the Handbook and will comply with the expectations outlined in the document.

In addition to the Provider Handbook, on site interpreters also complete two-hour information session called LUNALaunch. This information session is meant to be a second “touch point” with the pool of contract interpreters at the beginning of their professional relationship with LUNA to help clarify policies, best practices, and expectations.



See **Addendum M.2** “LUNAcademy Trainings.”

- 3.4.4 Please describe how you will ensure that interpreters are available for at least ninety-eight (98) percent of in-person American Sign Language interpretation and CART service requests. We recognize that this question is similar to question 3.1.4, but we would like this answer to be specific to American Sign Language interpretation services.

LUNA Language Services currently has a documented fill rate of **99.6 percent** for ASL in-person and CART assignments.

LUNA has the largest number of staff ASL interpreters in the state. This includes nine state certified interpreters, five of whom also hold their national certification with RID as well as being Indiana Supreme Court Qualified. In addition to LUNA’s outstanding staff interpreters, the company works with approximately 215 ASL contract interpreters across the state.

Additionally, LUNA has worked collaboratively with grassroots ASL agencies in the larger metropolitan areas in order to cut interpreter travel costs, provide interpreters who know their local Deaf community and to push revenue to non-profit agencies that also provide

case management services to the Deaf community. LUNA's current list of ASL/CART partnering agencies include:

- Terry's Transcripts, Lafayette, IN;
- Deaf Community Services, Indianapolis, IN;
- The League for the Blind and Disabled, Fort Wayne, IN;
- TradeWinds Deaf Services, Merrillville, IN;
- Connections Sign Language Interpreting, Evansville, IN;
- Community Services with All Deaf, Granger/South Bend, IN; and
- Language In Motion, Louisville, KY.

See **Addendum G.2** "Industry Partnering Agencies."

Ultimately, however, the fill rate depends largely on maintaining the pool of providers. Knowing that there is a national shortage of qualified language providers, LUNA Language Services puts an emphasis on recruiting linguists as well as helping new providers' skills emerge through various professional development avenues. LUNA is constantly extending its provision reach by:

- Reaching out to ASL interpreters who hold their Indiana Interpreter Certification (IIC) but may not currently be doing work for LUNA;
- Actively networking within the ASL interpreting community;
- Reaching out to the current pool of interpreters individually and regularly to provide mentoring and professional support;
- Maintaining a professional relationship with the State's only brick and mortar CART school, the College of Court Reporting, Inc. (Valparaiso, IN);
- Cultivating networking relationships inside the Deaf and hard of hearing communities to keep LUNA's fingers on the pulse of the community and their language needs;
- Providing a wide array of workshops and trainings for interpreters;
- Building and maintaining partner agency relationships;
- Promoting the use of VRI and remote CART services by prioritizing the option of these services as the "go to" solution when appropriate; and
- Staying current in local and national ASL interpreting organizations.
- Investing in Interpreter Training Program practicum students their senior year of college. To date, LUNA has worked with ASL interpreter practicum students from:
  - Indiana University Purdue University Indianapolis (Indianapolis, IN)
  - Goshen College (Goshen, IN)
  - Bethel College (Mishawaka, IN)
  - MacMurray College (Jacksonville, IL)
  - Eastern Kentucky University (Richmond, KY)

***Maintaining the high standard of service provision starts with hiring the right service providers as staff or sub-contractors and LUNA sets the standard for best practices in this area.***

3.4.5 Please describe how you will ensure that ninety-eight (98) percent of VRI services are be provided within five (5) minutes.

**Availability of Client Input into Boostlingo Platform**

Through hourly staffing of ASL interpreters and a pool of 7,000+ interpreters, LUNA, in collaboration with its subcontractor Boostlingo, will provide VRI services for at least 98 percent of ASL requests within five minutes. LUNA achieves this metric through a 24/7/365 online presence of VRI interpreters for ASL.

**99 percent Fill Rate**

By LUNA's standards, a VRI request is said to be "filled" if an interpreter takes the VRI call within **30 seconds**. For ASL, LUNA's current VRI fill rate is 99 percent. Among the one percent of VRI calls not answered within 30 seconds is a significant number of calls that are answered within five minutes. In other words, LUNA is already meeting the State's requested metric and has no intention of loosening its standards for this contract.

**10-second Average Response Time**

With its 10-second average response time for ASL, LUNA is already exceeding the State's expectation of providing services for 98 percent of VRI requests within five minutes. LUNA will continue to satisfy or exceed the State's expectation.