

Transmittal Letter

Legal Name: Language Training Center, Inc.
DBA: LTC Language Solutions
Address: 5750 Castle Creek Parkway, Suite 150, Indianapolis, IN 46250
Telephone Number: 888-456-1626
Fax Number: 317-578-1673

DUNS: 939827127
CAGE Code: 3PAZ2
Tax Identification Number: 35-2020774

Date: 7/15/2020
Re: Request for Proposal 20-1311, Interpretation and Translation Services

Thank you for the opportunity to submit our proposal for RFP 20-1311, Interpretation and Translation Services for the State of Indiana.

2.2.1 Agreement with Requirement Listed in Section 1: We hereby acknowledge understanding of the general information presented in Section 1 and agree with the requirements/conditions listed in Section 1.

2.2.2 Summary of Ability and Desire to Supply the Required Products or Services: LTC has been offering language services, including in-person interpretation, video remote interpretation (VRI), telephonic interpretation, written translation, and communication accommodation services for individuals who are Deaf or Hard of Hearing for over 20 years. We have worked with more than 1,000 clients, including many federal, state, and local government agencies. We pride ourselves on offering high-quality services coupled with excellent customer support to ensure our clients receive the best possible service available in the industry. We are able and willing to provide the requested services subject to the terms and conditions set forth in the RFP including, but not limited to, the State's mandatory contract clauses.

2.2.3 Signature of Authorized Representative: Martin George, CEO and President of LTC, is authorized to commit LTC to its representations and certifies that the information offered in the proposal meets all general conditions, including the information required in Section 2.3.4. His signature is included below.

2.2.4 Respondent Notification (acknowledged)

2.2.5 Confidential Information: Provided below is information related to the confidential information provided in this proposal. We have listed the documents and/or sections of documents for which statutory exemption to the Access to Public Records (APRA) is being claimed, the statutory exception that applies to each document and/or section of document, and a description explaining the manner in which the statutory exception applies for each document and/or section of the document. LTC has provided a separate redacted version of these documents and/or sections of documents for public release.

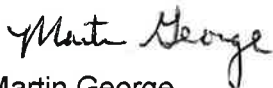
Pursuant to IC 5-14-3-4(a)(5), LTC lists the following documents and/or sections of documents as confidential information per the reasons following:

1. Attachment 2.3.3a (2017-2019 Income Statements) and Attachment 2.3.3b (2017-2019 Balance Sheets)
 - The income statements and balance sheets provided in Attachment 2.3.3a and Attachment 2.3.3b of the Business Proposal are considered confidential financial information. This is private information that is not readily available to the public or even internally within LTC. Only LTC's Finance Department has access to this information.
2. Attachment E – Business Proposal, Section 2.3.11 General Information: Revenues
 - The revenues provided in the Business Proposal are considered confidential financial information. This is private information that is not readily available to the public or even internally within LTC. Only LTC's Finance Department has access to this information.
3. Attachment E – Business Proposal, Section 2.3.6 References
 - The customer list and customer contact person information listed under 2.3.13 of the Business Proposal is considered confidential financial information. This information has not been previously published and is not readily available to the public. Making this information public could negatively impact LTC, as our competitors would have access to this information, and it lists our largest clients and their contact person's contact information.
4. Attachment E – Business Proposal, Section 2.3.13 Experience Serving Similar Clients
 - The customer list and the information related to the amount of work we do with each customer provided under 2.3.13 of the Business Proposal is considered confidential financial information. This information has not been previously published and is not readily available to the public. This information was taken from our internal systems to demonstrate our current customers that are similar in size to this State of Indiana contract. Making this information public could negatively impact LTC, as our competitors would have access to this information, and it lists our largest clients.

2.2.6 Other Information: N/A

Thank you in advance for your consideration.

Sincerely,



Martin George
CEO/President
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